



65<sup>TH</sup> INTERNATIONAL  
ASTRONAUTICAL CONGRESS  
29 SEP – 3 OCT 2014

# Exhibitor Service Manual

**65<sup>th</sup> International Congress**

The Metro Toronto Convention Centre,  
South Building, Hall E  
**222 Bremner Boulevard**  
**Toronto, Ontario M5V 3L9**  
September 29 – October 3, 2014

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## Show Facts

<b>Show Name:</b>	<b>65<sup>th</sup> International Astronautical Congress</b>	
<b>Show Dates:</b>	<b>September 29 – October 3, 2014</b>	
<b>Convention/ &amp; Show Management:</b>	International Astronautical Congress 350 Terry Fox Drive, Suite 104 Kanata, Ontario K2K 2W5 Canada Phone: +1.613.591.8787 Fax: +1.613.591.7291 Email: <a href="mailto:info@iac2014.org">info@iac2014.org</a> Web: <a href="http://www.iac2014.org">www.iac2014.org</a>	
<b>Show Services:</b>	Global Experience Specialists, Inc. (GES) 5675 McLaughlin Road Mississauga, Ontario L5R 3K5 Canada Phone: +1.905.283.0500 Fax: +1.905.283.0501 Email: <a href="mailto:Torontoexhibitorservices@ges.com">Torontoexhibitorservices@ges.com</a> Web: <a href="http://www.gesexpo.ca">www.gesexpo.ca</a>	
<b>Show Location:</b>	Toronto Metro Toronto Convention Centre – South Building Hall E 222 Bremner Boulevard Toronto, Ontario M5V 3L9 Canada Web: <a href="http://www.mtccc.com">www.mtccc.com</a>	
<b>Move-In:</b>	Saturday, 27 September 2014	08:00 – 16:00
	Sunday, 28 September 2014	08:00 – 16:00
<b>Show Hours:</b>	Monday, 29 September 2014	11:00 – 18:00
	Tuesday, 30 September 2014	9:00 – 18:00
	Wednesday, 1 October 2014	9:00 – 18:00
	Thursday, 2 October 2014	9:00 – 18:00
	Friday, 3 October 2014	9:00 – 15:00
<b>Move-Out:</b>	Friday, 3 October 2014	15:00 – 22:00
	Saturday, 4 October 2014	08:00 – 12:00
<b>Exhibitor Registration Desk Hours:</b>	Saturday, 27 September 2014	08:00 – 12:00
	Sunday, 28 September 2014	08:00 – 12:00
	Monday, 29 September 2014	08:00 – 12:00
	Tuesday, 30 September 2014	08:00 – 12:00
	Wednesday, 1 October 2014	08:00 – 12:00

**Important Dates:**

The following list outlines the services provided for the Exhibition. To provide an efficient and professional service to all exhibitors, all order forms, or arrangements must be completed by the date listed below. **On-site orders will be subject to increased charges, and are not guaranteed to be available.**

<b>Deadline Date</b>	<b>Services Provided</b>	<b>Return From / To</b>
Tuesday, September 9, 2014	Discount Deadline for GES orders received with payment	GES
Saturday, September 27, 2014	Direct Shipments to arrive at Exhibit Site	GES
Sunday, September 28, 2014	Last day for Direct Shipments to arrive at Exhibit Site	GES

