

# NATIONAL HOME SHOW 2015 - RULES + REGULATIONS

## AUDIO VISUAL

Audio Visual Equipment can be ordered through Exhibitor Services, Direct Energy Centre (416) 263-3064.

## BOOTH DESIGN RULES

Please be sure to read the rules pertaining to your booth category. Booth Design Guidelines can be found on-line in the exhibitor kit at [www.nationalhomeshow.com](http://www.nationalhomeshow.com). If your booth contravenes these regulations, please submit a request in writing. Show Management will review your needs and a decision will be relayed quickly.

- No Standard Drape Booth - all exhibits are required to have hard walls. Show Management reserves the right to mask unsightly areas at the expense of the exhibitor.
- Each exhibit must have suitable floor covering. The preferred adhesive tape is Scapa Tape. Scapa tape can be ordered onsite from the show decorator. DUCT TAPE IS NOT PERMITTED. The exhibitor will be charged if the Building must remove tape residue.
- Signs are intended to identify your exhibit space. Signage must be single sided, face the aisle, finished on the back side and cannot be directly attached to the top of the back wall. No hand written signs allowed.
- Booth materials and configurations are subject to the policies of the facility. Please contact show management for any non-uniform set ups. Use of canopies, platforms, flame, fuels or other variable could result in restrictions or obligations on the part of the exhibitor.
- All suspended materials and attachment wires, etc., must be removed after show closing.
- Displays or exhibits requiring suspension from the ceiling of the exhibit hall are limited to specific areas where fastening may be possible. Any exhibit requiring such suspension must first apply in writing for approval. Cost is the responsibility of the exhibitor. Any materials left after move-out will be removed at the exhibitor's expense.

## BUILDING CARE

Exhibitors wishing to lay tile or other floor covering, or build any structure, may not adhere it directly to the building floor. It is required that building paper, plastic sheeting, or some other suitable protection be laid on the building floor. If two-sided adhesive tape is used, it must be completely removed by the exhibitor while dismantling.

Building Management strictly prohibits the following:

- The fastening of material to concrete floors by means of ramset fasteners or masonry nails.
- The fastening of nailing strips to any of the building walls, by any means.
- The painting of floors or walls in any part of the building.

## CLEANING

Management attaches the utmost importance to the cleanliness of the building and the presentation of a neat appearance to visitors at all times.

Exhibitors are responsible for the appearance of their own booths. Should exhibitors require janitorial services (carpet shampooing, vacuuming, dusting, and garbage removal), please contact Exhibitor Services at (416) 263-3064.

Order forms are available on-line.

## **CONTESTS / GIVEAWAYS**

The National Home Show will be strictly adhering to the guidelines for running contests and competitions as stated in the Competition Act as follows:

“Competitions and like promotions conducted by exhibitors in conjunction with their displays shall be of a clear cut nature, and free of any obligation to the winner. The award, and the terms of same, must be clearly stated on the entry/ballot form. Awards which are conditional upon placing an order, or which represent a credit to be applied as part payment of an order, are not permissible.”

In addition, Show Management states that:

All contests must have prior approval from show management. Contest Rules & Regulations and a ballot form must be submitted for approval prior to **February 13, 2015**.

The following conditions must be clearly stated on the ballots:

- Approximate retail value
- No purchase necessary
- Not redeemable for cash
- Delivery/Installation included/not included
- Consent from the customer to be contacted for promotional purposes
- Information obtained from the ballots are to be used solely by the exhibitor who collected the information and solely for the purpose mentioned on the ballot.

Show Management reserves the right to terminate any contest, by removing ballots from the booth, if that does not comply with the Competition Act, or with show management regulations.

For more information on the Competition Act please contact the Competition Bureau at 1-800-348-5358.

This policy is in place to protect the consumers, as well as yourselves. If you are planning a contest, the competition/prizes/giveaway release form is available on-line.

