

Exhibitor Manual

Move In	Tuesday, June 11	10:00 am – 8:00 pm
Exhibition	Wednesday, June 12	10:00 am – 5:00 pm
	Thursday, June 13	10:00 am – 3:00 pm
Move Out	Thursday, June 13	3:00 pm – 11:00 pm

Exhibitor staff are permitted to enter the exhibition floor 1.5 hours prior on show days. Please note that the timings mentioned above are subject to change. Please confirm individual move-in timings with Robinson Show Services.

Show Location

Metro Toronto Convention Centre
North Building
255 Front Street West

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WHY SPONSOR?

If you are interested in increasing your exposure at The REMI Show and ISSA Show Canada, please take a look at our [Sponsorship Prospectus](#). For more information or if any immediate queries exist, we request you to please reach out to Chuck Nervick at chuckn@mediaedge.ca or at (+1) 416-512-8186 x 227.

Official Show Contractor Supplier Forms and Contact Information

- Show Services (Robinson Show Services)

Show Checklist and Specials

[Exhibitor Move-In Form](#)
[Exhibitor Appointed Contractor Form](#)
[Order Summary Form](#)
[Show Specials](#)
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In-Booth Requirements

[Carpet Order Form](#)
[Custom Exhibits - Hardwall & Counters](#)
[Display Items Order Form](#)
[Drape Hardware Order Form](#)
[Florals and Plants Order Form](#)
[Graphics and Design Forms](#)
[In-Booth Audio Visual Order Forms](#)
[Lounge Furniture Order Form](#)
[Security Cage Order Form](#)

Services Requirements

[Exhibit Property Disposal](#)
[In-Booth Forklift Order Form](#)
[Labour Information/Checklist](#)
[Material Handling Information](#)
[Onsite/Offsite Storage Order Form](#)
[Post Show Storage Order Form](#)

Contact: Elaine Blosmanis
Email: elaine@robinsonshowservices.ca
Tel: 905-417-7789 x 201

- Metro Toronto Convention Centre

[Exhibitor Services – Cleaning Services, Telecommunications and Parking Exhibitor Forms](#)

Exhibitor Services Centre

Email: exhibitor-services@mtccc.com
Phone: 416-585-8387
Website: www.mtccc.com/order

Internet & Telecommunication Services

Email: telecommunications@mtccc.com
Phone: 416-585-3596
Website: www.mtccc.com/order

Fire Safety Officer

Email: fsr@mtccc.com
Phone: 416-585-8135

Booth Cleaning / Janitorial Services

Email: exhibitor-services@mtccc.com
Phone: 416-585-8387
Website: www.mtccc.com/order

Business Centre Services

Email: businesscentre@mtccc.com
Phone: 416-585-8387

Parking Services

Email: exhibitor-services@mtccc.com
Phone: 416-585-8387
Website: www.mtccc.com/order

Catering Services

Email: catering@mtccc.com
Phone: 416-585-8144

- Advance Warehousing and Transportation (Beyond Borders Logistics & Consulting Inc.)

[Customs, Transportation and Advance Warehousing](#)

Contact: Brian Moore

Email: brian@beyond-borderslc.com

Tel: 905-808-1006

Contact: Rob Parr

Email: rob@beyond-borderslc.com

Tel: 416-771-4065

- Electrical (Show Tech)

[Exhibitor Services and Order Forms](#)

Exhibitors can place their orders online, by creating a username and password for themselves. For a direct link to the website, please click [here](#).

Email: info@showtech.ca

Phone: 416-585-8109

- Registration (Conexsys)

[Lead Retrieval Form](#)

[Show Registration for Attendees](#)

Email: justin@conexsys.com

Tel: 905-405-8415 x 29

- Show Management (MediaEdge)

Contact: Chuck Nervick, Senior VP

Email: chuckn@mediaedge.ca

Tel: 416-512-8186 x 227

Contact: Brad Moore, Show Operations Director

Email: bradm@mediaedge.ca

Tel: 416-512-8186 x 280

Deadline Dates

Please refer to the forms in the Supplier Forms section above for complete details.

