

# HEALTH AND FITNESS EXPO

ORGANIZED BY  
RUN OTTAWA

EXHIBITOR KIT



[runottawa.com](http://runottawa.com)



MAY  
21 - 23  
2015



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# HEALTH AND FITNESS EXPO OVERVIEW

## WELCOME TO OTTAWA

The new Shaw Center located in the heart of Canada's Capital will again be the site for the 2015 Health and Fitness Expo. Overlooking Ottawa's Rideau Canal UNESCO World Heritage Site and surrounded by Ottawa's national sites, cultural treasures, natural beauty and relaxed urban vibe, the Expo is within easy walking distance of 6,000 downtown Ottawa hotel rooms making it easy for both runners and non runners to attend.

For those who attended as an exhibitor last year, we will have a very similar set up to 2014. Race Kit pickup will be on the first level and runners will be directed upstairs to get their t-shirt and then exit by going through the entire Expo floor.

Last year, our Expo sold out very early and we expect that will be the same for 2015. All interested Exhibitors should reserve their booth as soon as possible to avoid the disappointment of being shut out of the 2015 Health and Fitness Expo.

## Runner Demographics for 2014

- 47,827 registered runners for Tamarack Ottawa Race Weekend running events
- 150,000+ spectators
- 55.3% (26,464) women participated in our weekend of running events
- Women aged 25–49 make up 63% total field for women
- Men aged 30–49 make up 49% total field for men
- Show attracts an estimated 80,000 visitors

## Location

**Shaw Center**  
55 Colonel By Drive  
Ottawa, Ontario  
K1N 9J2

# BOOTH OPPORTUNITIES

## The Booth Pricing

- 10 x 10 Standard Commercial/Sampling \$2,000 + HST
- 10 x 10 Premium Location \$2,250 + HST

## Commercial/Sale/Sampling

Selling goods and services and sampling is permitted at the Health and Fitness Expo for those who purchase Commercial/Sale/Sampling booth space. An exhibitor sampling authorization request and waiver must be completed and submitted prior to May 1, 2015.

All booths will be supplied with the following items:

- Pipe and drape with eight-foot high back wall and three-foot high side walls
- 2 chairs
- 1 six-foot draped table
- One wastebasket

Booth Space is available on a first-come first-serve basis.

## Audio-Visual/Presentation Staging/Lighting/ Simultaneous Interpretation Services

For quotes call 613-688-9058

## Telecommunication and Network

These services are provided exclusively by Freeman AV the exclusive contractor of the Shaw Center. For quotes contact [denis.chenier@freemanco.com](mailto:denis.chenier@freemanco.com) or 613-688-9058

## Electrical Services

Rigging and Electrical service requirements must be arranged through the Shaw Center's exclusive contractor. Rigging/Electrical services are provided exclusively by Freeman Electrical Services.

Contact office: 613-748-7180 x 234

[freemanottawaes@freemanco.com](mailto:freemanottawaes@freemanco.com)

## Show Move In and Move Out

Material handling for move in/move out must be booked with Freeman. See Freeman "Quick facts" for details.

Loading bays/areas are for temporary pick-up and delivery only. Parking is prohibited in the loading bay/areas.

## Parking

There are 1,500 indoor parking spaces located directly beneath the Shaw Center and Rideau Centre. The parking garages are operated by Citipark. The Shaw Center is also short walking distance from several major downtown streets, as well as City Hall and the Byward Market.

## Booth Order

A non-refundable 100% booth payment is due upon signing the Health and Fitness Expo Exhibitor information contract also with the completed Exhibitor Information Form.

Participation in the Health and Fitness Expo is subject to booth availability. A wait list will be used in the event booth space is sold out. No Booth will be guaranteed without a signed contract as well as a 100% deposit. The organizers reserve the right to make changes to the Floor Plans and flow as deemed necessary.

