



# Exhibitor Manual

Dear Exhibitor:

We are so pleased that your company will be joining us at the 2015 Western Canadian Symposium, March 2-4, 2015 in beautiful Victoria, British Columbia. The following Exhibitor Service Manual is provided to help you prepare for the most successful exhibiting experience. We look forward to seeing you in Victoria!

## **General Information**

### **Displays**

The Victoria Conference Centre (VCC) is the designated display supplier for the 2015 Western Canadian Symposium. Each exhibit space includes:

- 8' high backwall (black drape)
- 3' high sidewalls (black drape)
- 6' skirted table
- 2 chairs
- 7amp, 750watt electrical drop

If you require additional items or services in addition to what is provided in your booth package, please refer to the VCC Order Forms. Lower rates apply to advance orders received up to fourteen (14) days prior to the scheduled exhibitor move-in time. Orders received after this time are considered "Standard Orders" and are subject to an increased rate over and above the advance order rate. Please note that Discount Advance Order Cut-off indicated on the order forms.

Please contact the VCC Exhibit Coordinator with any questions.

Tara Parkinson, Exhibit Coordinator  
Phone: 250-361-1021  
Fax: 250-361-1030  
tarap@victoriaconference.com

### **Show Schedule**

Admittance to the Show area for set-up will be at the following pre-arranged times only:

#### **Exhibitor Move-in:**

Monday, March 2, 2015 – 12:00pm-6:00pm

Tuesday, March 3, 2015 – 9:00am-12:00pm

*Exhibitors must be completely moved in by 12:00pm on Tuesday, March 3, 2015*

#### **Expo Hours:**

Tuesday, March 3, 2015 – 2:30pm-5:30pm

#### **Exhibitor Move-out:**

Tuesday, March 3, 2015 – 5:30pm -10:00pm

*Exhibitors must be completely moved out by 10:00pm on Tuesday, March 3, 2015*

## Electrical Services

All electrical services are ordered and supplied through the Victoria Conference Centre. Please refer to the Electrical Order Form.

Lower rates apply to advance orders for electrical services received up to fourteen (14) days prior to the scheduled exhibitor move-in time. Orders received after this time are considered "Standard Orders" and are subject to an increased rate over and above the advance order rate. Please note the Discount Advance Order Cut-off indicated on the Electrical Order Form. Please contact the Exhibit Coordinator with any questions.

Tara Parkinson, Exhibit Coordinator Phone: (250) 361-1021 Fax: (250) 361-1030 tarap@victoriaconference.com

Electrical services are installed under a standing City of Victoria Electrical Permit. Methods of connection to and distribution of electrical power must conform to existing electrical safety standards. The City of Victoria Electrical Inspector will be present at the Show to ensure all electrical appliances, cords, connections and displays with electrical components comply with the British Columbia Electrical Code. (Note: designation sticker, i.e. CSA, CUL, UCL, CGA and ETL). Any items not meeting the standards may be requested to be removed from the Show.

## VCC Exhibitor Shipping Policy:

### Incoming:

Due to limited space at the Conference Centre, please be advised that we do not accept exhibitor shipments in advance of an Exhibitor Move-In. Exhibitors are encouraged to ship via the designated freight handler, who will bring all materials onsite on Move-In day. If exhibitors choose an alternate shipper/courier, please ensure your materials are delivered on move-in day only. **Deliveries attempted outside the scheduled move-in time will be refused and re-directed to the designated freight or display supplier.**

### Outgoing:

At the end of an exhibitor move-out, all freight must be removed from the tradeshow floor. If an exhibitor is not using the designated freight handler for the show, all alternate shippers/couriers must be instructed to pick-up materials the same day. **The Victoria Conference Centre will not be held responsible for materials left after the scheduled move-out time and would redirect these, at the expense of the exhibitor, to the designated freight or display supplier.**

The Victoria Conference Centre recommends Events on the Move for all custom brokerage and shipping.

Events on the Move Phone: (604) 647-0130 Fax: (604) 647-0136

## Booth Cleaning / Exhibit Area Cleaning Services

VCC Housekeeping will provide daily aisle cleaning for trade shows and will remove refuse from the show area prior to the scheduled start of the event and at the end of each event day. Please follow these guidelines:

- **prior to the start of an exhibition or trade show, all waste materials are to be placed in plastic bags inside the large waste containers provided**
- **all cardboard boxes are to be broken down and placed in front of the booth**

Housekeeping does not provide cleaning service inside the exhibitors' booth - which includes garbage and recycling pickup at the end of each event day. If exhibitors wish to order Booth Cleaning Services (which includes vacuuming, dusting and waste removal) please refer to the order form in your package or contact:

Tara Parkinson, Exhibit Coordinator Phone: (250) 361-1021 Fax: (250) 361-1030 tarap@victoriaconference.com

## **Forklift Services**

All forklift services must be ordered through the Victoria Conference Centre. Exhibitors must contact the VCC Exhibit Coordinator prior to the event move-in day to make arrangements for this service. Two weeks notice is expected.

