



Exhibitor Handbook

May 27th – 28th, 2013

**Metro Toronto Convention Centre (MTCC)
800 Level, Hall E
South Building**

In keeping with our Green Meeting Strategy, this exhibitor handbook has been produced electronically. Links to all order forms are embedded throughout the document and many suppliers now offer secure on-line ordering.

This handbook is environmentally friendly and simple to use, if, however, you would prefer a hard copy, you may download and print at your own discretion.



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RECYCLING

Given the large volumes of waste shows can produce, we are asking for your support and assistance to create a cleaner, healthier environment for our event. To achieve this important initiative, we have partnered with the Metro Toronto Convention Centre to create a “Zero Waste Event”, which will practically eliminate all waste from entering a landfill site.

As an Exhibitor, we need your co-operation to play an active and supportive role in making our green event a success.

We ask for your participation in the following ways:

- Reduce as much printed or other related event materials as possible for the event. Wherever possible, use vegetable-based inks on chlorine and acid-free recycled paper.
- Eliminate any unnecessary paper handouts and CD-ROMs
- Make an effort to reuse the printed materials or any displays if they are not date or time-sensitive, by removing as many printed materials with you as much as possible to reduce the amount to be recycled from the event.
- Make use of the three recycling bins (paper, bottles, plastic and cans) which will be located strategically on the show floor to adequately separate and effectively collect the different materials from the event.
- Use enviro-friendly recyclable giveaways and take back all the leftover giveaways so they will not be left behind on the exhibit floor.
- Refrain from bringing non-recyclable items to the event (see enclosed list), or as an alternative, please take these non-recyclable items back with you when you move-out from the event.
- If you plan to use non-recyclables, please let us know what these materials are prior to the event.
- Sign and Displays should be made with environmentally responsible materials including the use of energy efficient lighting if applicable.
- We strongly believe the Zero Waste event will be achievable and a great success if we have your full support. Your active participation and co-operation is very much appreciated.

NON-RECYCLABLE ITEMS



- Soiled or unclean foam
- Soiled or unclean plastic wrap, bags
- Waxed paper, waxed cardboard, waxed beverage cups
- Signage (if composite, not of pure plastic or pure paper content)
- Carpet (polypropylene carpet with polypropylene backing is recyclable. All other carpet types confirm with Turtle Island).
- Tape (masking tape, clear tape, duct tape)
- Carbon paper, foil gift wrap
- Textiles (i.e. clothing, rags, towels, cotton balls, cleaning pads, string, ribbon, sponge)
- Kitchen glassware, ceramic dishes, porcelain, mirrors.

SHOW LOCATION

Metro Toronto Convention Centre (**South Building**)
 800 Level, Exhibit Hall E
 222 Bremner Blvd.
 Toronto, Ontario
 M5V 3L9
www.mtccc.com

EXHIBIT HOURS

Monday, May 27 th	9:00 am 1:30 pm 3:00 pm – 7:00 pm 6:00 pm – 7:00 pm	Registration opens Opening Remarks (Hall F) Show floor hours Welcome Reception / Networking
Tuesday, May 28 th	9:00 am 9:00 am – 5:00 pm	Registration opens Show floor hours

EXHIBITOR MOVE-IN AND SET-UP

Sunday, May 26 th	2:00 pm – 10:00 pm
Monday, May 27 th	7:00 am – 11:00 am

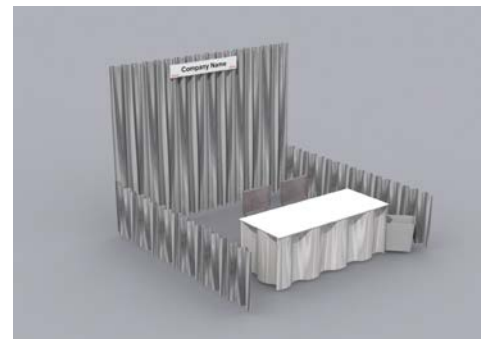
TEAR-DOWN / MOVE-OUT

Tuesday, May 28 th	5:00 pm – 10:30 pm	Exhibits take-down and move-out
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YOUR BOOTH SPACE