## Service Providers

Service	Contact	
<b>Accommodations</b>	IAC 2014 Housing c/o MCI Group Canada Suite 200 -1444 Alberni Street Vancouver, BC, Canada V6G 2Z4	<b>Phone:</b> +1 604 661 4925 <b>Fax:</b> +1 604 685 3521 <b>E-mail:</b> <a href="mailto:iac-hotels@mci-group.com">iac-hotels@mci-group.com</a> <b>Book through this website:</b> <a href="http://www.iac2014.org/#/hotels/cdx0">http://www.iac2014.org/#/hotels/cdx0</a>
<b>Audio Visual</b>	AV-CANADA 1655 Queensway East Unit 2 Mississauga, Ontario L4X 2 Z5	Phone: 905 566 5500 ext. 226 Fax: 905 566 5511 Website: <a href="http://www.av-canada.com">www.av-canada.com</a> E-mail: <a href="mailto:gene.h@av-canada.com">gene.h@av-canada.com</a> Attn: Gene Hondzio
<b>Convention Registration</b>	IAC 2014 Registration c/o MCI Group Canada Suite 200 -1444 Alberni Street Vancouver, BC, Canada V6G 2Z4	<b>Phone:</b> +1 604 661 4925 <b>Fax:</b> +1 604 685 3521 <b>E-mail:</b> <a href="mailto:iac-reg@mci-group.com">iac-reg@mci-group.com</a> <b>Book through this website:</b> <a href="https://reg.conexsys.com/iac14">https://reg.conexsys.com/iac14</a>
<b>Customs Brokers</b>	Global Experience Specialists, Inc. (GES) 5675 McLaughlin Road Mississauga, Ontario, Canada L5R 3K5	<b>Phone:</b> 905-283-0500 <b>Fax:</b> 905-283-0501 <b>Web Site:</b> <a href="http://www.gesexpo.ca">www.gesexpo.ca</a> <b>E-Mail:</b> <a href="mailto:torontoexhibitorservices@ges.com">torontoexhibitorservices@ges.com</a>
<b>Electrical Services</b>	Tracy Landry SHOWTECH Head Office - Toronto 5675 McLaughlin Road Mississauga, ON L5R 3K5	<b>Phone:</b> +1 (416) 585-8109 <b>Website:</b> <a href="http://www.showtech.ca/contact.html">http://www.showtech.ca/contact.html</a> <b>Email:</b> <a href="mailto:tlandry@showtech.ca">tlandry@showtech.ca</a>
<b>Exhibitor Staff Badges</b>	IAC 2014 Registration c/o MCI Group Canada Suite 200 -1444 Alberni Street Vancouver, BC, Canada V6G 2Z4	<b>Phone:</b> +1 604 661 4925 <b>Fax:</b> +1 604 685 3521 <b>E-mail:</b> <a href="mailto:iac-reg@mci-group.com">iac-reg@mci-group.com</a>
<b>MTCC Services</b> <b>Food &amp; Beverage</b> <b>Internet Access</b> <b>Telephones</b> <b>Cleaning Services</b> <b>Parking Passes</b>	Metro Toronto Convention Centre (MTCC) South Building 222 Bremner Boulevard Toronto, Ontario Canada M5V 3L9	<b>Phone:</b> (416) 585-8387 <b>Website:</b> <a href="http://www.mtccc.com/">http://www.mtccc.com/</a> <b>Email:</b> <a href="mailto:exhibitor-services@mtccc.com">exhibitor-services@mtccc.com</a>
<b>Show Security</b>	Andrew Landrigan Reilly Security — Head Office 1120 Caledonia Road, Unit 11 Toronto, ON M6A 2W5	<b>Phone:</b> 1 (416) 256-3199 <b>Website:</b> <a href="http://www.reillysecurity.com">www.reillysecurity.com</a> <b>Email:</b> <a href="mailto:andrew.landrigan@reillysecurity.com">andrew.landrigan@reillysecurity.com</a>
<b>Show Services Contractor</b>	Global Experience Specialists, Inc. (GES) 5675 McLaughlin Road Mississauga, Ontario Canada L5R 3K5	<b>Phone:</b> 905-283-0500 <b>Fax:</b> 905-283-0501 <b>Web Site:</b> <a href="https://e.ges.com/CA-00039380">https://e.ges.com/CA-00039380</a> <b>E-Mail:</b> <a href="mailto:torontoexhibitorservices@ges.com">torontoexhibitorservices@ges.com</a>

## Exhibitor Schedule

Start	End	Function	Location
<b>Saturday, 27 September 2014</b>			
08:00	12:00	Exhibitor Registration	MTCC South BLD LVL 800 Exhibit Hall E
08:00	16:00	Exhibitor Move In	MTCC South BLD LVL 800 Exhibit Hall E
<b>Sunday, 28 September 2014</b>			
08:00	12:00	Exhibitor Registration	MTCC South BLD LVL 800 Exhibit Hall E
08:00	16:00	Exhibitor Move In	MTCC South BLD LVL 800 Exhibit Hall E
<b>Monday, 29 September 2014</b>			
11:00	18:00	Exhibition Opens	MTCC South BLD LVL 800 Exhibit Hall E
18:00		Official Closing Time	MTCC South BLD LVL 800 Exhibit Hall E
<b>Tuesday, 30 September 2014</b>			
9:00	18:00	Exhibition Opens	MTCC South BLD LVL 800 Exhibit Hall E
18:00		Official Closing Time	MTCC South BLD LVL 800 Exhibit Hall E
<b>Wednesday, 1 October 2014</b>			
9:00	18:00	Exhibition Opens	MTCC South BLD LVL 800 Exhibit Hall E
18:00		Official Closing Time	MTCC South BLD LVL 800 Exhibit Hall E
<b>Thursday, 2 October 2014</b>			
9:00	18:00	Exhibition Opens	MTCC South BLD LVL 800 Exhibit Hall E
18:00		Official Closing Time	MTCC South BLD LVL 800 Exhibit Hall E
<b>Friday, 3 October 2014</b>			
9:00	15:00	Exhibition Opens	MTCC South BLD LVL 800 Exhibit Hall E
15:00		Official Closing Time	MTCC South BLD LVL 800 Exhibit Hall E
15:00	22:00	Exhibitor Move Out	MTCC South BLD LVL 800 Exhibit Hall E
<b>Saturday, 4 October 2014</b>			
08:00	12:00	Exhibitor Move Out	MTCC South BLD LVL 800 Exhibit Hall E

## Exhibitor Services Order process

There are two convenient ways for exhibitors to order their services.