## **COPYRIGHTED MATERIALS**

Each exhibitor is responsible for obtaining all necessary licenses and permits to use music, photographs or other copyrighted material in an exhibitor's booth or display. No exhibitor will be permitted to play, broadcast or have performed any music or use any other copyrighted material, such as photographs or other artistic works, without first presenting to Show Management proof satisfactory that the exhibitor has, or does not need a license to use such music or copyrighted material. Show Management reserves the right to remove from the exhibit hall all or any part of any booth or display which incorporated music, photographs or other copyrighted materials for which the exhibitor fails to produce proof that shall remain liable for and shall indemnify and hold Show Management and the facility, their agents and employees harmless from all loss, costs, claims, causes of action, suits, damages, liability, expenses, exhibitor's agents or employees of any patent, copyright or trade secret, rights or privileges.

## **CUSTOMS BROKERAGE SERVICES**

Authority has been granted for the temporary free entry of exhibit goods, under Canadian Customs supervision.

Please note, however:

- If sold in Canada, Canadian Customs Duty and Taxes must be paid in full before goods are removed from the National Home Show.
- Sales Tax must be paid on printed advertising matter brought into Canada for distribution.

The official Customs Broker for the National Home Show is:  
TBA

### **DECORATING / FURNITURE RENTALS / CARPET / LABOUR GES**

5675 McLaughlin Road  
Mississauga, ON L5R 3K5  
1-877-437-4247  
www.gesexpo.ca

### **DISPLAY VEHICLES**

Exhibitors who wish to have a vehicle in their exhibit space must inform Show Management of their intent and purpose. Safety precautions are needed and sponsorship regulations may prohibit certain types of vehicles. **Please see the Fire Regulations section to see the rules for displaying vehicles on the show floor.**

### **ELECTRICAL SAFETY CODE REQUIREMENTS**

Exhibitors are not allowed to install any electrical wiring devices on-site other than regular extension cords. All on-site wiring and connections must be done by Direct Energy Centre, please call exhibitor services at 416-263-3064. Forms are available on-line.

Any electrical signs or lighting attached to the building structure must be installed by Direct Energy Centre.

Extension cords must be of the three-prong type (i.e.: grounded) and must contain wires of the proper size to carry the electrical load. Cube taps or cube tap extension cords are not permitted.

The following power services are available throughout the buildings:

- Single phase 120-208 volts
- Three phase 208-757 volts

If you require 220-230-440 volts or any other special power requirements, please request this when speaking with exhibitor services.

**FAILURE TO COMPLY COULD RESULT IN THE EQUIPMENT ORDERED REMOVED FROM THE DISPLAY.**

### **EXHIBITOR BADGES**

Please check back later for information on exhibitor badge requests

Exhibitor badges will be provided per square footage of exhibit space purchased. Badges are in the name of the contracted company only. There will be a \$10.00 charge for each lost or additional badge ordered.

Exhibitor badges will be available at the Exhibitor Badge desk located just outside the show office. If you have numerous staff working your booth through out the show, they must pick up their own badges in order to enter the show. Exhibit space must be paid in full before exhibitor badges will be released.

**IMPORTANT:** PHOTO ID is required from each staff member before badges are released. Proper identification includes – driver's license or picture health card accompanied by a business card.

Exhibitors must wear their badges at all times; it will be easier for visitors to identify your company and your employees. As well, your exhibitor badge must be shown to security to gain admittance to the show. It is imperative that your staff is informed of this policy as they may be refused entry

without a badge.

### **EXHIBITOR GUEST TICKETS**

Exhibitors may obtain Guest tickets for distribution to your customers and prospective customers. Tickets are numbered and will be recorded to your account on issue. Following the show, you will be charged for the actual number of tickets presented for admission at the special exhibitor rate of \$12.00 (incl. all taxes). However, you will be charged for a minimum of \$48.00 (incl. all taxes) if less than 4 tickets are redeemed.

**Order forms are available on-line.**

### **EXHIBITOR PARKING**

Exhibition Place Parking Authority will operate supervised parking lots.

Exhibitors have the option to purchase show parking at the rate of \$90 for surface lots and \$140 for underground lots, this is valid for all 10 show days. Exhibitor Parking Passes must be pre-purchased.