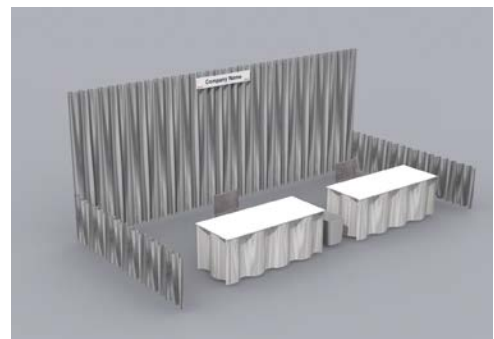
SINGLE BOOTH package includes

- 10' x 10' display area defined with pipe and drape:
- Drape colour - white & silver drape
 - 8' high back drape
 - 3' high side drape
- In booth carpet (grey)
- Aisle carpet
- 6' draped table (white), two chairs, waste basket
- Identification sign – 7" x 44"
- 24 hour general security for set-up and dismantling
- **TWO** exhibit booth personnel registrations



DOUBLE BOOTH package includes

- 10' x 20' display area defined with pipe and drape:
- Drape colour - white & silver drape
 - 8' high back drape
 - 3' high side drape
- In booth carpet (grey)
- Aisle carpet
- 2 x 6' draped tables (white), four chairs, waste basket
- Identification sign – 7" x 44"
- 24 hour general security for set-up and dismantling
- **FOUR** exhibit booth personnel registrations



TRIPLE BOOTH package includes

- 10' x 30' display area defined with pipe and drape (similar to diagrams shown for the single and double booths)
- Drape colour - white & silver drape
 - 8' high back drape
 - 3' high side drape
- In booth carpet (grey)
- Aisle carpet
- 3 x 6' draped tables (white), six chairs, waste basket
- Identification sign – 7" x 44"
- 24 hour general security for set-up and dismantling
- **SIX** exhibit booth personnel registrations

QUAD BOOTH package includes

- 40' x 10' display area defined with pipe and drape (similar to diagrams shown for the single and double booths above)

OR

- 20' x 20' island booth configuration subject to availability at time of registration (side drapes are optional)
- Drape colour - white & silver drape
 - 8' high back drape
 - 3' high side drape (optional with island booth)
- In booth carpet
- Aisle carpet
- 4 x 6' draped tables (white), eight chairs, waste basket
- Identification sign – 7" x 44"
- 24 hour general security for set-up and dismantling
- **EIGHT** exhibit booth personnel registrations

Items NOT Included in the Booth Space Rental

- Electrical (Order before May 13th - \$148 for 1500 watt/120 volt duplex outlet) – see [Showtech Power & Lighting](#) order form for details)
- Audio visual equipment rentals; telephone connections
- Booth cleaning during show hours
- Customized booth design, florals and plants
- In-booth Security
- Shipping, Warehouse Services & Customs
- Material Handling and storage

GENERAL INFORMATION

Booth personnel registration

- **TWO** exhibit booth personnel registrations are included per 10' x 10' booth space
- Booth personnel registrations include access to show floor, all conference sessions including keynote speakers, luncheon and welcome reception on Monday evening.
- **ONE additional** exhibit booth personnel registration per booth can be purchased for \$360 each, plus tax.
- All additional personnel must register as attendees.
- Please see complete details on the registration page at: <http://ocediscovery.com/registration>

Cancellation Policy

- Requests for cancellations or substitution must be made in writing to the Ontario Centres of Excellence Discovery Conference Office at: oceexhibitors@andlogistix.com
- Up to and including April 26th, 2013 – 50% refund
- After April 26th, 2013 no refunds (however substitutions will be accepted – after April 26th, 2013)

Access - Exhibitor and Set-up Personnel

- Exhibitor and Set-up personnel will be allowed access to the Exhibit Hall on Sunday, May 26th and Monday, May 27th during designated hours for Move-In and Set-up.
- Exhibitors requiring access earlier or later than these times for technical reasons, must make arrangements in advance with the Show Manager, **Jan Raeburn** at aNd Logistix, Email: jraeburn@andlogistix.com Direct telephone: 416-425-7287

Exhibitor Identification

- All exhibitor personnel must register prior to booth set-up and wear an identification badge to gain admittance to the Exhibit Hall area.
- All exhibitors can collect their exhibitor identification badge from the Registration Desk, located on the 800 level.