### 1. Order Online

This is the most efficient and convenient way for exhibitors to order their core services and can be ordered at the following link: [www.mtccc.com/order](http://www.mtccc.com/order)

### 2. Order On-site

Orders can also be taken on-site at the Exhibitor Services desk; additional service charges will apply to on-site orders.

Exhibitor Services will be available in the Metro Toronto Convention Centre Business Centre located in the North Building, on Level 300 (beside Hall C). Hours of operation are Monday – Friday, 8:00am – 5:00pm.

For your convenience all order forms for exhibitors can be found at the following links:  
[http://www.mtccc.com/images/content/file/exhibitors/Full\\_Exhibitor\\_Forms\\_2014.pdf](http://www.mtccc.com/images/content/file/exhibitors/Full_Exhibitor_Forms_2014.pdf)

## Early-Bird Rates

Exhibitors who order their booth services by **September 9, 2014**, will save up to 35 percent off.

All orders received two weeks in advance of the event will now be able to save  
35% off Parking Passes  
25% off Cleaning Services  
11% off Wired High-Speed Internet Services

Online Orders

<http://www.mtccc.com/order>

Exhibitor Forms

<http://www.mtccc.com/exhibitors/forms.aspx>

## Booth Specifications

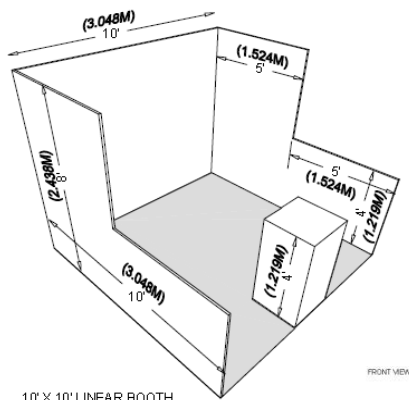
Exhibit spaces will be sold as 10' x 10' areas and multiples thereof. Inline booths will be delineated by white booth drape as per the below drawing.



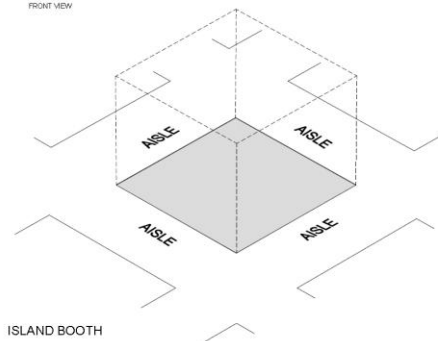
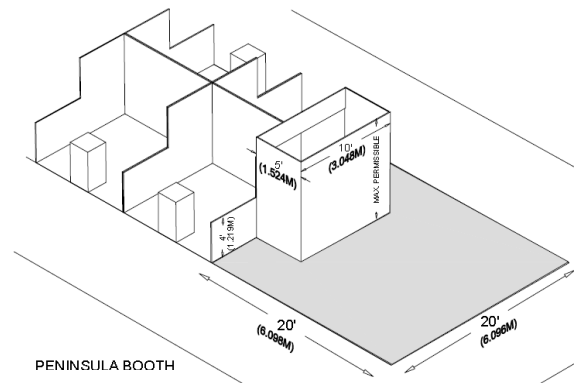
Larger island and peninsula booths will be outlined in the exhibit hall with floor tape only. The exhibit hall is a concrete floor and is not carpeted. The IAC Conference strongly recommends that each booth space have appropriate floor covering. Carpet is available for rent so please contact [torontoexhibitorservices@ges.com](mailto:torontoexhibitorservices@ges.com) or order online at <https://e.ges.com.CA-00039380>. The phone number for GES Exhibitor services is 905 283 0500. The common areas and aisles inside the exhibit hall will be carpeted in a gray with black speckled carpet.

All furnishings, signs, plants will be the responsibility of the exhibitor. GES has a wide selection of services available including hard wall packages and custom exhibits.

### Samples of Booths:



10' X 10' LINEAR BOOTH





## Exhibitor Staff Badges

### Exhibitors Receive:

- Three Exhibitor passes for the first 9 square meters of space rented
- Two additional passes for each additional 9 square metres

## Show Support Services

### Exhibitors Receive:

- Access to a GES Service Desk to help take care of your on-site requirements such as Furniture and Material Handling. The Service Desk will be open during the following times: Same hours as listed for load in, out and show.

## Show Exposure

### Exhibitors Receive:

- Organization listing in the Exhibitor Guide
- Organization link on the IAC 2014 the Congress app and in other electronic media.
- Organization link on the IAC 2014 in other electronic media.