Service	Date
Show Decorator (Robinson Show Services)	May 24 (Discount Pricing)
Show Guide Advertising (MediaEdge)	May 10
Exhibitor Listing in Show Guide (MediaEdge)	May 10
Accommodations (Group Rates)	May 9
Advance Warehouse, Shipping and Customs Brokering (Beyond Borders Logistics & Consulting)	June 4 (Goods post this date will have a late arrival surcharge)
Electrical (Show Tech)	May 28 (Advance Pricing) June 10 (Regular Pricing)
Insurance	Submit before June 1
Lead Retrieval Services (CONEXSYS)	May 31 (Advance Pricing)

Exhibitor Insurance

Commercial general liability insurance is the responsibility of the Exhibitor naming The REMI Show and ISSA Show Canada and MediaEdge Communications Inc. (Show Management) as co-insured with limits of liability of at least \$5,000,000, extended to include Personal Injury, Contractual Liability, Non-owned Automobile Liability, Products – Completed Operations, Cross Liability Clause and Severability of Interest Clause.

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Show Guide Advertising

Deadline May 10, 2019

RESERVE YOUR AD SPACE NOW!

Take advantage of the following benefits:

- Reach key decision makers
- Encourage delegates to visit YOUR booth
- Highlight NEW Products
- Continue to reach your target market year round as the Show Guide has an excellent post-event shelf life

Email or Fax this form to:

Brad Moore

bradm@mediaedge.ca

Tel: 416-512-8186 ext. 280

Fax to: 416-512-8344

Advertise in the Show Guide

Name: _____

Company: _____

Phone: _____

Fax: _____

Email: _____

Ad Rates

Sizes	Rate
Full Page	\$1,850
2/3 Vertical	\$1,650
1/2 Island	\$1,475
1/2 Horizontal or Vertical	\$1,350
1/3 Square or Vertical	\$1,025
1/4 Vertical	\$700

Show Guide Exhibitor or Sponsor Listing Form

Please complete this form electronically and email to carad@mediaedge.ca before **May 10th, 2019**.

Company Name: _____

Booth Number: _____

Description of Products/ Services (*must be 25 words or less*): _____

Key Contact Name(s): _____

Company Address: _____

Phone: _____

Fax: _____

Email: _____

Website: _____

Please Note:

- *All content mentioned in this form will be inserted into the show guide's exhibitor listings section exactly as provided. Kindly review before submission*
- *For the purpose of this form specifically, the name of the contact person provided will be printed in the show guide. If you would not like your listing to include any representative, kindly leave the entry blank*
- *Please provide the company's full address including city, province/state and postal code*
- *We request you to please fill in this form electronically and avoid submitting a handwritten version*

Schedule of Operations

Move-In Procedure

Move In Tuesday, June 11 10:00 am – 8:00 pm

Exhibitors must adhere to the scheduled move-in time outlined or provided by Robinson Show Services.

Please direct any questions concerning your move-in to Elaine Blosmanis at 905-417-7789 x 201 or elaine@robinsonshowservices.ca.

Exhibitors will be permitted into the show area 1 ½ hours prior to opening on show days and must leave the show floor 30 minutes after the scheduled show end time (with the exception of the last day).