**There is free parking available during move in and move out.**

### **FIRE REGULATIONS**

**PLEASE NOTE, ANY COVERED BOOTH THAT IS 99 SQ FT. OR LARGER MUST HAVE A FIRE EXTINGUISHER IN THE BOOTH AND IT MUST BE VISIBLE.**

Decorative materials used in displays must meet the requirements of the Metropolitan Toronto Fire Department, Fire Prevention Bureau. Questions regarding flameproof properties of display materials should be referred to the Director of Fire Prevention at (416) 338-9350.

(A) The following materials should be flameproof if used for displays or decorative purposes:

- artificial flowers or artificial foliage
- paper
- cardboard or compressed paperboard less than 1/8" thick is considered to be paper
- plastic materials
- rucus
- split wood and bamboo fibres
- textiles
- wallpaper is permissible if pasted securely to walls or wallboard backing

(B) The use of the following materials shall be prohibited:

- acetate fabrics
- styrofoam or foamcore
- corrugated paper box board
- no-seam paper

(C) It is not necessary to flameproof textiles, paper and other combustible merchandise on display for sales, but the quantity so used shall be limited to the displaying of one salvageable length. Each sample must differ in colour, weave or texture.

(D) The use of open flame is limited to directly helping promote the sale of an approved appliance or device. Authorization must be obtained prior to move-in. Equipment set up must comply with approved safety standards; a suitable fire extinguisher shall be provided on recommendation of the Inspector. The privilege may be revoked at any time that the operation of such equipment is deemed to be dangerous or hazardous.

(E) Flame shall not be used solely for attracting attention.

(F) Flammable liquids or gases shall not be stored inside the building. It is permissible to exhibit one pressurized aerosol container, not exceeding one-pint capacity of each product classified as a flammable liquid. Non-flammable products are not restricted.

(G) Motor vehicles or gasoline powered equipment on display must be equipped with lock-on type gasoline tank caps, fuel tank must be  $\frac{3}{4}$  full and batteries are to be disconnected.

(H) Displays must not encroach on exit doorways.

(I) No portion of a display shall project into any aisle as designated for the show concerned.

(J) Exit doors must not be concealed or obscured by drapes or temporary partitions, etc.

(K) In areas where seating is provided for 300 or more persons, such seats shall be fastened together in rows not exceeding 14 seats to the row, with aisles of adequate width. If the area is enclosed and darkened at any time, approval illuminated EXIT signs are required.

(L) If a fire hose standpipe is located in exhibit space, it shall be the responsibility of Show Management & of the Exhibitors, as the case may be, to provide access to such equipment and, if the view to such equipment is obstructed, to provide designating signs for same.

(M) Hay, straw, shredded paper and excelsior packing must be removed from the building unless it can be returned to tightly closed packing containers.

(N) Boxes, crates and cartons from which merchandise has been removed just are neatly piled in a storage area designated by Show Management.

(O) Construction or ceiling decorations of the show booths must not impede the operation of the sprinkler system.

(P) Any enclosed showroom with an area in excess of 2,000 square feet or occupancy of 60 persons must have two means of egress as remote as possible.

**EXHIBITORS DISPLAYING GAS OR PROPANE FIRED OUTDOOR FIREPLACES:**

- 1) Gas Installation by a licensed gas fitter.
- 2) The appliance to be surrounded by a fence or guard three (3) feet from appliance
- 3) Only one appliance can be demonstrated for a very short period at one time as requested by customer. Appliance cannot be continuously burning.
- 4) The appliance must be three (3) feet from any combustibles
- 5) Ventilation must be increased in the any through fresh make up air in the area of the appliance
- 6) Minimum of two (2) 10-B, C rating fire extinguishers must be visible and available at all times.
- 7) The level of carbon monoxide in the vicinity of the appliance shall be measured at intervals not exceeding three(3) hours and be measured four(4) feet horizontally from the appliance. Readings shall be recorded with date and time the measurements were made. The appliance must be shut down if the carbon monoxide levels exceed 25 ppm.
- 8) The appliance must be placed on a secure surface.
- 9) For propane appliances, when appliance not in use, valve on propane tank must be shut off as well. Maximum of five (5) lb propane tank allowed connected to an appliance. Propane tanks cannot be stored in booth.
- 10) Continuous monitoring of the appliance must be done at all times to ensure compliance of the above recommendations.