Tara Parkinson, Exhibit Coordinator Phone: (250) 361-1021 Fax: (250) 361-1030 tarap@victoriacentre.com

## **Heavy Equipment**

Exhibitors displaying heavy equipment (i.e. motors, engines, vehicles, etc.) must provide pads underneath the equipment. Exhibitors will be responsible for any repairs, replacements or extraordinary cleaning as a result of their use of the function areas in the VCC.

## **Liability**

The VCC will not assume any liability for damage or loss of any nature. Nor will they assume any liability for personal injury in connection with the showing or viewing of exhibits.

## **Regulations**

Nothing shall be posted on, nailed, stapled, or otherwise attached to columns, walls, floors or other parts of the building or furniture of the VCC.

Exhibit aisles and fire exit doorways are to be kept free from obstructions. Fire hose cabinets and pull stations must be left accessible and in full view at all times.

The use of open flame is prohibited; this includes candles, lamps and torches. The use of open flame for cooking and demonstration is prohibited in pre-function areas. All display materials are required to be flame proof and are subject to inspection by the Victoria Fire Department.

No flammable fluids or substances may be used or shown in the booths. Flammable or combustible and/or compressed gases shall not be used or displayed unless otherwise approved by the Victoria Fire Department. On an individual basis, any exhibits or demonstrations utilizing flammable gas such as propane are limited to a maximum five (5) lb. on site at any one time. A "Flow Restriction Valve" must be used on all propane tanks. The equipment and its operation must have prior written approval from the Victoria Fire Department and the Provincial Gas Inspector. All propane connections must be leak tested by VCC staff prior to use in the Victoria Conference Centre.

The use of the following materials indoor is prohibited: straw and hay, acetate fabrics, corrugated paper, paper backed foil, unless glued securely to suitable backing, combustible materials used for covering tables or for skirting tables, Styrofoam constructed booths.

## **Floor Loads and Types**

All areas of the Victoria Conference Centre are carpet or carpet tiles on concrete. Both Levels One and Level Two have a load capacity of 489 kilograms per square metre (100 lb. per square foot).

## **Telephone and/or Data Services**

The VCC owns and maintains its own telephone system. Telephones, telephone lines, fax and modem lines can be installed to any function area within the VCC at the client's expense. High speed lines are available from Freeman Audio Visual.

External access for all phone services is via Telus.

There are two areas located on the roof designated for the set-up of satellite communications dishes. Control and relay cables for the dishes enter the VCC on the Catwalk Level and can be run to most locations within the VCC. There are additional locations for mobile satellite dishes (with wheeled trailers) located in the Courtyard and along the driveway fronting the Courtyard. Contact your VCC Event Manager directly if you require the above services.

### **Loading Entrances**

Level One access is via the freight elevators on Level Two. Freight elevators are accessed off Humboldt Street via the Service Area.

Level Two access to the Service Area is off Humboldt Street. There are two covered semi-trailer loading bays as well as a level entrance 9'9"w x 10'h roll-up door.

### **Audio-visual Services**

The VCC's in-house recommended supplier for presentation services including audio-visual equipment and high speed access is Freeman Audio Visual.

Phone: (250) 361-1095 Fax: (250) 361-1093

### **Food and Beverage Services**

The Victoria Conference Centre Catering Department has exclusive food and beverage distribution rights within the Centre.

Exposition sponsoring organizations and/or their exhibitors may distribute sample food and/or beverage products only upon written authorization. Please contact the Event Manager with any questions.



Show Name: WCS for Hearing Specialists

Show Date: March 2-3, 2015

Discount Advance Order Cut Off: February 16, 2015

Event Code: 15357 VCC

Payment by Cheque (Attached) or Credit Card

Cheque Attached  (X)

Visa  MasterCard  AMEX  (X)

Exhibitor: \_\_\_\_\_

Booth #(s): \_\_\_\_\_

Telephone: \_\_\_\_\_

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

City & Province: \_\_\_\_\_

Email: \_\_\_\_\_

Card Number: \_\_\_\_\_

Expiry Date: \_\_\_\_\_

3 or 4 Digit Security Code: \_\_\_\_\_

Name on Card: \_\_\_\_\_

Cardholder Signature: \_\_\_\_\_

**NOTE:** Orders and Payments received less than fourteen days prior to the Exhibitor Move-In day will be charged at the Standard Order rates.

**NOTE:** If Orders have been received and processed, 25% of the order is non-refundable.

If the Service has been provided, 100% of the order is non-refundable.