Shipping

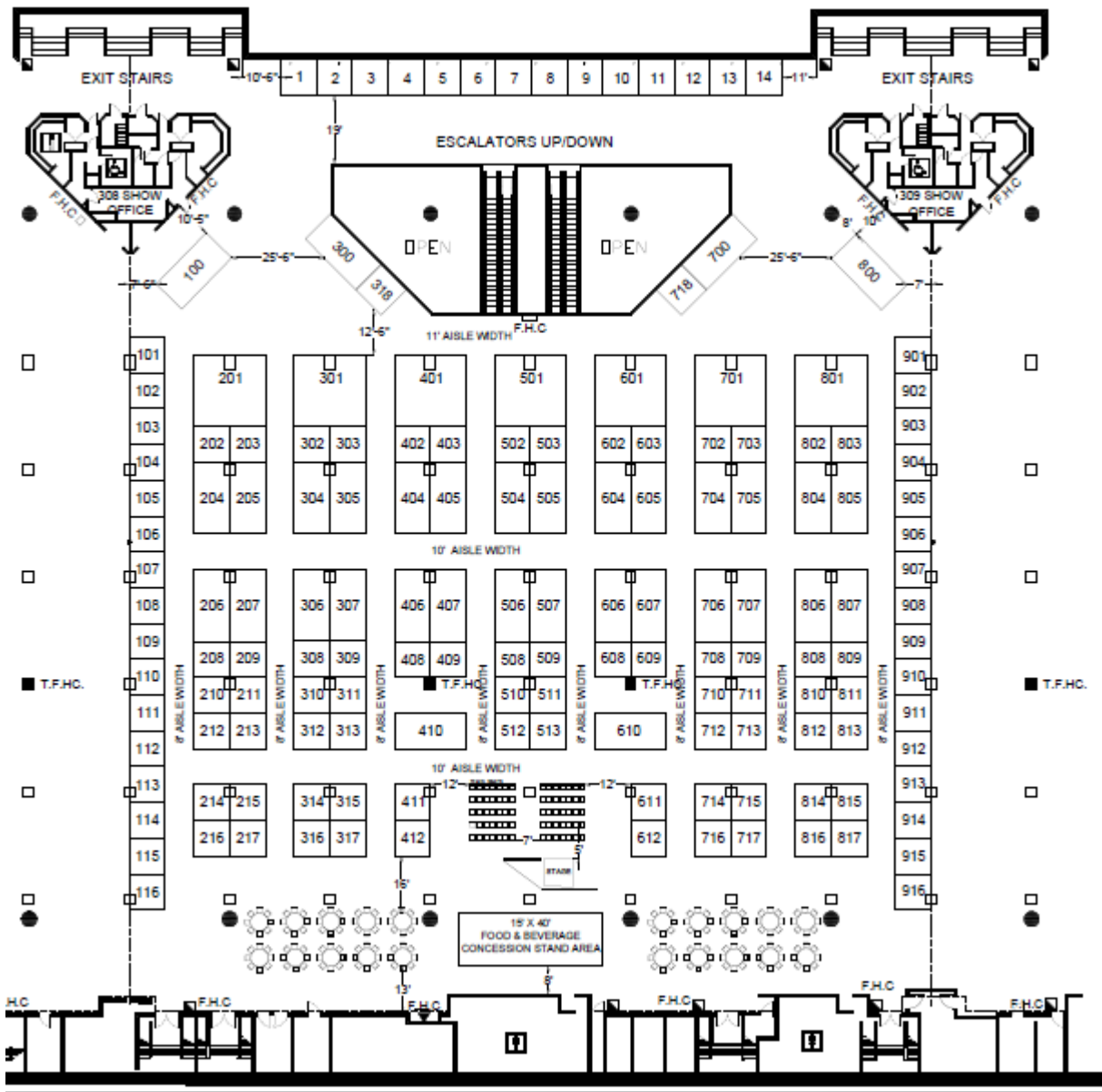
For advance warehousing or if your shipments are coming from abroad and require customs brokering, please refer to Beyond Borders Logistics & Consulting Inc.'s forms found in the "Supplier Order Forms" section.

We recommend the official Transportation and Customs Broker, Beyond Borders Logistics & Consulting Inc., to ship your exhibit. This will reduce costs, waiting and hassles. They will be able to schedule the arrival of your shipment so you can arrive to set-up and avoid line-ups or congestion at the loading dock.

To ship your exhibit to the event on the move-in day, please refer to Robinson Show Services' "Exhibitor Move-In" form found in the "Supplier Order Forms" section.

Remember to confirm your shipment date and time with your carrier.

Floor Plan



To view the interactive floor plan, please click [here](#). You can also view a list of all the REMI Show & ISSA Show Canada exhibitors [here](#).

Move-Out Procedure

Move Out Thursday, June 13 3:00 pm – 11:00 pm

- The trade show floor officially shuts at 3:00 pm. Exhibitors must wait until the show closes before dismantling exhibits. Exhibitors who pack up prior to show close may be fined.
- Exhibitors must wait approximately 30 minutes for the aisle carpet to be rolled up after which crates will be returned to exhibitors on the show floor.
- Exhibitor materials must be cleared from the show floor by **11:00 pm**. To ensure all materials are removed from the facility in a timely fashion, please have carriers returned by **10:00 pm**.
- Beyond Borders Logistics & Consulting Inc. will be on-site to ensure loading of your goods onto their trailer, for delivery to your final destination. Post Show storage arrangements must be made with Robinson Show Services, if your goods are not being picked up by the end of move-out on Thursday.
- Any goods on the show floor after 9:00 pm on Thursday, June 13, without Post Show storage arrangements will be picked-up by Robinson Show Services and will be available for pick-up at their warehouse after the show, with the appropriate costs.
- Please refer to Robinson Show Services' move-in form for the move-out bulletin for further information on the move-out process.