**EXHIBITORS DISPLAYING ALCOHOL GELLED OR ETHANOL CANDLES**

- 1) Only one candle can be demonstrated for a very short period as requested by customer. Candle cannot be continuously burning. Public must be separated by a fence or guard three (3) feet from candles.
- 2) Candle must be three (3) feet from any combustibles such as table decorations, drapes, etc.
- 3) Fire extinguisher minimum 10-B,C rating. Must be visible and available at all times.
- 4) Candles must be on a solid secure surface, flames must be enclosed. Flames must not extend above the top of the enclosure.
- 5) Glass enclosure must not be allowed to get hot to the touch.
- 6) A proper lid must be available to extinguish the flame.
- 7) Minimum of two (2) 10-B,C rating fire extinguishers must be visible and available at all times.
- 8) Gelled alcohol or ethanol fuels must not be on the recall list of the Consumer Safety Products Association.
- 9) Continuous monitoring of the appliance must be done at all times to ensure compliance of the above recommendations.

### **FIRE PROOFING**

Decorative materials used within your booth space must be fire resistant. Should you require your materials to be sprayed with fire resistant material, please call GSS Security at (877) 696-5552.

### **HEALTH AND SAFETY**

Show Management is committed to your health and safety on show site. As such, any chemical product that is used in the installation, dismantle or operation of your exhibit space must be safe for all. Material Safety Data Sheets must be visible when using, displaying or storing such materials. The use of protective gear is mandatory to ensure your safety. Please respect these regulations as we are all responsible for show floor safety.

Certain areas of an exhibit floor may be defined by law as a construction zone. As such, protective eye, headgear and harness (as necessary) are strongly recommended in most cases and required in others. **Safety shoes are mandatory on the show floor at all times.** Keep your work area clean and tidy. Un-secured wires, trip hazards and sharp edges are everyone's concerns. Please also note that children are not permitted on the show floor during set up and tear down. If you are located in the Industry building or North Annex, you are also required to wear a hard hat at all times during move in and move out.

PLEASE NOTE: Occupational Health and Safety Representatives may be on site to inspect. If approached by an Occupational Health and Safety Representative, do not attempt to negotiate a difference of opinion – proceed to the Show Office and contact Show Management.

**No alcohol may be consumed on show site other than during designated times and locations as specified in this Exhibitor Service Manual and/or on posted signage by the show facility/convention center. Alcohol consumption is strictly forbidden during all move-in and move-out hours. Additionally, the use or distribution of illegal drugs is strictly forbidden. Any persons including exhibitors, service providers, employees, attendees or anyone else working at or attending the show that does not comply with this policy will be removed from the show and their credentials will be revoked.**

### **HELIUM BALLOONS**

Helium Balloons are not permitted at the show

### **HOTEL ACCOMMODATIONS**

### **HOST HOTEL:**



370 King Street West,  
Toronto, Ontario, Canada M5V 1J9  
Tel: 416 343 1234 Fax: 416 599 7394

Experience Hyatt Regency Toronto's convenient location in the center of the city's vibrant downtown.

Fresh from a multi-million dollar renovation, our sparkling Toronto, Ontario, Canada hotel near University of Toronto showcases 394 guestrooms, including 32 suites.

Enjoy being within walking distance of the business and financial districts, the Metro Toronto Convention Centre, and over 150 restaurants and bars.

Explore attractions like the Royal Ontario Museum, the Opera House, -Theatre District, and CN Tower. Take a shopping trip to Eaton Centre, trendy Queen Street, or exclusive Yorkville.

Whether you are visiting the Hyatt Regency Toronto for business or pleasure, our associates are ready to provide you with exceptional service and personal attention.