## Contact information

For more information or to participate in Ottawa Marathon's Health and Fitness Expo please contact:

### Booth Booking

Jim Robinson

Tamarack Ottawa Race Weekend

5450 Canotek Road, Unit 45, Ottawa, ON K1J 9G2

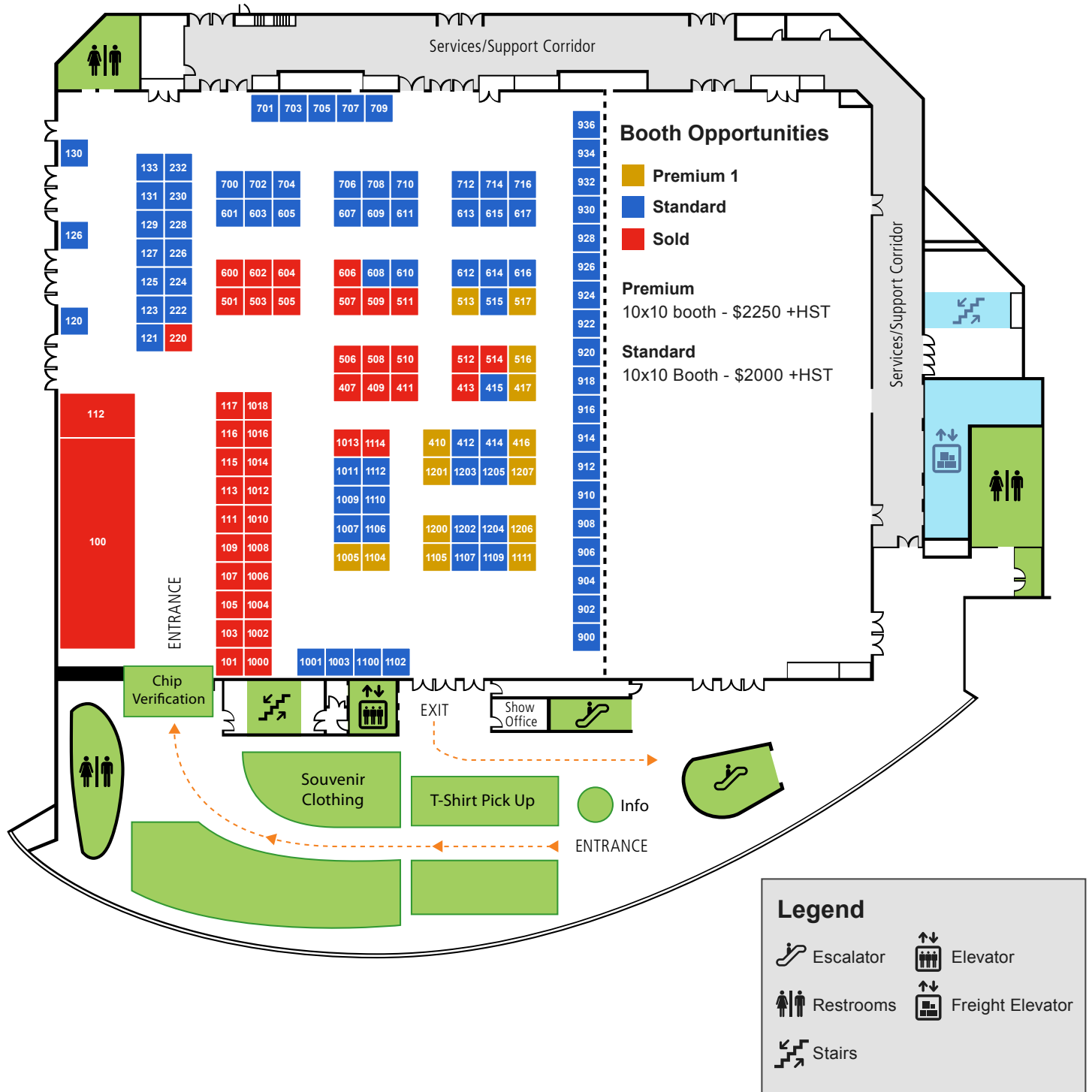
[jim@runottawa.ca](mailto:jim@runottawa.ca)

cell: 613-447-3337

office: 613-234-2221

# Tamarack Ottawa Race Weekend 2015

Shaw Center  
 Level 3 (Exhibit Halls 1&2)  
 May 21-23, 2015



**HEALTH AND FITNESS EXPO**  
Thursday May 21, 2015 – Saturday May 23, 2015  
Exhibitor Information Form

Please complete fax or mail to:

Health and Fitness Expo  
Attn: Jim Robinson  
Tamarack Ottawa Race Weekend  
45-5450 Canotek Rd.  
Ottawa, ON K1J 9G2  
Fax #: 613-234-5880  
Email: jim@runottawa.ca  
Cell: 613-447-3337  
Office: 613-234-2221

Booth Location Request  
Please list your top 3 choices

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

Note: The Tamarack Ottawa Race Weekend reserves the right to modify the floor plan or position an exhibitor in space other than selected.