Policies & Standards

1. **Principal Purpose.** The principal purpose of the Show is to stimulate interest in and demand for delivering practical and timely information focused on keeping buildings clean, green and operating in a sustainable and energy efficient fashion. No exhibitor shall engage in any activity inconsistent with this principal purpose.
2. **Sub-Leasing.** An exhibitor may not sub-let his space, nor any part thereof, nor exhibits, offer for sale, give as a premium, or advertise articles not manufactured or sold in his own name, except where such articles are required for the proper demonstration or operation of the exhibitor's display, in which case identification of such articles shall be limited to the regular nameplate, imprint or other identification which in standard practice appears normally on them. Exhibitors may not permit in their booth non-exhibiting company representatives.
3. **Default in Occupancy.** Any exhibitor failing to occupy space contracted for is not relieved of the obligation of paying for full rental of such space. If not occupied by the time set for completion of installation of displays, such space may be possessed by the management and re-allocated or assigned for such purposes as it may see fit.
4. **Eligible Exhibits.** The Management has sole right to determine the eligibility of any company or product for inclusion in the Show.
5. **Insurance and Liability.** Commercial general liability insurance is the responsibility of the Exhibitor naming REMI Show and ISSA Show Canada and MediaEdge Communications Inc. (Show Management) as co-insured with limits of liability of at least \$5,000,000, adequate coverage for their own personnel, exhibits and materials against all such hazards and thirty (30) days' notice of cancellation. Show Management assumes no risk and by acceptance of this Agreement the exhibitor expressly releases Show Management of and from any and all liability for personal and property damages, loss of goods by fire, theft, damage or destruction and from any injury to himself or employees while in the Show quarters. Exhibitor agrees to hold Show Management harmless for damage to the Exhibitor from any cause whatsoever or from any action of any nature by Show Management, including damage to his business by reason of failure to provide space for his exhibit or, failure to hold the Show as scheduled, except as provided herein. Exhibitor further agrees to indemnify and hold Show Management harmless from all liability arising from the acts of Exhibitor, its Employees and agents.
6. **Installation-Showing-Dismantling.** Exhibits must be removed by the Exhibitor from the premises no later than the time indicated in the official Exhibitor Manual. The premises must be left broom clean by the Exhibitor. Exhibitor shall be liable for all staging and handling charges resulting from failure to remove exhibit material from the Show before conclusion of the dismantling period as specified by the Management.
7. **Damage to Property.** The exhibitor is liable for any damage caused by him or his representative to building floor, walls or columns, or to standard booth equipment or to the property of other exhibitors. Exhibitors may not apply exhibitory paint, lacquer, adhesive or other coating to building columns and floors or to standard booth equipment.
8. **Alcoholic Beverages.** The use of alcoholic beverages in the Show area by an Exhibitor is prohibited without proper insurance.
9. **Attendance.** The management shall have sole control over admission policies at all times.
10. **Booth Representatives.** Exhibitor's booth representatives shall be restricted to employees of exhibiting companies, who are actually working in the exhibitor's booth. Booth representative shall wear an "EXHIBITOR" badge identification furnished by the Management, at all times. The Management may limit the number of booth representatives at any time. All exhibiting company personnel other than those working in the booth are to register for the Show.
11. **Decoration.** The Management shall have full discretion and authority in the placement, arrangement and appearance of all items displayed by the exhibitor, and may require the replacing, rearrangement, or redecorating of any item or of any booth which the Management deems inconsistent with the principle purpose of the Show or inappropriate for any other reason and no liability shall be attached to the Management for costs that may devolve upon exhibitor. Exhibitors building special background or side dividers must make certain that the

surfaces of such dividers are finished in such a manner as not to be unsightly to exhibitors in adjoining booths. If such surfaces remain unfinished 3 hours prior to Show opening, the Management shall authorize the official decorator to effect the necessary finishing and the exhibitor must pay all charges involved thereby.