#### **INSURANCE**

Exhibitors must carry insurance, as stated in section 5 of the terms and conditions of your contract, and properties on display are at your own risk. Every reasonable precaution will be taken to protect such properties; however, management assumes no responsibility for any losses due to fire, theft, accident, or other causes. The policy shall provide coverage of at least \$1,000,000 for each separate occurrence.

Management and sponsors also assume no responsibility or liability for injury to any office, employee or agent of the exhibitor, or to any other person, occurring by reason of anything connected with the exhibitor's participation in the National Home Show. It is, therefore, highly recommended that exhibitors insure against such hazards. This can be arranged through your own insurance broker for a nominal fee. Exhibitors displaying sinks, bathtubs, saunas, hot tubs, etc., containing water agree to assume all liability for property damage to surrounding exhibits, the facility or personal injury arising from leakage of water from their display. Electrical Safety Authority regulations require that ground faults be used when there is an electrical/water hook up. Please complete the Certificate of Insurance form on-line and return it by fax.

**Temporary Insurance: Exhibitors can also purchase temporary insurance. Order forms are available on-line.**

#### **MATERIALS & EQUIPMENT HANDLING**

•Forklift with operator will be provided free of charge for unloading crates/equipment to and from your booth during official move in and move out hours. They are available on a first-come-first-serve basis. There is no charge for STANDARD material handling. For special handling requests, oversized/overweight material, additional material handling costs may apply. Please contact Cristina at 416-644-5417.

•Standard size dollies will be available at the docks, free of charge with proof of identification.

•Labour required for moving materials and equipment, set-up and dismantling of exhibits is the responsibility of the individual exhibitor.

## **MOVE IN**

**Please note, the dates & times below outline the general move in dates & times. Each exhibitor will be assigned a SPECIFIC move in date & time for their booth location. The schedule will be available in early January in the online exhibitor kit.**

Monday March 9	8:00am – 8:00pm
Tuesday March 10	8:00am – 8:00pm
Wednesday March 11	8:00am – 8:00pm
Thursday, March 12	8:00am – 5:00pm

NOTE: Regular forklifts will be available only from 8:00 a.m. to 6:00 p.m. Should you require forklift service thereafter, please contact Pat at 416-644-5460.

All displays must be completed for inspection by Management and Exhibition Place Safety Engineers by 10 a.m., Friday March 14, 2013.

Due to safety, liability and production reasons, vehicles cannot be permitted on the exhibit floor. All unloading must take place from designated areas. Vehicles must be removed from the loading docks immediately after unloading.

Exhibitors may remain in the building as long as required each move-in day to set-up their booth. Forklift service is only available during official hours.

A marshalling yard will be used to ensure efficient dock use. A map will be sent detailing the location. As well, a move-in schedule will be sent to all exhibitors prior to show move-in.

## **MOVE OUT**

**Please note, the dates & times below outline the general move out dates & times. Each exhibitor will be assigned a SPECIFIC move out date & time for their booth location. The schedule will be available in early January in the online exhibitor kit.**

<b>Sunday, March 22:</b>	<b>5:00 p.m. to 11:59 pm (only Hall's B &amp; C, and parts of Hall D)</b> (1 hour is needed for aisle carpet removal)
<b>Monday, March 23:</b>	<b>8:00 a.m. to 8:00 p.m.</b>
<b>Tuesday, March 24:</b>	<b>8:00 a.m. to 3:00 p.m.</b>

No dismantling of exhibits is permitted until all visitors have been cleared off the show floor. Following show closing at 5:00 pm, Sunday, March 22, it is imperative that each exhibitor have a representative in their exhibit area until the removal of all portable items have been completed. Night security will be established at 10:00 p.m. Release forms are not required during move-out. All goods must be removed from the building by Tuesday March 24<sup>th</sup> by 3pm. Failure to comply will result in arrangements being made at the exhibitor's expense. Dollies will be available at each receiving door once the aisle carpet has been completely removed and must be returned when finished. ID must be given to use a dolly and will be returned with return of the dolly.

All sand, earth, planting materials, trees, crushed stone, lumber, etc., used in displays must be removed from the exhibit floor and from the Direct Energy Centre by the exhibitor during the move-out. Failure to comply will result in arrangements being made at the exhibitor's expense.