**NOTE:** If any form is calculated incorrectly, we reserve the right to correct the amount on the order.

**DISPLAY ORDERS**

	Quantity	Discounted Advance Order	Standard Order (2 weeks)	Total
8' Table, topped & skirted on 3 sides		\$ 55.00	\$ 60.00	
6' Table, topped & skirted on 3 sides <b>(1 included in Booth Package)</b>		\$ 50.00	\$ 55.00	
4' Table, topped & skirted		\$ 45.00	\$ 50.00	
Counter height 8' Table, topped & skirted on 3 sides		\$ 65.00	\$ 70.00	
Counter height 6' Table, topped & skirted on 3 sides		\$ 60.00	\$ 65.00	
Counter height 4' Table, topped & skirted		\$ 55.00	\$ 60.00	
Pedestal Table (36" round, 30" high) topped & skirted		\$ 30.00	\$ 35.00	
Counter height Pedestal Table (36" round, 40" high) topped & skirted		\$ 40.00	\$ 45.00	
Fee to make 8', 6', 4' or Pedestal Table Counter height		\$ 10.00	\$ 15.00	
Undecorated Table - 8', 6', 4' or Pedestal Table (please indicate)		\$ 25.00	\$ 30.00	
Table Skirt		\$ 25.00	\$ 30.00	
8' High Drape and Metal - price per lineal foot		\$ 4.50	\$ 5.00	
3' High Drape and Metal - price per lineal foot		\$ 3.75	\$ 4.25	
Metal Base		\$ 3.25	\$ 3.75	
Metal Upright		\$ 3.25	\$ 3.75	
Metal Crossbar		\$ 3.25	\$ 3.75	
Padded Folding Chair <b>(2 included in Booth Package)</b>		\$ 7.50	\$ 10.00	
Counter height Stool		\$ 25.00	\$ 30.00	
Waste Basket		\$ 6.25	\$ 8.00	
Metal Easel		\$ 15.00	\$ 18.00	
Clothing Rack		\$ 25.00	\$ 30.00	
Literature Rack (Limited Supply - VCC to confirm availability)		\$ 50.00	\$ 60.00	
Freestanding 3-Tier Brochure Holder - 8 1/2" wide		\$ 10.00	\$ 15.00	
Floral Arrangement		\$ 80.00	\$ 100.00	
			Subtotal	
			5% GST	
			7% PST	
			Total	

**FULL PAYMENT MUST BE RECEIVED WITH ORDER. PLEASE REMIT BY FAX, EMAIL OR MAIL**

Victoria Conference Centre, Att: Tara Parkinson, 720 Douglas Street, Victoria, BC, V8W 3M7

Phone: (250) 361-1021 Fax: (250) 361-1030 tarap@victoriaconference.com



Show Name: WCS for Hearing Specialists

Event Code: 15357 VCC

Show Date: March 2-3, 2015

Payment by Cheque (Attached) or Credit Card

Discount Advance Order Cut Off: February 16, 2015

Cheque Attached  (X)

Exhibitor: \_\_\_\_\_

Visa  MasterCard  AMEX  (X)

Booth #(s): \_\_\_\_\_

Card Number: \_\_\_\_\_

Telephone: \_\_\_\_\_

Expiry Date: \_\_\_\_\_

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

3 or 4 Digit Security Code: \_\_\_\_\_

City & Province: \_\_\_\_\_

Name on Card: \_\_\_\_\_

Email: \_\_\_\_\_

Cardholder Signature: \_\_\_\_\_

**NOTE:** Prices include installation, maintenance throughout the show and post-show removal. Power is dropped at rear of booth. Spike protection is the responsibility of the exhibitor.

**NOTE:** Orders and Payments received less than fourteen days prior to the the Exhibitor Move-In day will be charged at the Standard Order rates.

**NOTE:** If Orders have been received and processed, 25% of the order is non-refundable.

If the Service has been provided, 100% of the order is non-refundable.

**NOTE:** If any form is calculated incorrectly, we reserve the right to correct the amount on the order.

**ELECTRICAL SERVICES**

	Quantity	Discounted Advance Order	Standard Order (2 weeks)	Total
<b>120 VOLTS</b>				
750 Watt - 7 Amp - Single Receptacle (1 plug) <b>(1 included in booth pkg)</b>		\$ 69.00	\$ 80.00	
1500 Watt - 15 Amp - Double Receptacle (2 plugs)		\$ 79.00	\$ 91.00	
<b>120 VOLTS - Specialty</b>				
2000 Watt - 20 Amp - Single Receptacle		\$ 104.00	\$ 120.00	
<b>208 VOLTS</b>				
15 Amp - Single Phase		\$ 138.00	\$ 159.00	
20 Amp - Single Phase		\$ 150.00	\$ 173.00	
30 Amp - Single Phase		\$ 202.00	\$ 233.00	
50 Amp - Single Phase		\$ 230.00	\$ 265.00	
30 Amp - Three Phase		\$ 259.00	\$ 298.00	
60 Amp - Three Phase		\$ 432.00	\$ 497.00	
100 Amp - Three Phase		\$ 575.00	\$ 662.00	
200 Amp - Three Phase		\$ 690.00	\$ 794.00	
<b>LIGHTING DOES NOT COME WITH POWER - ORDER POWER SEPARATELY</b>				
Double Flood light on stand		\$ 50.00	\$ 55.00	
			Subtotal	
			5% GST	
			7% PST	
			Total	