Vendor Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Province/State: \_\_\_\_\_ Postal /Zip Code: \_\_\_\_\_

Cell Phone during Expo: \_\_\_\_\_ Email: \_\_\_\_\_

Website Address: \_\_\_\_\_

Description of product/service: \_\_\_\_\_

Once booth location is confirmed an invoice will be sent to you requesting payment.  
Payment must be received to finalize booking. Cheques to be mailed to address as shown above.

**HEALTH AND FITNESS EXPO**  
Expo Booth Agreement

This Expo Booth Agreement (this "Agreement") is made and entered into as of the Effective Date, as that term is hereinafter defined, by and between National Capital Marathon Inc.(NCM), a Canadian non-profit corporation, doing business as Run Ottawa (NCM ) and

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("Licensee").

**Definitions: As used throughout this agreement, the following terms shall have the meaning set out below:**

1. "Agreement": refers to this Health & Fitness Expo Agreement and includes any modification thereto;
2. "Commercial Booth": booth space for sale or show of commercial merchandise and services or sampling
3. "Not-for-profit" booth space providing information only for not-for-profit companies.
4. "Health & Fitness Expo" or "Sports Expo" refers to the designated expo site identified and allocated by Agreement(s) to Exposition Vendor(s) selling or demonstrating goods and services dedicated to running programs, running merchandise, nutrition, fitness, and other goods and services consistent with the image of National Capital Marathon Inc.
5. "Tamarack Ottawa Race Weekend": encompasses all events held during the May 21-23, 2015 weekend
6. "Organizer": refers to National Capital Marathon Inc.
7. Sports Expo, including designated areas for Race Kit Pick-up, Exhibitors, Pledge Drop-off, the Workshops and Registration
8. "Sports Expo Exhibit Space": Area designated within the Expo site for Vendor's booth(s) for commercial and non-commercial uses
9. "Vendor": means the individual, partnership, corporation, sole proprietorship or any other entity which is party to this agreement, in this case.
10. Licensee's Elections: Licensee may elect to various components ("**Licensee's Election**") from the following sections ( the "**Component List**") at the corresponding prices set forth thereon; provided, however, all of Licensee's Election shall be governed by the terms of the Agreement:

## HEALTH AND FITNESS EXPO cont'd

May 21 – 23, 2015

Expo Booth Agreement

Organizer has the right to organize and conduct the Tamarack Ottawa Race Weekend, which is to be held May 21-23, 2015 at Ottawa, Ontario, Canada and associated events, including the Health & Fitness Expo or "Sports Expo"...

### Organizer's Responsibilities - National Capital Marathon Inc. will:

1. Provide booth space in the Health & Fitness Expo within the designated expo site. The Organizer will assign Booth Space to the Vendor on a first come, first serve basis and will in its discretion take into account the needs of the Vendor.
2. Provide the Sport Expo Exhibit Space assigned to the Vendor with the following materials and services: booth fixture (namely, backdrop and side panels); security; wastebasket; trash removal; table; and two chairs.
3. Provide 24-hour security for the Health & Fitness Expo Exhibit Space after show hours on Wednesday-Friday inclusive commencing each evening at 8:00pm. The Organizer is not responsible for damage to, loss, or theft of Vendor's merchandise or property.
4. Provide promotion of the Health & Fitness Expo and Sports Expo Vendors on the Organizer's website. All exhibitors will be listed in alphabetical order.
5. Provide Health & Fitness Expo operations at the Shaw Center during the following hours:

Thursday,	May 21, 2015: 4:00 p.m. - 8:00 p.m.
Friday,	May 22, 2015: 10:00 a.m. - 8:00 p.m.
Saturday,	May 23, 2015: 9:00 a.m. - 4:00 p.m.