**\*\*Please note: No alcohol may be consumed on show site other than during designated times and locations as specified in this Exhibitor Service Manual and/or on posted signage by the show facility/convention center. Alcohol consumption is strictly forbidden during all move-in and move-out hours. Additionally, the use or distribution of illegal drugs is strictly forbidden. Any persons including exhibitors, service providers, employees, attendees or anyone else working at or attending the show that does not comply with this policy will be removed from the show and their credentials will be revoked.\*\***



## **PHOTOGRAPHY**

The official show photographer (also available to exhibitors):

Shaun Mitchell Photography Email: smitchell4050@yahoo.com

Exhibitors may engage their own photographer if preferred. Permission to do so must be granted by Show Management. Shots requiring the use of a tripod may only be taken during non-show hours when the public is not admitted into the building.

## **PROPANE**

If any propane fired equipment is to be displayed in an exhibitor's booth, the exhibitor must contact Show Management, prior to move-in, explaining the nature of the equipment. Requests will then be submitted to The Direct Energy Centers' Safety Engineers for approval, rejection or limitations and all associated costs. A variance from TSSA may be required in order to exhibit using Propane.

## **RETAIL SALES AT SHOW**

Exhibitors must have a valid Vendor's Permit in order to sell goods or services across the counter at the show. Any consumer complaints received with regard to the sale of such goods and services shall be immediately brought to the exhibitor's attention. If complaints cannot be settled to the mutual satisfaction of all concerned, Show Management reserves the right to act as an arbitrator and their decision shall be final and binding on all parties. In no way shall any of the foregoing be deemed to make Show Management a party to any contract of the purchase and sale of any goods or services of any exhibitor.

To obtain an application for a Vendor Permit, please contact Ministry Information Centre at 1-800-263-7965.

All sales including credit card sales must be in "Canadian Funds" or sales will be prohibited by Show Management. The currency must be clearly stated on the Credit Card slip.

It is necessary that every exhibitor give a "proof of purchase" or a receipt to the customers, to be shown to security when exiting the show. Exhibitors not providing a "proof of purchase" or a receipt to customers may be prohibited from further retail sales activity.

## **SAMPLING / SALE OF FOOD AND BEVERAGES**

Free sampling of food and beverages within an exhibitors own booth must adhere to the regulations set forth by the facility and is only permitted with approval by Show Management. In accordance to our contract with The Direct Energy Centre, it is agreed that Ovations is to provide, exclusively, all food, beverage, and catering service outlets within the licensed premises. This includes the sale of food, alcoholic and non-alcoholic beverage items for consumption on the premises either through manual or automated outlets including snacks, confectionery items and tobacco products.

Please call Jacqueline Lovell, Director, Food & Beverage Sales Ovations – at 416- 263-3535 or Denise Hayward, Show Manager at 416-644-5418 for further details.

Sampling forms are available on-line.

## **SECURITY**

Exhibitors are responsible for their own booth security. Uniformed security guards will be on duty 24 hours a day throughout move-in, show days, and move-out. They are there to safeguard your interests. Please extend them your fullest co-operation and courtesy in the performance of their duties.

Exhibitors are asked to report any losses to the Show Office immediately. Security personnel will conduct an investigation. Show Management assumes no responsibility for losses. Any claims should be forwarded to your insurance company for reimbursement.

Should you want individual security in your booth for added overnight protection, please call GSS Security.

### **SHIPPING**

Materials can be shipped in advance to the ABF Advanced Warehouse. Call ABF at 905-458-5888 to make these arrangements.

Show Management strongly recommends using our advance warehouse service. Doing so allows you to pre-ship your materials and have them arrive on a priority schedule. It eliminates marshalling yard time and guarantees delivery before your scheduled move in time.

Materials shipped directly to site must be clearly marked as follows:

[Company Name]

[Contact Name]

[Booth Number]

National Home Show

Direct Energy Centre

Exhibition Place

100 Princes' Boulevard

Toronto, ON M6K 3C3

Note: Due to security risks, packages not properly marked will be refused.