Parking (Indoor)

- MTCC has indoor, multi-level parking for over 1,200 cars, available 24 hours a day, and 7 days a week. We recommend using the South Building parking lot, located on Lower Simcoe Street South of Bremner Blvd.
- Discount Parking Passes are available for purchase directly from the [MTCC](#) for patrons requiring parking 2 consecutive days or more. Parking passes must be purchased at least 2 business days prior to the event date.

Internet Access

- In-booth internet access, for display purposes only, is available. To arrange internet access for your booth, please contact Jan Raeburn at jraeburn@andlogistix.com

Business Centre

- The MTCC has established a Business Centre in the South Building on the 800 level, at the Hall D entrance. Services provided include photocopying, faxing, printing documents from disk or USB key, long distance calling cards, limited office supplies and FedEx courier services for parcels up to 99 lbs. Hours are Monday to Friday, 8:30 am – 4:30 pm.

Cellular phones/Blackberries

- The MTCC is wired for Telus and Nextel (US version), Rogers AT&T and Bell Mobility.

Security

- Security personnel will be on-site 24 hours from Sunday, May 26th at 2:00 pm through to Tuesday, May 28th at 10:30 pm. It is especially important that you exercise due diligence and proper care of your own personal effects. **Do not leave personal items of value (e.g. laptop computers) in your exhibit overnight**, even in locked offices or hospitality areas.
- Lost and found enquiries should be addressed to aNd Logistix located at the registration area. Should any theft or loss occur, it must be reported immediately to aNd Logistix so that security can be notified.
- Please remember that Ontario Centres of Excellence Inc., aNd Logistix and the Metro Toronto Convention Centre are not responsible for lost or stolen, equipment, goods and personal effects.

Exhibit Hall Activities

Discovery 2013 has been designed to promote attendee traffic throughout the Exhibit Hall to ensure that all attendees will have an opportunity to view the various products and services on display. Please check the [Conference Agenda](#) for a full list of activities.

Food & Beverage at your Booth

Should you wish to offer an incentive of food and beverage service from your booth (e.g. snacks, coffee, cappuccino, ice cream, popcorn machine, canapés, etc.), **you must first receive approval from the DISCOVERY Exhibits Coordinator**. Food and beverage items must be ordered from the Metro Toronto Convention Centre Banquets Department. Outside caterers are not permitted.

[Download Exhibitor Catering & Guidelines](#) here.

Contact: Sandra Lett – 416-585-8124 – slett@mtccc.com

Garbage Removal

During the move-in period, please leave garbage in the aisles. These will be cleared at regular intervals.

INSURANCE

Exhibitors should arrange their own commercial general liability insurance, including personal and bodily injury liability, in the amount of \$3 million. If you already have insurance coverage for these items, ask your insurer to issue a Certificate of Insurance naming the Metropolitan Toronto Convention Centre and aNdLogistix as co-insured.