**HEALTH AND FITNESS EXPO cont'd**  
Expo Booth Agreement

**Vendor's (Licensee) Responsibilities:**

1. Provided Licensee elects one of the "Booth" options in the Component List above and submits full and complete payment in accordance with the terms of the Agreement, NCM agrees to allow Licensee to occupy an area of such dimensions as elected by Licensee in the Component List above (the Expo Booth) during the Event in a location at the Expo as determined by NCM, at its sole and absolute discretion. Each Expo Booth shall come with Carpet, Pipe and Drape, two folding chairs, one six foot draped table, identification sign, and one wastebasket.

The Expo booth shall be used by Licensee for promotional purposes and for no other use or purpose whatsoever, unless specifically set forth herein to the contrary. NCM agrees that the Licensee may affix promotional signage to the Expo Booth (the Signage), in dimension as determined by NCM Inc.; the Signage, any displays or services or merchandise offered (whether for sale or as a giveaway item) and any other promotional material to be utilized by Licensee, together with the appearance of the Expo Booth itself, shall be subject to the approval of NCM inc., which approval NCM inc., may withhold at its sole and absolute discretion. Licensee agrees to operate the Expo Booth during all hours that the Event is open to the public.

2. Payment: In order to reserve an Expo Booth, Licensee shall pay NCM inc., contemporaneously with the execution and delivery of this Agreement by Licensee to NCM inc., a partially refundable fee (the Payment) in an amount equal to one hundred-percent (100%) of the total amount due by Licensee pursuant to this Agreement. If NCM inc. does not receive the Payment as set forth herein, NCM inc., shall not be obligated to reserve an Expo Booth for Licensee's use during the Event and this Agreement shall immediately terminate, upon which NCM inc., shall have no further obligation to Licensee whatsoever.

3. Cancellation: Should Licensee wish to cancel the Agreement, a partial refund of 50% of the Payment may be given should the Licensee find a new vendor to assume the Agreement for the Expo Booth and NCM inc. approves of that vendor and receives payment in full on or before March 30, 2015. The approval of the new Licensee is at the sole and absolute discretion of NCM, inc.

4. Complete all order forms for services required beyond what is provided by NCM Inc.

5. Provide NCM Inc. proof of liability Insurance certificate showing National Capital Marathon Inc. and Shaw Center as co-insured for dates of Ottawa Race Weekend.

**HEALTH AND FITNESS EXPO cont'd**  
Expo Booth Agreement

**Vendor's (Licensee) Responsibilities cont'd:**

6. Complete the Freeman Electric Services Order form return to the electric service provider to request that booth(s) be equipped for electrical power when booth reservation is made or request to sample food/drink products
7. Contact Freeman AV 613-688-9058 or [denis.chenier@freemanco.com](mailto:denis.chenier@freemanco.com) for any audio-visual requirements that you may need at your booth.
8. Provide personnel to ship merchandise, product and any other property Vendor may be supplying to Vendor's booth and provide personnel to remove such merchandise, product or property from Vendor's booth upon completion of the Health & Fitness Expo. Arrangements for storage may be made at the vendor's expense if shipped prior to set-up date and during the Expo by contacting Freeman at 613-913-1905
9. Provide personnel to set-up Vendor's booth(s) on Wednesday May 20, 2015 between 8:00 a.m. – 8:00 p.m. and Thursday May 21, 2015 from 8:00 a.m. to 2:00 p.m. Provide personnel to open their booth area no later than 3:45 p.m. on Thursday, May 21, 2015 and provide personnel to move out booth no later than Saturday May 23, 2015 from 4:00 p.m. - Midnight
10. The time periods for set-up and dismantling set out in the paragraph apply unless an agreement is reached between Organizer and Vendor to set-up and dismantle booth(s) outside the time periods designated in this paragraph.
11. Provide personnel and materials to present a high quality display during the Tamarack Ottawa Race Weekend.
12. Restrict marketing and distribution of products to within the reserved booth(s) space, and will not infringe on the space of other exhibitors, block traffic in aisles or fire exits. Distribution of any product outside the reserved booth space will not be permitted.
13. Restrict use of the Vendor's booth(s) solely to the Vendor, and will not rent, sublet, share or sell any portion of the reserved space to another company, group or organization.
14. Provide any information to Organizer required for compliance with Federal and Provincial Income Tax Law and any other laws with which Organizer must comply.
15. Determine and secure an adequate amount of insurance coverage to compensate Vendor for any damage, loss or theft of merchandise or property.
16. Usage of Organizer's trademark only in association with printed materials provided by the Organizer. Any unauthorized use of the Organizer's trademark for any purpose is strictly prohibited.