**FULL PAYMENT MUST BE RECEIVED WITH ORDER. PLEASE REMIT BY FAX, EMAIL OR MAIL**

Victoria Conference Centre, Att: Tara Parkinson, 720 Douglas Street, Victoria, BC, V8W 3M7

Phone: (250) 361-1021 Fax: (250) 361-1030 tarap@victoriaconference.com



Show Name: WCS for Hearing Specialists  
 Show Date: March 2-3, 2015  
 Exhibitor: \_\_\_\_\_  
 Booth #(s): \_\_\_\_\_  
 Telephone: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City & Province: \_\_\_\_\_  
 Email: \_\_\_\_\_

Event Code: 15357 VCC  
**Payment by Cheque (Attached) or Credit Card**  
 Cheque Attached \_\_\_ (X)  
 Visa \_\_\_ MasterCard \_\_\_ AMEX \_\_\_ (X)  
 Card Number: \_\_\_\_\_  
 Expiry Date: \_\_\_\_\_  
 3 or 4 Digit Security Code: \_\_\_\_\_  
 Name on Card: \_\_\_\_\_  
 Cardholder Signature: \_\_\_\_\_

- NOTE:** Full Payment, including applicable taxes, is due in advance of the event set up and Exhibitor Move-In.
- NOTE:** The Victoria Conference Centre reserves the right to charge the Exhibitor for the difference between the Exhibitor's estimate of charges and the actual charges incurred by the Exhibitor.
- NOTE:** In case of cancellation, a one-hour "per person, per hour" charge will be applied to all labour orders that are not cancelled in writing at least 24 hours prior to the scheduled start time. If services have already been provided, 100% of original fee will be applied.

LABOUR RATES		
Regular Time	8:00AM - 4:00PM Monday to Friday	\$71.00 per Hour (minimum 1 hour)
Over Time	4:00PM - 6:00PM Monday to Friday	\$98.00 per Hour (minimum 1 hour)
	8:00AM - 4:00PM Saturday	
Double Time	All other hours including Sundays and Statutory Holidays	\$112.00 per Hour (minimum 1 hour)

ESTIMATED INSTALLATION REQUIREMENTS				
Regular Time	___ Labourers	___ Hours	\$71.00 per Hour	\$ _____ Total
Over Time	___ Labourers	___ Hours	\$98.00 per Hour	\$ _____ Total
			\$112.00 per Hour	\$ _____ Total
Double Time	___ Labourers	___ Hours	\$112.00 per Hour	\$ _____ Total
				Date Required:
				Start Time:

ESTIMATED DISMANTLE REQUIREMENTS				
Regular Time	___ Labourers	___ Hours	\$71.00 per Hour	\$ _____ Total
Over Time	___ Labourers	___ Hours	\$98.00 per Hour	\$ _____ Total
			\$112.00 per Hour	\$ _____ Total
Double Time	___ Labourers	___ Hours	\$112.00 per Hour	\$ _____ Total
				Date Required:
				Start Time:

FORKLIFT SERVICES		
Regular Time	\$50.00 per Hour (minimum 1 hour)	\$ _____ Total
Over Time	\$75.00 per Hour (minimum 1 hour)	\$ _____ Total
Double Time	\$100.00 per Hour (minimum 1 hour)	\$ _____ Total
		Date Required:
		Start Time:
		Subtotal
		5% GST
		7% PST
		Total

**FULL PAYMENT MUST BE RECEIVED WITH ORDER. PLEASE REMIT BY FAX, EMAIL OR MAIL**  
 Victoria Conference Centre, Att:Tara Parkinson, 720 Douglas Street, Victoria, BC, V8W 3M7  
 Phone: (250) 361-1021 Fax: (250) 361-1030 tarap@victoriaconference.com





VICTORIA  
CONFERENCE  
CENTRE

Show Name: WCS for Hearing Specialists

Show Date: March 2-3, 2015

Discount Rate Deadline: February 16, 2015

Exhibitor: \_\_\_\_\_

Booth #(s): \_\_\_\_\_

Telephone: \_\_\_\_\_

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

City & Province: \_\_\_\_\_

Email: \_\_\_\_\_

Event Code: : 15357 VCC

Payment by Cheque (Attached) or Credit Card

Cheque Attached  (X)

Visa  MasterCard  AMEX  (X)

Card Number: \_\_\_\_\_

Expiry Date: \_\_\_\_\_

3 or 4 Digit Security Code: \_\_\_\_\_

Name on Card: \_\_\_\_\_

Cardholder Signature: \_\_\_\_\_

**NOTE:** The Victoria Conference Centre requires this service to be ordered and paid for at least 2 weeks prior to the Event in order to receive the Discount Rate. If orders are placed less than 2 weeks before the event, they will be charged the Standard Rate.