## Convention Activities

### Exhibitors Receive:

- Access to the Open Ceremony
- Access to the Welcome Reception
- Access to the Exhibit Area and all General Congress Areas

### Exhibitors will NOT receive:

- Access to the technical, plenary and highlight lectures

## General Information

### Accommodation

Your Hotel Reservation is not included in your Exhibitor Registration.

All reservations can be made online via MCI Group Canada's secure housing reservation system, which allows you to make your hotel booking easily and efficiently. We strongly encourage you to book your accommodations through the official hotels. To book your room please go to the following link: <http://www.iac2014.org/---!hotels/cdx0#!hotels/cdx0>. Once you have paid for your exhibitor booth, you will receive an access code outlining the registration process, and in turn, your accommodation booking directions.

### Amendments and Additional Regulations

Show management follows the guidelines set forth by the International Association of Exhibitors and Events standards. Any booth design or requirements other than those specified in this service manual, must be presented in writing in advance to Show Management for approval and can be overruled by Geoff Languedoc, General Manager of IAC 2014. All displays and exhibits must be finished on all sides and surfaces. If such surfaces remain unfinished at the start of the show, Show Management may authorize the official contractor to effect the necessary finishing and the Exhibitor will be required to pay all costs involved. Displays and exhibits shall not be placed in such a manner as to interfere with other exhibits. This includes all In-Line booths, Island booths or Peninsula booths. Please see following page for samples of these booths. Always refer to your Exhibitor Agreement for details, rules and regulations.

## Audio Visual

AV-CANADA had been designated as official supplier of Audio Visual services to the Congress. All Audio Visual services ordered and paid in full by September 14<sup>th</sup>, 2014, are subject to reduced rates as outlined on our form. Please order any electrical power you may require through the contractor listed below under ELECTRICAL. Please order any required Internet access through the MTTC contact information listed under INTERNET ACCESS.

AV-CANADA Contact:  
Gene Hondzio  
Tel: 905 566 5500 ext.226  
Fax: 905 566 5511  
E-Mail: gene.h@av-canada.com

## Booth Maintenance

Exhibit booths must be maintained in a neat and tidy condition at all times. Empty coffee cups, dirty plates, and other unsightly garbage detract from the exhibit area in general and individual booths in particular.

The Metro Toronto Convention Centre provides Booth Cleaning at a fee. To order this service a form can be found at the following link: [http://www.mtccc.com/images/content/file/exhibitors/Full\\_Exhibitor\\_Forms\\_2014.pdf](http://www.mtccc.com/images/content/file/exhibitors/Full_Exhibitor_Forms_2014.pdf)

## Cancellation

**GES:** Adjustments to your invoice will not be made after the close of the show. Some items, services and labour are subject to cancellation fees. Refer to each order form for details.

**Refer to contract. Show Tech, GES, CASI**

## Competitive Events

Events that distract from the IAC 65<sup>th</sup> Annual Convention and Exhibit are strictly prohibited.

## Convention Registration Policy

Exhibitors who wish to attend other convention functions may purchase their admissions through registration at the following link: <https://reg.conexsys.com/iac14/Default.asp?SessionCode=456540752>

## Courier Deliveries / Loading Docks

Access to the Level 800 exhibit floor is through South loading dock. The entrance to the dock is accessible from Lower Simcoe Street. (See map on next page).

Please note: Loading and unloading of materials via the main entrance of the convention centre is prohibited. All material must be delivered and/or received through the designated loading areas.

## Damage

The LICENSEE and their service providers agree to indemnify and hold the LICENSOR harmless from and against all claims, demands, charges, losses or damages arising or alleged to arise directly, indirectly or incidentally by reason of any act, omission or operations of the service provider, its officers, employees, agents or anyone for whom the service provider is legally responsible. (Information is correct - suggest that it should be modified to reflect IAC)

## Distribution

The distribution of any samples, literature or promotional materials for a non-exhibiting company without a contract to exhibit at the show is expressly prohibited without the prior written consent of IAC. This rule does not apply to exhibiting publishers who distribute their own magazines, which contain non-exhibitor advertising. Displays, distribution or soliciting is not permitted outside of the Exhibitor's assigned booth space and must be confined to the booth interior. Any literature distributed outside of the Exhibitor's assigned booth space in public areas will be discarded immediately.

## Electrical

SHOWTECH is the exclusive electrical supplier for the MTCC. SHOWTECH will manage. All power, lighting, rigging, and hanging needs. All electrical requirements need to be arranged with the below contact:

Tracy Landry  
SHOWTECH  
Head Office - Toronto  
5675 McLaughlin Road  
Mississauga, ON L5R 3K5  
Phone: +1 (416) 585-8109  
Website: <http://www.showtech.ca/contact.html>  
Email: [tlandry@showtech.ca](mailto:tlandry@showtech.ca)

## Insurance

Please refer to your exhibitor contract for all insurance requirements.