Sports Expo Vendor will indemnify, defend and hold harmless the Organizer, its officers, directors, employees, volunteers, successors and assigns, from any claims damages, liabilities, losses, and costs and expenses, including reasonable legal fees and costs of any litigation arising out of any and all aspects of this Agreement and Vendor's activities hereunder. Third parties will look solely to the Vendor

**HEALTH AND FITNESS EXPO cont'd**  
Expo Booth Agreement

for payment and satisfaction of any obligation or claim arising from this event or breach of any warranty or representations made by it or any act or omission by it in the performance of the Vendor's activities as outlined in this Agreement.

Each party will have the right to cancel this Agreement in the event that the other party commits a breach of the terms of this Agreement or engages in conduct inconsistent with the terms of the Agreement, and upon written notification provided no later than 14 days prior to the Tamarack Ottawa Race Weekend. However, Health & Fitness Expo Booth Space fees are non-refundable after April 1, 2015 regardless of the circumstances surrounding the cancellation of this Agreement.

The undersigned will proceed in good faith to execute this Agreement as outlined above.

The terms outlined above regarding Vendor's participation in the Health & Fitness Expo participation during the May 21-23, 2015 Tamarack Ottawa Race Weekend meet with the approval of the undersigned. Sports Expo Vendor warrants that it has appropriate liability insurance. Vendor shall provide Organizer with a Certificate of Insurance or other acceptable evidence of insurance coverage within 30 days following the execution of the Agreement.

IN WITNESS WHERE OF the parties have hereto caused this Agreement to be executed.

VENDOR

ORGANIZER

\_\_\_\_\_

By

\_\_\_\_\_ By

\_\_\_\_\_ Title

\_\_\_\_\_ Title

# FREEMAN

940 Belfast Road  
Ottawa, Ontario, K1G 4A2  
(613) 748-7180 • Fax: (613) 748-5977  
freemanottawaES@freemanco.com



**MAY 21-23, 2015**  
**OTTAWA, ONTARIO**

Centre **Shaw** Centre

**FREEMAN quick facts**

## **SERVICE INFORMATION**

### **BOOTH EQUIPMENT**

Each 10'X10' blue draped booth will include an 8' high back wall, 3' high side walls, one 6' skirted table and two chairs.

NOTE: Our office will be closed **May 18, 2015** in observance of **Victoria Day**.

### **IMPORTANT NOTICE FOR SHIPPING MATERIAL:**

- Should you require forklifts to move your freight, please refer to the Material Handling Order Form in the service manual.
- Should you require dollies to move your materials from the car off loading area, please refer to the Cart Service Order Form. Please Note: Any material handled by Freeman will be charged according to the rates listed.
- Vehicles are strictly prohibited from being unattended in the loading dock area.
- **The move-in will be targeted. Please call Freeman to schedule your move-in time.**

### **EXHIBIT HALL CARPET**

The exhibit areas & booths are carpeted with the existing facility carpet. To enhance the appearance of your booth, rental carpet is available through Freeman. Please refer to the Carpet Order Form in the service manual.

### **DISCOUNT PRICE DEADLINE DATE**

Take advantage of a 30% discount by ordering online at [www.freemanco.com/store](http://www.freemanco.com/store) by **April 29, 2015**.