**NOTE:** If Orders have been received and processed, 25% of the order is non-refundable.

If the Service has been provided, 100% of the order is non-refundable.

**NOTE:** If any form is calculated incorrectly, we reserve the right to correct the amount on the order.

**BOOTH CLEANING SERVICES**

	Sq. Ft. of Booth	Date	Time	Discount Rate per Sq. Ft.	Standard Rate per Sq. Ft.	Total
Includes Vacuuming, Dusting and Waste Removal in your Booth				\$ 0.50	\$ 1.00	
eg. 8' x 10' Booth = 80 sq. ft. x \$0.50 = \$40.00 <b>PER DAY</b>				\$ 0.50	\$ 1.00	
				\$ 0.50	\$ 1.00	
				\$ 0.50	\$ 1.00	
				\$ 0.50	\$ 1.00	
					Subtotal	
					5% GST	
					7% PST	
					Total	

**FULL PAYMENT MUST BE RECEIVED WITH ORDER. PLEASE REMIT BY FAX, EMAIL OR MAIL**  
Victoria Conference Centre, Att:Tara Parkinson, 720 Douglas Street, Victoria, BC, V8W 3M7  
Phone: (250) 361-1021 Fax: (250) 361-1030 tarap@victoriaconference.com

# F R E E M A N

AUDIO VISUAL | CANADA

British Columbia

## COMPUTER & AUDIO VISUAL ORDER FORM

COMPANY:	_____	SHOW NAME:	Western Canada Symposium for Hearing Specialists	
STREET:	_____	LOCATION:	Victoria Conference Centre	
CITY:	_____	BOOTH #:	_____	
PROV / STATE:	_____	INSTALLATION DATE:	Mar 2, 2015	TIME: _____
E-MAIL:	_____	EXHIBIT START DATE:	Mar 3, 2015	TIME: _____
PHONE:	_____	EXHIBIT END DATE:	Mar 3, 2015	TIME: _____
ORDERED BY:	_____	CONTACT ON-SITE:	_____	
PO #:	_____	STAYING AT:	_____	PHONE: _____

QUANTITY	EQUIPMENT AVAILABLE	SHOW RATE	TOTAL
<b>FLAT SCREEN MONITORS</b>			
	17" LCD FLAT SCREEN MONITOR	\$50.00	
	20" LCD FLAT SCREEN MONITOR	\$60.00	
	24" LCD FLAT SCREEN MONITOR	\$75.00	
	32" LCD FLAT SCREEN MONITOR	\$125.00	
	40" LCD FLAT SCREEN MONITOR	\$175.00	
	42" LCD FLAT SCREEN MONITOR	\$200.00	
	52" LCD FLAT SCREEN MONITOR	\$275.00	
	60" LCD FLAT SCREEN MONITOR	\$750.00	
	65" PLASMA FLAT SCREEN MONITOR	\$800.00	
	70" PLASMA FLAT SCREEN MONITOR	\$850.00	
	FLAT SCREEN MONITOR FLOOR STAND (RENTED WITH MONITOR ONLY)	\$50.00	
<b>COMPUTERS (All computers come with 10/100 Ethernet, Windows and Office software)</b>			
	STANDARD DESKTOP COMPUTER (comes with 17" monitor)	\$250.00	
	NOTEBOOK COMPUTER	\$250.00	
<b>COMPUTER ACCESSORIES</b>			
	LASER PRINTER - B & W, 15 PPM	\$150.00	
	DESKTOP SPEAKERS - PAIR	\$50.00	
	KEYBOARD & MOUSE	\$50.00	
<b>VIDEO PLAYERS (see Monitors above)</b>			
	DVD PLAYER - MULTIZONE	\$75.00	
	BLU-RAY PLAYER	\$75.00	
<b>VIDEO ACCESSORIES</b>			
	VIDEO CART WITH SKIRT	\$20.00	
	6 FT TRIPOD SCREEN	\$25.00	
<b>AUDIO EQUIPMENT</b>			
	CD PLAYER (REQUIRES SOUND SYSTEM)	\$35.00	
	BOOTH AUDIO SYSTEM 1 (1 SMALL POWERED DESKTOP SPEAKER)	\$50.00	
	BOOTH AUDIO SYSTEM 2 (2 SPEAKERS, MIXER/AMPLIFIER, CD PLAYER, WIRELESS MIC)	\$270.00	
	WIRELESS MICROPHONE (HANDHELD, LAVALIER, OR HEADSET)	\$100.00	
<b>OTHER</b>			
	PLEASE INQUIRE IF YOU DO NOT SEE WHAT YOU NEED!		