Exhibitors or Show Management that requires assistance in obtaining a certificate of insurance may contact HKMB's International Insurance Brokers. They can be reached at (416) 597-0008, toll free at 1 (800) 232-2024 or visit [www.hkmb.com](http://www.hkmb.com) to purchase insurance on-line.

## Internet Access

High speed internet can be purchased through the the Metro Toronto Convention Centre through the following link: [http://www.mtccc.com/images/content/file/exhibitors/Full\\_Exhibitor\\_Forms\\_2014.pdf](http://www.mtccc.com/images/content/file/exhibitors/Full_Exhibitor_Forms_2014.pdf)

## Regulations

### Fire Regulations

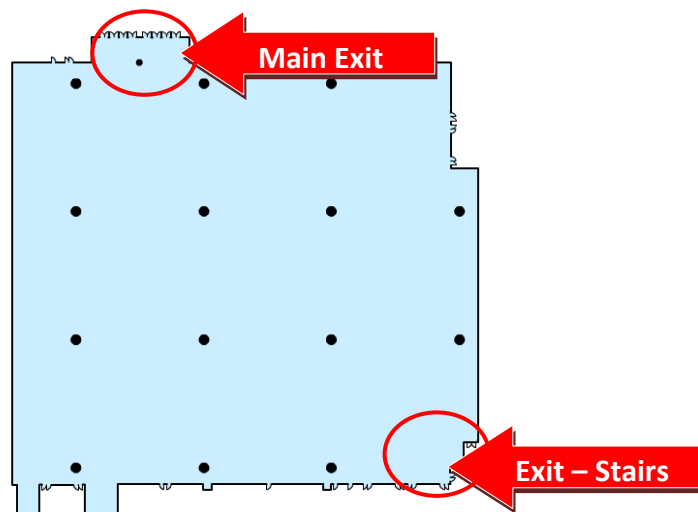
All fire department regulations must be observed. All display and packing material must be flame-retardant and are subject to inspection by the City of Toronto Fire Department, or the Ontario Fire Marshall.

All fire hose cabinets must be left accessible and in full view at all times. No flammable liquids or substances may be used or shown in exhibit booths. For the duration of the exhibition, the exhibit area will be designated a non-smoking area.

For an extensive overview in fire regulations please see the below link:

[http://www.mtccc.com/images/content/file/exhibitors/Full Exhibitor Forms 2014.pdf](http://www.mtccc.com/images/content/file/exhibitors/Full_Exhibitor_Forms_2014.pdf)

MTCC South Building, Level 800 Hall E



### Hazardous Displays

No hazardous displays of any nature are permitted. This includes open flames, hot coal, flammable liquids toxic liquids or gases, hazardous chemicals, etc. or any hazardous liquid, solid or gas of similar nature.

### Food and Beverage

Sample food or beverage products may not be distributed or sold by sponsoring organizations except with written authorization by the Metro Convention Centre

### Water Exhibits

Water displays or equipment containing water is not permitted.

## Weight Restrictions

Exhibit materials must not exceed 10,000 lbs gross weight

## Vehicle Display

Exhibitors wishing to include a vehicle in their display must contact both MCI Group Canada and GES and MTCC before August 31st 2014. All vehicles being displayed at the exhibition must have a drop cloth placed underneath the vehicle. It is a requirement that the gasoline tank of any motor vehicle on display be locked or taped and that the battery be disconnected. Each wheel must be fitted with a plastic wheel disk to absorb dirt. Cars may not be started once in the MTCC.

Automobile liability insurance, where applicable, shall provide third party liability insurance with a minimum limit of five million dollars (\$5,000,000).

Exhibitors that require assistance in obtaining a certificate of insurance may contact HKMB's International Insurance Brokers. They can be reached at (416) 597-0008, toll free at 1 (800) 232-2024 or visit [www.hkmb.com](http://www.hkmb.com) to purchase insurance on-line.

### Marshaling Yard

A marshaling yard has been established at 100/120 Cherry Street in order to facilitate move-in and move-out of events at the Metro Toronto Convention Centre.