## **SHOW SCHEDULE**

### **EXHIBITOR MOVE-IN**

Wednesday, May 20, 2015	8:00am - 11:30am
	1:30pm - 8:00pm
Thursday, May 21, 2015	8:30am - 3:00pm

**\*NOTE: The loading dock will be closed May 20, 2015 between 11:30am - 1:30pm.**

### **EXHIBIT HOURS**

Thursday, May 21, 2015	4:00pm - 8:00pm
Friday, May 22, 2015	10:00am - 8:00pm
Saturday, May 23, 2015	9:00am - 4:00pm

### **EXHIBITOR MOVE-OUT**

Saturday, May 24, 2014	4:00pm - midnight
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### **DISMANTLE AND MOVE-OUT INFORMATION**

- Freeman will begin returning empty containers as soon as the show is closed.
- All exhibitor materials must be removed from the exhibit facility by **May 23, 2015 @ midnight**.
- To ensure all exhibitor materials are removed from the exhibit facility by the Exhibitor Move-Out deadline please have all carriers check-in by **May 23, 2015 @ 10pm**.

## **SERVICE CONTRACTOR CONTACTS/INFORMATION**

### **FREEMAN**

940 Belfast Road  
Ottawa, Ontario K1G 4A2  
Phone: 613-748-7180 ext 234 Fax: 613-748-5977  
Email: freemanottawaes@freemanco.com

### **FREEMAN TRANSPORTATION/CUSTOMS**

Phone Toll Free (U.S. & Canadian Exhibitors): 877-478-1113  
Phone (Int'l/Overseas Exhibitors): Country Code: 1-905-951-5476  
Fax: 1-905-951-3145  
Email: jmakos@nalsi.com / kmullins@nalsi.com

**FREEMAN ELECTRICAL - IMPORTANT INFORMATION**

- By default, the power outlets will be located at the very back of your booth. If you indicate a specific location, using the online grid or email a floor plan, please note there will be an additional labour service charge applied to your order.
- As a friendly reminder - if you have a sign to hang from the ceiling, please be advised that standard hanging sign labour prices (an additional 30%) will apply if your hanging sign is not received at our warehouse, by **May 13, 2015**. SEE LABELS SUPPLIED INSIDE EXHIBITOR KIT which also lists the shipping address. Warehouse pre-shipping charges will be applicable.

**FREEMAN AUDIO VISUAL CANADA**

55 Colonel By Drive  
 Ottawa, Ontario K1N 9J2  
 Phone: 613-688-9058 Fax: 613-688-9069  
 Email: denis.chenier@freemanco.com

\*Point of Sale devices using Cellular phone service:

Rogers customers have reported cellular network connectivity issues at the Shaw Centre. We have not received similar reports from those using devices on the Bell or Telus network. The facility has no control over issues related to cell service, and any issues should be reported to the provider.

If you are using a 3G Point of Sale Terminal from Rogers, please be advised these are not supported and service interruptions may occur. If your PoS Terminal from Rogers CAN operate using a wireless internet connection, wired internet connection or an analog phone line for connectivity, it is highly recommended that you contact Freeman Audio Visual.

While some service providers have more coverage within the building than others, 'Cellular' service within the Shaw Centre is not guaranteed. Therefore it is recommended by the facility that clients use Point of Sale devices which can operate using a wireless internet connection, wired internet connection or an analog phone line as their connectivity. You can place an order through Freeman Audio Visual Canada using the exhibitor internet order form located in the exhibitor kit, and should you have any questions, please feel free to contact 613-688-9058.

**SHAW CENTRE**

(Booth Cleaning, Sampling Guidelines, Temporary Cold Water Service, Vehicle Display)  
 Phone: 613-563-1984 Fax: 613-563-7646  
 Email: eventservices@ottawaconventioncentre.com

**FREEMAN ONLINE®**

Take advantage of discount pricing by ordering online by **April 29, 2015**.

Our Internet online ordering service, Freeman OnLine® is available for your convenience to order all Freeman services, view show schedule, or print order forms. Once your show is available online you will receive an email which includes a direct link to Freeman OnLine®.

To place online orders you will be required to enter your unique Login ID and Password. To access Freeman OnLine® for **Tamarack Ottawa Race Weekend** go to:

<http://www.freemanco.com/store/show/showInformation.jsp?showID=407006&nav=02>

Click on the "Login" link in the top right corner to proceed. **If this is your first time using Freeman Online® click on the "Login" link in the top right corner to create a new account.**

If you need assistance with Freeman OnLine® please call our Customer Support Center toll free at 1-888-508-5054 for Canada & U.S. exhibitors or 817-607-5000 for International exhibitors.