12. **Occupational Health and Safety Compliance.** The exhibitor agrees to conduct all business at the Show in accordance to the Occupational Health & Safety Act outlined by the Ministry of Labour.
13. **Exhibitor Representatives' Responsibility.** The exhibitor agrees to indemnify the Management against and hold it harmless for any claims arising out of the acts of negligence of the exhibitor, his agents, or employees, or out of labour disputes.
14. **Safety Devices.** The exhibitor agrees to accept full responsibility for compliance with federal, provincial and municipal regulations in the provision and maintenance of adequate safety devices and conditions for the operation of machinery and equipment.
15. **Inflammable Material.** No inflammable fluids or materials of any nature, including decorative materials, use of which materials is prohibited by federal, provincial or municipal fire regulations, may be used in the booth.
16. **Exhibitors' Admittance During Non-Show Hours.** Booth representatives will be permitted to enter the Show one and a half (1 ½) hours before the scheduled opening time each day of the Show and will not be permitted to remain on the Show Floor after the closing hour each night, with the exception of the final night. Exhibitors requiring additional time must secure Show Management authorization a minimum of one week prior to move-in.
17. **Failure to Hold Show.** Should any contingency prevent holding the Show, the lease shall terminate, and the exhibitor waives any claim for damages or compensation and neither party shall have any further obligations as against the other, except that Management shall refund to the exhibitor the amounts paid under the Agreement, less a pro rata share of the Managements actual expenses incurred in connection with said Show. Said pro rata share of the Managements expenses is to be determined on the basis of the number of square feet assigned to the Exhibitor in relation to the number of square feet of floor space assigned to all other exhibitors at the Show under similar contracts with the Management.
18. **Floor Load.** Under no circumstances may the weight of any equipment or exhibit material exceed the halls maximum floor load. The exhibitor accepts full and sole responsibility for any injury or damage to property or person resulting from failure, knowingly or otherwise, to distribute the load of his exhibit material in conformity with the maximum floor load specifications.
19. **Noise and Odours.** No noisy or obstructive work will be permitted during Show hours. Neither will noisy displays, nor exhibits producing objectionable odours be allowed.
20. **Obstruction of Aisles or Booths.** Any demonstration or activity that results in excess obstruction of aisles or prevents ready access to nearby exhibitor booths shall be suspended for any period(s) of time specified by the Management.
21. **Regulations Governing Displays.** Display material of any nature (including but not limited to signs, logos, show cases, display or storage cabinets, electrical fixtures, wires, conduits etc.) may be placed to a height not exceeding eight (8) feet from the building floor anywhere within and exhibit area, unless authorized by Show Management at least one week prior to move-in. Refer to exhibit guidelines for display regulations for perimeter, island and peninsula booths.
22. **Floor Coverings.** It is mandatory to have carpet or equivalent flooring *completely* covering the visible floor in your exhibit space. Exhibitors are welcome to bring in their own floor coverings or quality rental carpeting is available from the show decorator.
23. **Rejected Displays.** The exhibitor agrees that his exhibit shall be admitted and shall remain from day to day solely on strict compliance with the rules herein. The Management reserves the right to reject, eject, or prohibit any exhibit in whole or in part, or exhibitor or his representatives with or without giving cause. If cause is not given, liability shall not exceed the return to the exhibitor of the amount of rental unearned at the time of ejection. If an exhibit or exhibitor is ejected for violation of these rules or for other stated reasons, no return shall be made.
24. **Samples and Souvenirs.** Samples, souvenirs, publications, etc., may be distributed by the exhibitor only from within their contracted booth space. The distribution of any article that interferes with the activities in or obstructs

access to neighbouring booths or that impedes aisles, is prohibited. No articles containing any product other than the product or materials made or processed or used by the exhibitor or the product or service he sells, may be distributed except by written permission of the Management.

25. **Material Handling.** All materials handled in the facility and onto the Exhibition floor, with the exception of hand-carry items only, is provided exclusively by Robinson Show Services.
26. **Booth Cleaning.** Each exhibitor is responsible for ensuring that their exhibit space is clean at the end of each day. Daily booth cleaning services are to be booked only through MTCCC.
27. **Signs and Sign Copy.** Should the wording on any sign or area in the exhibitor's booth be deemed by the management to be contrary in any way to the best interests of the Show, the exhibitor shall make such changes as requested by the Management.
28. **Union Labour.** The show facility is non-unionized and some of the Official Show Contractors and many local display fabricators and installation companies are both unionized and non-unionized. Unionized and non-unionized labour work simultaneously on the show floor. The Management cannot take the responsibility for interference with the show caused by labour disputes involving individual exhibitors.
29. **Special Electrical, Gas or Water Service, etc.** These, as well as other special services required by exhibitors are provided only when the exhibitor orders and agrees to pay authorized suppliers of such services with municipal insurance and other requirements.
30. **Bankruptcy, Insolvency etc.** If the exhibitor should become bankrupt or insolvent or file any debtor's proceedings, or take or have taken against the exhibitor in any Court petition in bankruptcy or insolvency or for reorganization or for appointment of a receiver or trustee or if the exhibitor makes an assignment for the benefit of creditors or petitions or enters into an agreement, or this Agreement shall pass to or devolve upon one other than the exhibitor, then, in any one or more such events, the management reserves the right and option, at any time prior to the opening of the Show to cancel this Agreement upon giving the exhibitor a five-day written notice; and in such the Management shall retain as and for liquidated damages the payments made by the exhibitor hereunder.
31. **Amendment to Rules.** Any matters not specifically covered by the proceeding rules shall be subject solely to the decision of Show Management. These rules may be amended at any time by Show Management, and all amendments so made shall be binding on exhibitor equally with the foregoing rules and regulations.
32. **Agreement to Rules.** The exhibitor, for himself and his employees, agrees to abide by the foregoing rules and by any amendments that may be put into effect by Show Management.