### Procedures

1. All vehicles will report first to the vehicle marshaling area. This lot is 3.8 km from the Convention Centre.
2. The marshaling yard is open 1 hour prior to scheduled move-in/move-out times.
3. An attendant will be posted at the marshaling area. The attendant will assign the delivery order of the vehicles and give a numbered ticket to the driver based on a prearranged priority listing produced by show management. The cost of the attendant will be at the expense of the Convention Centre when required during operational hours of 0700–2359. Charges will be applied between 0001–0700.
4. A call will be made to the attendant to dispatch vehicles. As space becomes available, the drivers will be directed to the North Building (Front Street) or to the South Building (Lower Simcoe Street).
5. Upon arrival at either entrance, the driver will turn in their assigned tickets.
6. Vehicles entering the loading dock areas will be met by the Convention Centre dock staff who will control the flow of vehicle traffic.
7. Vehicles going up onto the North Building Exhibit Floor will be met by dock staff positioned at John Street and on the ramp to control the pedestrian traffic on the ramp.
8. During the winter season, the Convention Centre will bear the cost of the labour and equipment to keep the ramp open to traffic, to clean off vehicles before going onto the floor and to keep the floor clean. The Centre will also be responsible for snow removal in the marshaling area.
9. The control of the vehicles once onto the Exhibit Floor will be the responsibility of Show Floor Management in conjunction with the Convention Centre dock staff.
10. Freight elevators, when in use, will be manned and controlled by operators supplied by the Convention Centre.
11. Vehicle storage is available during events at \$32.00 plus 13% HST per day. Arrangements must be made in advance through the Dock Office at (416) 585-8345 / (416) 585-8278 or cell number (416) 529-3461

**Note**

Vehicles will be held in the marshalling yard before and after Rogers Centre events where pedestrian and vehicular traffic block access to the ramp. Times for these periods will be scheduled on an individual basis as schedules warrant Vehicle marshalling inquiries – Tel: (416) 585-8345 / (416) 585-8278 or cell number (416) 529-3461.

**Directions from the Cherry St. Marshalling Yard to the Metro Toronto Convention Centre:**

**(A) Directions to the Metro Toronto Convention Centre North Building, West Ramp**

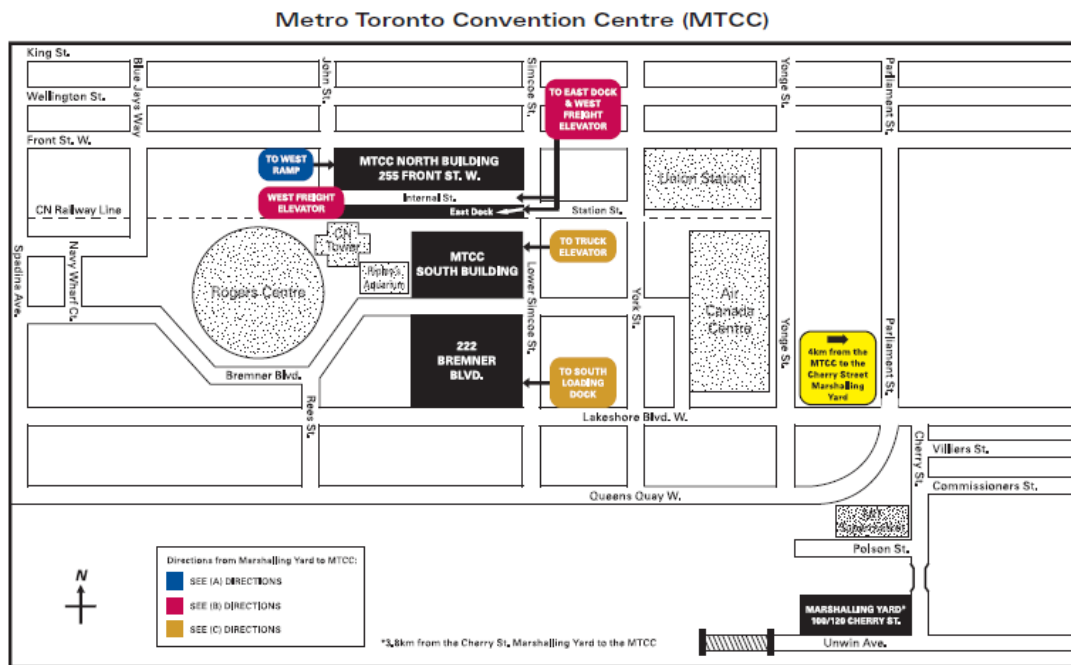
1. Head north on Cherry St. (toward Lakeshore Blvd.)
  2. Slight left onto Lake Shore Blvd.
  3. Turn right onto Yonge St.
  4. Turn left onto Wellington St.
  5. Turn left onto John St.
- Entrance to the West Ramp will be to your left.

**(B) Directions to the Metro Toronto Convention Centre North Building, East Loading Dock & West Freight Elevator**

1. Head north on Cherry St. (toward Lakeshore Blvd.)
  2. Slight left onto Lake Shore Blvd.
  3. Turn right onto Lower Simcoe St.
  4. Turn left toward the Convention Centre Internal St.
- Entrance to the East Loading Dock will be immediately to your left.

**(C) Directions to the Metro Toronto Convention Centre South Building, Loading Dock & Truck Elevator**

1. Head north on Cherry St. (toward Lakeshore Blvd.)
  2. Slight left onto Lake Shore Blvd.
  3. Turn right onto Lower Simcoe St.
- Entrance to Loading Dock will be immediately to your left.  
Entrance to the Truck Elevator is 80m ahead to your left.