## SHIPPING INFORMATION

### Warehouse shipping address:

**Tamarack Ottawa Race Weekend**  
 Exhibiting Company Name  
 Booth # \_\_\_\_\_  
 C/O Freeman  
 940 Belfast Road  
 Ottawa, Ontario, Canada K1G 4A2

**PLEASE NOTE: The warehouse is open from 8am until 4:30pm Monday to Friday.**

Freeman will accept crated, boxed or skidded material beginning **April 20, 2015** at the above address. Material arriving after **May 13, 2015** will be received at the warehouse with an additional after deadline charge. **Please Note: The warehouse will be closed on May 18, 2015 in observance of Victoria day, shipments will not be accepted on this date.**

### Show site shipping address:

**Tamarack Ottawa Race Weekend**  
 Exhibiting Company Name  
 Booth # \_\_\_\_\_  
**Shaw Centre**  
**55 Colonel By Drive**  
 Ottawa, Ontario, Canada K1N 9J2

Freeman will receive shipments at the exhibit facility beginning **May 20, 2015 @ 8am**. Shipments arriving before this date may be refused by the facility. Any charges incurred for early freight accepted by the facility will be the responsibility of the exhibitor. Please note: All material handling services performed after 4:30 pm Monday-Friday & all day Saturday-Sunday will have overtime charges applied. Please refer to the enclosed material handling order form.

### CART SERVICE IS A FEATURE FOR PRIVATELY OWNED VEHICLES

A self unloading and reloading area for all exhibitors who do not require forklifting assistance during move-in and move-out will be available.

- Freeman staff will guide you to this area once you arrive at the dock.
- This service is aimed for exhibitors that require minimal assistance
- Type of vehicles accepted are cars, pickup trucks, small mini-van or SUV only.
- Exhibitors that require 20 minutes or less to offload and reload. **Any vehicles left unattended will be towed at owner's expense.**
- The service includes storage of cardboard/product boxes and empty stickers.
- This is a chargeable service, please refer to the Material Handling Order Form contained in this service manual for the cart service charges.

### RESTRICTIONS

#### Loading Bays:

- 5 loading bays can accept tractor trailers
- 4 standard loading bays with dock levelers can accept a vehicle up to a 77' in length with cab
- 1 loading bay with a built-in scissor lift

#### Loading Areas:

- 3 loading areas can accept 5 ton trucks or smaller vehicles
  - ground level loading/unloading
- Loading bays/areas are for temporary pick-up and delivery only. Parking is prohibited.

#### Floor Weight Allowance

All heavy objects to be placed on the floor in the facility must be approved by Freeman.

#### Elevator Specifications – Service/Freight

For the safety of all individuals, freight elevators are not intended for passenger use. Materials cannot be transported in the public passenger elevator or on escalators.

OCTOBER 23, 2014 (407006)

**POST SHOW PAPERWORK AND LABELS**

Our Exhibitor Services Department will gladly prepare your outbound Material Handling Agreement and labels in advance. Complete the Outbound Shipping form and your paperwork will be available at show site. Be sure your carrier knows the company name and booth number when making arrangements for shipping your exhibit at the close of the show.

**Please note:** All items not ordered through the Official Show Vendors may be subject to Material Handling Charges and are the responsibility of the Exhibitor.

**MATERIAL HANDLING**

Exhibitors may hand-carry their own freight into the exhibit facility **through the passenger elevators**. All exhibitors handling their own freight will be responsible to arrange their own storage of empty containers during the show. No storage will be available on the show floor.

Any material handled by Freeman will be charged according to the rates listed within the service manual. **Please refer to the Material Handling Order Form contained in this service manual for charges.**

**EXHIBIT TRANSPORTATION AND CUSTOMS**

As part of the Freeman service and to make your shipping and transportation experience as seamless as possible, Freeman Exhibit Transportation has been appointed as the official carrier and customs clearance service provider for the **Tamarack Ottawa Race Weekend**. Our Exhibit Transportation Department will be in contact with you to discuss your shipping requirements, however if you wish to contact us, please call our toll free number at 877- 478-1113 to speak to a Customer Service Representative.

**AS A REMINDER**

All shipments originating outside Canada require Canada Customs Clearance and U.S Customs/Homeland Security (if applicable) on the return.