Only prepaid shipments will be accepted on-site during move-in. Management reserves the right to refuse non-paid shipments.

### **SIGNS & DISPLAY CARDS**

On-site services are available for the convenience of exhibitors requiring signs, display cards, etc. It is advisable to order signs well in advance of the show to avoid premium prices. Signs are available from the official show decorator..

Inline booths must have single sided signs with finished back. Only island and peninsula booths may have double sided signs if hung in centre of booth.

See booth rules & regulations for more details.

### **SMOKING BY-LAW**

The National Home Show is guided by the no-smoking by-law #406-79, which prohibits smoking in public areas. Any offender may be fined a maximum of \$5,000.

### **SOLICITING**

Soliciting of business and distribution of sample, souvenirs, and literature, including solicitation by costumed personnel, must be confined to the exhibitor's space. Soliciting is not permitted in the aisles, in other exhibitor's booths, at any building entrance/exit, or anywhere on the grounds of the Direct Energy Centre.

Solicitation of exhibitors or visitors by non-exhibitors is strictly prohibited.

### **SOUND SYSTEMS**

Microphone/Sound systems must be approved by the Show Manager, 4 weeks prior to the show. Please contact Denise Hayward at (416) 644-5418 or [deniseh@marketplaceevents.com](mailto:deniseh@marketplaceevents.com) for approval or further information.

Home entertainment, music and other exhibitors producing sound must keep sound to a minimum within their own exhibit. Show Management reserves the right to control sound levels in the event it becomes a nuisance to other exhibits.

## **STORAGE OF EMPTY CRATES**

Removal of empty containers from your booth space, storage and the returning of the containers at show's end will be provided. Storage labels will be made available through GES at the loading dock and the show office.

## **TRANSPORTATION**

Exhibitors requiring assistance to ship displays, products, etc., may make arrangements by contacting the Official Show Carrier:

ABF Freight System  
15 Strathearn Ave.  
Brampton, ON L6T 4P1  
Tel:(905) 458-5888 Fax:(905) 458-3434

A cost effective alternative to using your own carrier, ABF comes in during off hours to ensure that your shipment is there when you need it to be. You and your staff or exhibit house just show up and don't have to worry about arranging forklifts, dollies or the marshalling yard waiting time. Order forms are available on-line.

## **UNIONS**

The Direct Energy Centre has agreements with various unions. These agreements must be adhered to in relation to painting, construction, electrical, AV and installation labour. Any of these activities must be performed by a union recognized by the Direct Energy Centre. All booth construction and painting needs to be done off site prior to the event. Only assembly can happen on site, and some of the assembly may be deemed union work in which case the hiring of such labour is the responsibility of the exhibitor. No hard wiring of electrical connections can happen on site for fire safety reasons. Only 3 pronged plug-ins are allowable. Information of various companies authorized to work in this facility is available upon request. Questions can be directed to Denise Hayward, Show Manager at 416-644-5418, (877) 715-7469 ext. 5418.

## Important Tips

- ✓ Please be sure to follow your designated move in time. This will keep your move in on schedule and less stressful.
- ✓ Adhere to all health and safety precautions when sending staff to deliver or install any displays or materials. Ensure they have the proper information and materials.
- ✓ Ensure that the proper union personnel have been contracted to do any required work on site at the show.
- ✓ Ensure that all necessary Service and Order forms are completed and sent in on time. This will save you time & money on site.
- ✓ Please be a good neighbour by ensuring that your display is set up correctly and does not extend in any way beyond your booth location marked on the floor. Your hard wall is to be finished on all sides.
- ✓ Pick-up your exhibitor badges during move-in and make arrangements to distribute them to your staff before show opening. Staff will not be allowed into the show without badges and on a busy day, they may encounter long line-ups at the badge desk.
- ✓ Ensure that your staff does not eat, drink, or read while manning your booth. Don't make visitors feel like they are interrupting you. You and your staff are a major part of the Home Show experience.
- ✓ Make sure the personnel who staff your booth know your product and your company.