## Material Handling

Material Handling is the unloading of your exhibit materials, delivery to your booth, handling of empty containers to and from storage, and removal of your materials from your booth for reloading onto your outbound carrier. This is not to be confused with the cost to transport your exhibit material to and from the event. GES will not accept collect charge shipments. Please refer to the GES forms. <https://e.ges.com/CA-00039380>.

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## Labour Regulations

Canadian labour laws allow Exhibitors entry into Canada to display and demonstrate products and services at a trade show. They are not considered to be “working in Canada” and therefore, do not need Employment Authorizations.

Of those individuals who are classified as “workers,” some will need Employment Authorization. They should get these Authorizations before entering Canada. Non-Canadian service contractors need an Employment Authorization. Employment Authorization may be given for their supervisory staff, but service contractors are generally expected to hire Canadian Labour. If you intend to bring non-Canadian installation & dismantling labourers into Canada to install or construct booths, you need to contact the following: Citizenship & Immigration Canada, [www.cic.gc.ca](http://www.cic.gc.ca).

In order not to experience any labour disputes or delays, it is strongly recommended to source your Canadian installation and dismantling labour from GES.

Exhibitors must abide by existing union agreements governing the delivery of services, material handling and/or labour within the MTCC. Should you require clarification of labour rules, please contact the GES.

Tipping is expressly prohibited. This includes such practices as giving money, merchandise or other special consideration for services rendered. Please do not give coffee breaks other than when the employee has a paid break. Any attempt to solicit a gratuity by an employee for any service should be reported immediately to GES.



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## On-Site Exhibitor Inquiries and Concerns

All Exhibitor Inquires and Concerns related specifically to the exhibit floor will be directed to GES info booth. All other inquiries should be directed to the Conference Secretariat.

**Booth Hours: Please see page 6 of this document.**

## Security

General 24-hour security will be retained for the duration of the exhibition. Security's primary function is to ensure that only authorized people have access to the official exhibition events. The ultimate protection of the exhibitor's property rests with the exhibitor. Therefore, admission by badge only is strictly enforced. Although reasonable means will be taken to safeguard property when the exhibit area is closed, IAC, MCI Group Canada, and the MTTC cannot assume responsibility for any exhibitor property that is lost or stolen.

Reilly Security contact:

Andrew Landrigan  
Reilly Security — Head Office  
1120 Caledonia Road, Unit 11  
Toronto, ON M6A 2W5  
Phone: 1 (416) 256-3199  
Website: [www.reillysecurity.com](http://www.reillysecurity.com)  
Email: [andrew.landrigan@reillysecurity.com](mailto:andrew.landrigan@reillysecurity.com)

## Show Services – Official Supplier

Global Experience Specialists, Inc. (GES) has been appointed as the official supplier of exhibit services and equipment. They can provide exhibit booths, tables, chairs, carpet, labour, etc. Please contact Exhibitor Services at Global Experience Specialists, Inc. (GES) [torontoexhibitorservices@ges.com](mailto:torontoexhibitorservices@ges.com), +1.905.283.0500.

## Signage

Hanging of any materials from the ceiling is strictly prohibited without pre-authorization from Show Management. No signs or decorative materials may protrude into the aisle, or into neighbouring booths. No obstructions may be placed in any aisles, passageways, lobby or exits leading to any fire extinguishing appliances.

## Social Events

Exhibitors receive access to the Opening Ceremony and Welcome Reception. All other events will need to be purchased through registration. To see all social events and tours please go to the following link:  
<http://www.iac2014.org/#!/social-events/cjum>

## Telephone

All internet, networking, phones and all telecommunications items is operated through MTCC.  
For Telecommunication needs, fill out the form as linked below and return as indicated on the form:  
[http://www.mtccc.com/images/content/file/exhibitors/Full\\_Exhibitor\\_Forms\\_2014.pdf](http://www.mtccc.com/images/content/file/exhibitors/Full_Exhibitor_Forms_2014.pdf)

MTCC Telecommunication contact:

**Chris Taylor**  
IT Manager  
ctaylor@mtccc.com  
P: +1 (416) 585-3596

## Move-In and Move-Out Schedules

### Move-In Schedule

Exhibits must be complete and ready for inspection by 16:00, Sunday 28 September, 2014. All empty crates and cartons must be removed from the exhibit floor and put in storage by that time. Exhibitors looking after their own empty crates/cartons must either store them within their booth or remove them from the building entirely. No exhibits or materials will be accepted at the MTCC prior to 08:00 on Saturday 27 September, 2014.

Exhibitors who have contracted with GES, for storage are required to place all empty crates/cartons in the aisles, clearly identified for storage prior to 15:00, Sunday 28 September, 2014. For storage of empty crates, please place small boxes inside large ones to facilitate their movement and storage. Any cartons, crates or containers must have an "empty" sticker placed on it with your booth number and exhibit name written on the appropriate line of the sticker. If you do not, the boxes will be destroyed. "Empty" stickers are available at the GES on-site service desk.