**SMALL PACKAGES/BOXES DELIVERIES (Including Portable Display Cases)**

Canada is an international destination and, as such, duties, taxes and customs clearance fees applies. If you are shipping Air or Ground with the following small packages companies, Fed-ex, UPS, Airborne, DHL, or any other small package/boxes carriers please confirm that all ancillary charges(duties, taxes & Customs clearance fees) are PREPAID. This includes 3rd Party Shippers (ie:Fulfillment Centres, etc.). Any shipments that are sent collect will not be accepted by Freeman and they will be refused.

In some instances, carriers do not declare ancillary collect charges upon delivery to our warehouse and Freeman is billed 30-90 days after the event has closed. In these situations, any charges (duties, taxes & Customs clearance fees) are re-billed to the corresponding exhibitors plus "Advancement Fees".

**LABOUR INFORMATION**

Booth Installation and Dismantle: If utilizing Freeman labour, please refer to the Installation & Dismantle order form to place your order for display labour. Straight time and Overtime hours are also listed on the order form. Exhibitors supervising Freeman labour will need to pick up and release their labour at the Service Desk.

**PRIVACY POLICY**

Pursuant to the Personal Information Protection and Electronic Documents Act, Freeman has formalized its current practices into a privacy policy. A copy of our full privacy policy is available on request or by visiting our website at <http://www.freemanco.com/freemanco/freeman/privacy.jsp>

Freeman collects business information from its customers to enable us to perform contracted services. Only very infrequently will any identifiable personal information be collected. If any personal information is collected, Freeman will obtain consent at the time of the collection, disclosure and /or use. You then would have the right to access any of the information we have collected and withdraw your consent for the above at any time. If you have any questions or would like more information on our privacy policy, please contact us at (416) 252-3361, or you may contact our privacy officer at [barbara.baird@freemanco.com](mailto:barbara.baird@freemanco.com).

## **FREEMAN GENERAL INFORMATION**

### **TRANSLATION SERVICE**

Freeman is pleased to offer a new service for our international exhibitors that provides quick interpretation and translation in 150 languages. This service will not only interpret for us on a three-way conversation, but also translate emails from customers. To access this service you may contact Freeman Ottawa Exhibitor Services at (613) 748-7180 or Freeman's Customer Support Center at (888) 508-5054.

### **HELPFUL HINTS**

#### **SAVE MONEY**

Take advantage of the advance discount rates by placing your order by **April 29, 2015**

#### **AVOID DELAY**

Ship early to avoid delays. Shipments arriving late at show site will cost you money, time and business!

#### **SAFETY TIPS**

Use a ladder, not a chair. Standing on chairs, tables and other rental furniture is unsafe and can cause injury to you or to others. These objects are not designed to support your standing weight.

Be aware of your surroundings. You are in an active work area with changing conditions during move-in and move-out. Pay attention. Look for obstacles, and machinery and equipment that are in use.

Keep your eyes open for scooters and forklifts. The drivers of these vehicles may not be able to see you.

Stay clear of dock areas, trucks and trailers. These areas can be particularly dangerous.

Prevent electrical shocks, falling items and damage to materials. Do not attach items or equipment to the drapes or metal framework provided for your booth. This can cause serious injury or damage to materials.

We discourage children from being in the exhibit hall during installation and dismantle. If children are present during installation and dismantle, they must be supervised by an adult at all times.

You are not allowed to ship Hazardous Materials. If you do so, you may be subject to fines or penalties for each offence.

Operation or use of all motorized lifts and motorized material handling equipment for installation/dismantle of exhibits is NOT permitted by exhibitors or by their exhibitor appointed contractors (EAC's). Thank you for your cooperation.

#### **EXHIBITOR ASSISTANCE**

For more information and helpful hints on preshow procedures and move-in, please go to [www.freemanco.com/preshowFAQ](http://www.freemanco.com/preshowFAQ)

For more information and helpful hints on postshow procedures and move-out, please go to [www.freemanco.com/postshowFAQ](http://www.freemanco.com/postshowFAQ)

Call Freeman's Exhibitor Services department at (613) 748-7180 ext 234 with any questions or needs you may have.