<b>PAYMENT MUST ACCOMPANY YOUR ORDER (CLICK 'PAYMENT' BOX ; USE ARROW TO SELECT METHOD)</b>		EQUIPMENT TOTAL:	
CREDIT CARD #: _____	<b>PAYMENT</b>	DELIVERY & PICKUP:	\$55
EXPIRY: _____		LABOUR - SETUP/DISMANTLE:	
		LABOUR - ADDITIONAL:	
		CABLES & CONSUMABLES:	
		SUB-TOTAL:	
AUTHORIZED SIGNATURE: _____		PROVINCIAL SALES TAX:	7.000%
NAME ON CREDIT CARD: _____		GST or HST:	5%
DATE: _____	IF PST EXEMPT ENTER # BELOW	PST EXEMPTION:	\$0.00
<b>Administration Fees will apply on all credit card transactions over \$5,000</b>		TOTAL:	

For further information, please contact: **Mike Thomas** 250-361-1095 PH  
 e-mail address: [mike.thomas@freemanco.com](mailto:mike.thomas@freemanco.com) 250-361-1065 FAX

## INSTRUCTIONS FOR USE

- 1 It couldn't be simpler! Just complete the form on-line, save to your desktop, & e-mail to the e-mail address above.

## TERMS & CONDITIONS

- 1 Please forward payment in full with your order.
- 2 Orders received less than 7 business days prior to setup date may be subject to additional charges.
- 3 Written order cancellation must be received at least 5 business days prior to setup date to avoid a 1 day charge.
- 4 Your authorized representative must be at your booth at specified date & time to accept delivery of equipment.  
*Please note: we cannot leave equipment in your booth without your representative there to receive it.*
- 5 The equipment is your responsibility until picked up by a Freeman Audio Visual representative.  
*Please do not leave equipment unattended in your booth when the show finishes.*
- 6 Any extension of the rental period must be arranged prior to termination of the original rental period.
- 7 Customer is liable for full replacement value of rented equipment & is responsible for insuring said equipment.
- 8 Customer agrees to be bound by all applicable license & copyright laws for software on rented equipment.
- 9 Freeman Audio Visual is not responsible for any equipment performance problems caused by customer's software.



## Shipping and customs brokerage for meetings and conventions

### Welcome to: Western Canada Symposium for Hearing Specialists

The following pages contain important information pertaining to:

- **Freight Forwarding and Shipping**
- **Customs Brokerage**
- **Material Handling**
- **Advance Warehousing**

For your upcoming event in **Victoria**, Events on the Move has been selected the official supplier for shipping, customs brokerage, material handling and advance warehousing. We are a freight forwarder and customs broker based out of Vancouver and specialize in the meetings and events industry. We are a great resource to help plan for your shipping into the event. Please contact our operations team for any shipping or customs inquiries. Just send in your Service Order Form and we will take care of the rest.

- Service Order Forms – to arrive at Events on the Move's office by: **February 24, 2015**.
- Forms received after this date will still be accepted however, a surcharge may apply.
- Quote requests must be received in our office two business days prior to the above noted cut off date.

#### **Shipping Procedures**

Once Events on the Move picks up your shipment from your office or warehouse from anywhere around the world, you won't need to worry about the logistics of getting your product into the show. We complete all the paperwork, bill of lading and all the proper documentation pertaining to your shipment.

#### **Customs Brokerage**

Events on the Move will handle all aspects of Canada Customs brokerage on your behalf. Working with Events on the Move makes your international shipping seamless and stress free. It's really very easy, just pack up your shipment and we will take care of the rest.

#### **Material Handling**

Events on the Move will provide material handling services and deliver your goods to your booth, as well as storage of any empties during the event.

#### **Advance Warehouse**

Shipping early saves money. If you are able to send your shipment two or three weeks in advance, you can take advantage of the free advance warehouse when using our shipping services and save money on transportation charges. Please do not send materials to the office address. We will advise the warehouse address upon receipt of your form.

#### **Return Shipping**

Don't worry about planning the return shipping. We will complete your bill of lading and supply your shipping labels.

#### **Requesting Services**

Email the Service Order Form to [serviceorderform@eventsonthemove.com](mailto:serviceorderform@eventsonthemove.com) and we will take care of the rest.

**We look forward to working with you soon!**



Events on the Move  
Service Order Form

Meetings and  
Conventions

*Everything should be  
this easy!*

# Western Canada Symposium for Hearing Specialists

Victoria Conference Centre  
March 3, 2015

Questions? Call 604-647-0130  
Or call toll free 1-877-355-1116

Email this form to  
serviceorderform@eventsonthemove.com



- Shipping
- Customs Brokerage
- Material Handling
- Advance Warehousing
- Local Cartage

## Company Information

Company Name:		Booth #:	
Contact Name:	On-Site Contact Name:		
Email Address:	On-Site Contact Cell Phone Number:		
Telephone Number:	Fax Number:	Alt Number:	

## Payment Options

Please indicate which credit card you would like us to apply your payment on:

Visa       MasterCard      Name on Card \_\_\_\_\_

Card Number: \_\_\_\_\_      Expiration Date: \_\_\_\_\_

**Paid invoices will be sent to you along with your credit card receipt if requested.**

Address for Invoice and Receipt:		Tel #	
		Fax #	
City:	State / Province:	Postal Code / Zip Code:	

THE UNDERSIGNED HEREBY ACKNOWLEDGES THE TRUTH OF THE STATEMENTS CONTAINED HEREIN & HAVE READ AND UNDERSTOOD THE 2 PAGES OF LIMITS OF LIABILITY FOUND AT THE END OR BACK OF THIS DOCUMENT.