VERY IMPORTANT: PLEASE ENSURE THAT THE CERTIFICATE OF INSURANCE INDICATES THE EXHIBITOR'S NAME AND THAT THE POLICY IS EXTENDED TO COVER YOU DURING YOUR PARTICIPATION AT DISCOVER 2013 . YOUR BOOTH PERSONNEL NEED TO HAVE A COPY ON-SITE

SUPPLIERS, CONTACTS & DEADLINE DATES

SERVICE	CONTACT	DEADLINE
<p>Exhibits Coordinator</p> <ul style="list-style-type: none"> General questions related to your booth or move-in/out 	<p>Jan Raeburn aNd Logistix Inc. 1345 St.Clair Avenue West Direct Tel: 416-425-7287 E-mail: jraeburn@andlogistix.com</p>	
<p>Conference Management</p> <ul style="list-style-type: none"> General questions related to conference logistics Registration enquiries 	<p>Rachel Mangal – Conference Logistics aNd Logistix Inc. Tel: 416-593-7744 Email: rmangal@andlogistix.com</p> <p>Ontario Centres of Excellence Discovery Conference Office Registration Email: ocediscovery@andlogistix.com</p>	
<p>Show Services Advanced orders for:</p> <ul style="list-style-type: none"> Furniture Rental, Plants Booth Rentals & Accessories Material Handling Warehouse storage 	<p>Susanne Smal GES Global Experience Specialists Telephone: 905 283 0512 Email: ssmal@ges.com</p> <p>Download GES Package here http://www.gesexpo.ca/events/toronto/ocediscovery-13</p>	<p>May 13th for advanced ordering discount</p>
<p>Venue - MTCC</p> <ul style="list-style-type: none"> MTCC Rules & Regulations & Insurance Fire Safety Reply Form Discounted Parking Download MTCC forms here. 	<p>Julianne Castanheiro Metro Toronto Convention Centre Tel: 416-585-8128 Email: jcastanheiro@mtccc.com</p>	<p>May 23 for discounted parking</p>
<p>Transportation, Customs & Advanced Warehouse Storage</p> <p>Please refer to the GES Exhibits Package for labelling procedures and other details.</p> <p>Download GES package above under Show Services</p>	<p>Ray Debono GES- Global Experience Specialists Tel: 1-877-437-4247 Fax: 905-283-0501 Email: rdebono@ges.com</p> <p>Note: Shipments arriving after May 17th will be subject to off target receiving date charges. These shipments will be charged the Direct to Show Site Materials Handling Rates.</p> <p>Please see Materials Handling Order forms in the GES Exhibits Package.</p>	<p>Note: Shipments will be accepted at the Advanced Warehouse from April 22nd until May 17th 2013.</p>

SERVICE	CONTACT	DEADLINE
<p>Audio Visual Equipment Monitors, televisions, data projectors, etc.</p> <p>Download order form here</p>	<p>AVW-Telav George Tsimidis Tel: 905-366-9136 Fax: 905-366-0274 Email: george.tsimidis@avwtelav.com</p>	
<p>Electrical / Mechanical / Plumbing / Water & Drain Services</p> <ul style="list-style-type: none"> • Electrical outlets • Specialized lighting • Overhead Sign and Banner Hanging • Plumbing including: Water, Drains, Sinks, Compressed air and gas <p>Download order form here</p>	<p>Showtech Power & Lighting Tel: 905-283-0550 Fax: 905-283-0551</p> <p>Note: Showtech is the exclusive provider of electrical/mechanical services at MTCC. All electrical equipment is CSA approved and installed by qualified trades people, trained specifically for the show service industry.</p>	<p>May 13th for advanced ordering discount</p>
<p>Internet Access</p>	<p>Complimentary in-booth internet access, for display purposes only, is available, To arrange for internet access within your booth, please contact Jan Raeburn jraeburn@andlogistix.com</p>	<p>May 20th</p>
<p>Booth Cleaning Services</p> <p>Parking Information</p>	<p>MTCC Exhibitor Services Division Tel: 416-585-8387 Order forms can be found at: http://www.mtccc.com/exhibitors/forms.aspx</p>	
<p>Accommodations Special Conference Rate: \$180 (plus applicable taxes) double or single occupancy Quote OCE2013 when making your reservation.</p>	<p>Fairmont Royal York 100 Front Street West Toronto, ON M5J 1E3</p> <p>Tel: 1-800-663-7229</p>	<p>Reservations must be made by April 26 to secure the special conference rate.</p>

DELIVERY OF GOODS

To the Advanced Warehouse – April 22nd to May 17th

Goods should be shipped to **GES** advanced warehouse. They are familiar with all venue requirements and Advance Shipments will be placed directly into your booth space by 2:00 pm on Sunday, May 26th. Please refer to the GES Exhibitor Package for specific details regarding costs, deadline dates and labelling your shipments.