### Move-Out Schedule

Exhibits may not be dismantled before the official closing time of the exhibition at 14:00, Friday, 3 October 2014. Exhibitors who dismantle early will face a surcharge of \$250.00 and jeopardize their participation in next year's convention.

At the close of the show, packing crates will be returned to your booth from the storage area. Pack all small items in cartons, making sure they are well sealed, and label them for outbound shipment. Please note dollies will not be available for move out.

All exhibit material must be packed and removed from the floor area by 12:00, Saturday, 4 October 2014. Exhibitors will be liable for all charges resulting from their failure to remove exhibit materials by the required time. All necessary labour arrangements for an orderly move-out should be made prior to, or during the show. Bills of lading and shipping labels will be made available before the close of the exhibition.

## Show Services Contractor (GES)

GES is the Official Show Services Contractor, for the exhibition. The following are services provided by GES. More information provided at the following link: <https://e.ges.com/CA-00039380>

### Advance Warehousing

Materials will be received in GES's bonded warehouse and delivered to show site prior to the targeted move in time. No collect charge shipments will be accepted by GES.

### Carpet

The exhibit hall is a concrete floor and is not carpeted. The IAC Conference strongly recommends that each booth space have appropriate floor covering. Carpet is available for rent so please contact [torontoexhibitorservices@ges.com](mailto:torontoexhibitorservices@ges.com) or call +1.905.283.0500. The common areas and aisles inside the exhibit hall will be carpeted in a black/grey/white speckled mixed blend carpet.

### Exhibit Rental

Modular Exhibits are available for rent through GES. Please see the GEM Show Special and GEM Exhibit System order forms in the online manual at <https://e.ges.com/CA-00039380>. For additional options please contact Jodi Anastasakis or email at [janastasakis@ges.com](mailto:janastasakis@ges.com)

### Plants

To rent live greenery, please complete and return the PLANT ORDER FORM.

### Furnishings

Each exhibitor will be required to provide their own furnishings necessary for their booth. If you need to order furnishings, please complete THE FURNISHINGS ORDER FORM.

### Labour

Exhibitors requiring booth installation and dismantling labour should complete and return the GES LABOUR SERVICE ORDER FORM. Exhibitors must abide by all union regulations in effect in the MTCC at the time of IAC 2014.

### Materials Handling

Material Handling is the unloading of your exhibit materials, delivery to your booth, handling of empty containers to and from storage, and removal of your materials from your booth for reloading onto your outbound carrier. This is not to be confused with the cost to transport your exhibit material to and from the event.

GES will not accept collect charge shipments.

Services provided:

- Unloading of truck at show site;
- Delivery of material to booth location;
- Storage of empty boxes, crates, etc during show dates and time;
- Return of empty crates after show closing;
- Loading of materials onto trucks for return shipment.

### Signage

Exhibitors requiring signs for their booths should complete the SIGN ORDER FORM.

## Shipping / Transportation

### GES Transportation will:

- Arrange for advance warehousing storage, if required
- Coordinate priority delivery to MTCC
- Arrange for transportation back to the required destination
- Arrange the outward movement of Exhibitors' materials.

### Outbound Shipping

If you are using GES Transportation, a representative will be on site to coordinate the outgoing materials and freight from the show. It is the exhibitor's responsibility to complete export documentation with GES Customs.

## Customs and Shipping to Canada / Advance Storage (GES)

GES Customs Brokerage Services can help you make exhibiting across the border a simple and straightforward two-way experience for your people, products and display equipment

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**For access of order forms and more information go to the link below:** <https://e.ges.com/CA-00039380>

**GES Customs/Transportation Order Form** – (Mandatory for all shipments) - gives GES the authority to clear and coordinate the movement of your materials on your behalf

**Canada Customs Invoice** – CCI – (Mandatory for all shipments) - itemizes the contents of your shipment; quantities, countries of origin, unit and total shipment values.  
This is also where you would notify GES of any goods that will require special treatment or permits

**NAFTA Certificate of Origin** - Goods that will be distributed (giveaways) to a Canadian, or remain in Canada must be identified on this form in order to receive the most favourable duty & tax treatment. This applies to NAFTA countries only; USA, Canada and Mexico.

**Private Vehicle Shipment Information** - Goods that will be crossing the border via a company vehicle, rental or personal vehicle. You must fax GES this completed document one week in advance of your intended date of crossing.

**Airline Hand Baggage** - In the event you intend on bringing exhibit materials or commercial goods with you as hand baggage, a formal customs clearance may be required. Contact GES prior to departure for further information. Failure to follow these instructions may result in unexpected delays or payments at the airport.