APPLICANT SIGNATURE: \_\_\_\_\_ DATED: \_\_\_\_\_

## Shipping Services

Total Number of Pieces to be picked up	Approximate weight	Date ready for pick up (Earlier the better)

Indicate the dimensions of your shipment and brief description of goods. This will determine the most appropriate method for shipping your product.

Number and description of containers	Weight	Length	Width	Height
e.g. 4 red plastic cases	45 pounds approx info is okay	18 inches	18 inches	42 inches

### Where are we picking this up from?

Company Name	Contact Name		
Address		Tel Number	
City	State/Province	Postal Code / Zip Code	

Any comments on Pick up Location? (ie. Lift gate, residential...)

**After the Show:**  Return my shipment to the pick up address **OR:**  Return my shipment to the address below

Company Name	Contact Name		
Address		Tel Number	
City	State/Province	Postal Code / Zip Code	

Is there a date that you require your materials back before? If not, leave this blank and your materials will be sent economy service:

\_\_\_\_\_ Day          \_\_\_\_\_ Month          \_\_\_\_\_ Year          \_\_\_\_\_ Time

## Customs Brokerage Services

**Customs Brokerage: Check this box if your shipment originates from outside Canada**

Any materials coming into Canada require customs clearance. All non-Canadian exhibitors must complete the attached **Commercial Invoice** for clearance.

## Cargo Insurance

**YES – Please Insure My Shipment**       **NO – Cargo Insurance is NOT Required**

You must check one of these boxes and initial here! \_\_\_\_\_

*NOTE: If the request for cargo insurance is not indicated and initialed, your shipment will NOT be insured.*

*If you are requesting Cargo Insurance, please complete the following application:*

Indicate Currency for Limits and Premium: Canadian Dollars  US Dollars

**For shipment value over \$1000 deductible amount is \$500.00. For shipment value under \$1000 deductible amount is \$250.00. Indicate Trip coverage required:**

Trip	Deductible	Coverage Limit	Rate *	Premium
<input type="checkbox"/> Inbound: One Way shipping into the event **Maximum Limit \$50,000	\$500.00 / \$250.00	\$	.0075	\$
<input type="checkbox"/> Outbound: One Way shipping out of the event **Maximum Limit \$50,000	\$500.00 / \$250.00	\$	.0075	\$
CLAIMS: Report all claims to CNA Continental Casualty Company Phone: 1-800-668-6100 Subject to the terms and conditions of Cargo Policy No. 819218		Premium Total: (Minimum Premium \$ 75)		\$
		Administration Fee:		\$ 50
		Total Payable		\$

\*\*Maximum Limit \$ 50,000.

Administration Use	Cargo Policy Number 819218	Certificate Number:
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# Advance Warehouse

**Exhibitor Name/Western Canada Symposium for Hearing Specialists  
Events on the Move/Diamond Delivery  
1035 Henry Eng Place  
Victoria, BC V9B 6B2**

**Material Handling Services and on-site Receiving – check appropriate boxes below:**

**Material Handling – Required**

Material handling - sign for your goods upon arrival to the facility, unload them from the carrier, deliver to your booth, store empty containers during show, load goods onto outbound carrier at show close.

Yes! I will be using Events on the Move for my shipping. (see discount pricing)

**If not, specify carrier, tracking number & total # of pieces to be shipped for:**

**INBOUND** \_\_\_\_\_

**OUTBOUND** \_\_\_\_\_

Choose the appropriate rate schedule. Fill in the weight in pounds.

Shipping Method	Shipment weight	Multiply by cents/lb	Charge
<b>DISCOUNT!!</b>			
Shipping with Events on the Move transportation	lbs	x 0.45	\$
Shipping with alternate carrier	lbs	x 0.65	\$
Total (minimum charge = 200 lbs)			\$

Carriers must arrive with an official weight ticket. EM reserves the right to re-weigh or estimate shipments arriving without a ticket

**LOCAL CARTAGE & ADVANCE WAREHOUSING IS COMPLIMENTARY IF YOU SHIP WITH EVENTS ON THE MOVE**

Local Cartage – applied to Advance Warehouse shipments (minimum 100 lbs). This rate is for regular daytime service. A surcharge will apply for weekend or evening service.	lbs	x 0.90	\$
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**RELEASE OF LIABILITY, WAIVER OF CLAIMS AND INDEMNITY AGREEMENT**