- **Plan to set up your booth on Sunday, May 26th – all booths must be set and ready by 1:00 pm on Monday, May 27th.**
- **Material handling charges will apply for delivery to your booth space. For information contact GES Show Services**

To the MTCC – Sunday, May 26TH only

Should you choose to ship directly to the venue, please note the following:

- **Items WILL NOT be accepted prior to Sunday, May 26th, 2013.**
- **You must be onsite to accept the delivery – or your shipment may be refused.**
- **Arrange for your delivery to arrive between 2:00 pm and 5:00 pm on May 26th.**
- **Items received at the loading dock will incur material handling charges.**
- **Boxes should be addressed and marked as follows:**

Metro Toronto Convention Centre – South Building – Hall E
c/o Ontario Centres of Excellence – Discovery 2013 – May 26–28, 2013
(exhibitor name) (contact person) (phone number)
(booth #)
222 Bremner Blvd
Toronto, ON, Canada, M5V 3L9

MOVE-IN: Sunday, May 26th – 2:00 pm to 10:00 pm
Monday, May 27th – 7:00 am to 11:00 am

NOTE: No Children under 16 years of age are permitted on the show floor during move in, set up, teardown and move out.

Exhibitor Service Desks

GES, SHOWTECH and the Metro Toronto Convention Centre will staff Exhibitor Service Desks on Sunday, May 26th from 2:00 pm to 10:00 pm and on Monday, May 27th from 7:00 am – 11:00 am. On-site orders will be processed at that time as long as items are available. **Save money by ordering before the discount deadline dates.**

MOVE-IN (cont.)

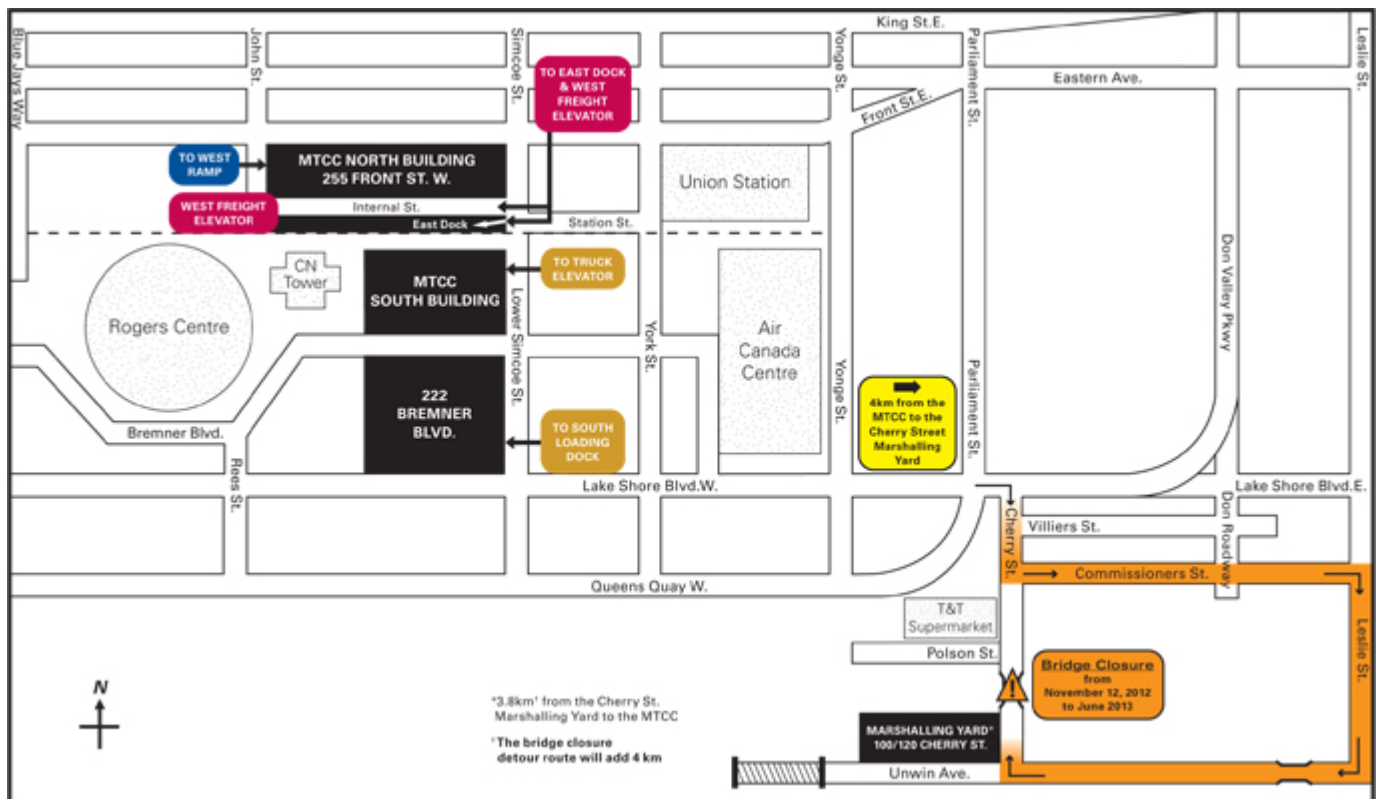
Vehicle Marshalling

A marshalling yard has been established at **100/120 Cherry Street (new address)** 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 marshalling area. This lot is 3.8 km from the Convention Centre.
2. The marshalling yard is open 1 hour prior to scheduled move-in/move-out times.
3. An attendant will be posted at the marshalling 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.
4. A call will be made to the attendant to dispatch vehicles. As space becomes available, the drivers will be directed to the South Building (Lower Simcoe Street)
5. Upon arrival at the entrance, the driver will turn in their assigned tickets.
6. Vehicles entering the loading dock areas will be met by MTCC dock staff who will control the flow of vehicle traffic.
7. The control of the vehicles once onto the Exhibit Floor will be the responsibility of Show Floor Management in conjunction with MTCC dock staff.
8. Freight elevators, when in use, will be manned and controlled by operators supplied by the Convention Centre.
9. Vehicle storage is available during events at \$32.00 plus 13%% HST per day. Arrangements must be made in advance through the Dock Office 416-585-8345 or 416-585-8278 or cell number 416-529-3461.

Marshalling Yard Map <http://www.mtccc.com/exhibitors/forms.aspx> and click on Vehicle Marshalling Info.



Vehicle Marshalling (cont.)

DIRECTIONS TO MTCC 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.

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.

MOVE OUT

Exhibits must not be disturbed, dismantled or removed before Tuesday, May 28th at 5:00 pm

Exhibits must be completely cleared by 10:30 pm on Tuesday, May 28th.

If longer dismantling time is needed, please advise Show Management in advance. If any display is not taken down by 10:30 pm Tuesday, May 28th, Show Management reserves the right to dismantle the display and charge the Exhibitor accordingly.

OUTBOUND SHIPPING

Please make the appropriate arrangements with your carrier of choice for shipping following the close of the show.

You are responsible for clearly marking and labelling each piece of freight to be shipped.

Storage space is not available at the Metro Toronto Convention Centre.

NOTE: FedEx., UPS and Purolator will not guarantee pick-up after business hours. Therefore it is strongly recommended that someone is designated to wait with the shipment until your courier of choice arrives to collect it.

Alternatively, **GES** can arrange for your outbound shipment if your courier of choice cannot guarantee pick-up on Tuesday evening.

Ontario Centres of Excellence Inc., aNd Logistix, GES and the MTCC will not be held responsible for the security of items left on the show floor.