It is agreed by you that the goods as described are SUBJECT TO THE TERMS AND CONDITIONS AT THE END OF THIS TRANSPORTATION DOCUMENT. The exporter, importer, sender, receiver, owner, consignee, transferor and transferee (all of whom are collectively referred to as “Exhibitor”) agrees TO WAIVE ANY AND ALL CLAIMS that they may have in the future against Events on the Move Enterprises Inc. (“EM”), and their carriers, truckers, forwarders, customhouse brokers, agents, warehousemen, stevedores, representatives, employees or others as may be required to transport, store, handle and deliver the Exhibitor’s materials, (all of whom are hereinafter collectively referred to as the “RELEASEES”) and TO RELEASE THE RELEASEES from any and all liability for any loss, damage, destruction, delay, disappearance, theft and expense DUE TO ANY CAUSE WHATSOEVER, INCLUDING NEGLIGENCE, BREACH OF CONTRACT, OR BREACH OF ANY STATUTORY OR OTHER DUTY OF CARE ON THE PART OF THE RELEASEES may suffer as a result of the failure of the RELEASEES to safeguard or protect the Exhibitor’s materials from loss, damage, destruction, delay, disappearance, theft and expense of delay including loss of profit, business interruption, or any collateral costs which may result. THE EXHIBITOR’S ATTENTION IS DRAWN TO THE NOTICE CONCERNING EVENTS ON THE MOVE ENTERPRISES INC’S LIMITATION OF LIABILITY.



COMPANY:	SHOW NAME:	Western Canada Symposium for Hearing Specialists	
STREET:	LOCATION:	VICTORIA CONFERENCE CENTRE	
CITY:	BOOTH #:		
PROV / STATE:	POSTAL CODE:	INSTALLATION DATE:	Mar 2, 2015
E-MAIL:		EXHIBIT START DATE:	Mar 3, 2015
PHONE:	FAX:	EXHIBIT END DATE:	Mar 3, 2015
ORDERED BY:		CONTACT ON-SITE:	
PO #:	PST #:	STAYING AT:	

NOTE: All internet codes issued by Freeman are one time use and device specific, unless otherwise noted. Once the code has been entered into a device, the code is non-transferable to a new device. PLEASE ENSURE YOU ENTER YOUR CODE ON THE DEVICE YOU WILL BE USING SHOW DAY(S). Should Freeman need to supply you with a new code for a new device, additional charges will apply for the new code and a \$75.00 administration fee will be applied. PLEASE ENSURE YOU HAVE ORDERED THE CORRECT INTERNET SPEED FOR YOUR APPLICATION. Should Freeman need to upgrade your connection, additional charges will be applied for the new connection and a \$75.00 administration fee will apply. Connections to do not need to be tested; if you require testing, please contact us. WIRELESS ROUTERS ARE NOT PERMITTED. Signals will be deactivated due to interference with the Victoria Conference Centre WiFi. Please get in touch if you require anything not listed below.

QUANTITY	SERVICE AVAILABLE		TOTAL
<b>DAILY WIRELESS INTERNET DHCP</b>			
	Wireless Internet can be ordered onsite via the automated high speed wireless networking using your credit card, no need to book in advance. Each wireless connection is charged per device per day. All one day connections expiry at midnight of the day ordered, multi day connections expiry at midnight of the last day ordered. For other specialty package pricing and speed options, please contact Freeman A/V	Call for Quote prices start as low as \$15/device/day depending on speed	
<b>EVENT WIRED INTERNET DHCP</b>			
	Wired Dedicated, First Day	\$100.00	
	Each Additional Day	\$50.00	
<b>NETWORKING EQUIPMENT</b>			
	Please Contact Freeman for options	Quote	
<b>COMPUTERS</b>			
	All computers come with 10/100 Ethernet, Windows and Office software	EVENT PRICE	
	Standard Desktop Computer (P4, 2GHZ, 512RAM, 40GB HD, CD, 17" LCD MONITOR)	\$250.00	
	Notebook Computer (P4, 1.54GHZ, 256RAM, 20GB HD, DVD, 15" SCREEN)	\$250.00	
	Desktop speakers	\$150.00	
<b>NETWORK SUPPORT</b>			
	Hours of on-site Network Technician support @ \$100.00/hour	HOURLY RATE \$100.00	
	Under carpet cable installation (Please submit booth schematics with order to ensure proper placement of cabling)	\$150.00	
<b>ROUTERS</b>			
	<b>ROUTERS ARE NOT PERMITTED. PLEASE CONTACT FREEMAN A/V.</b>		

<b>PAYMENT MUST ACCOMPANY YOUR ORDER (CLICK 'PAYMENT' BOX ; USE ARROW TO SELECT METHOD)</b>		SERVICE TOTAL:	\$0.00
CREDIT CARD #:	<b>PAYMENT</b>	DELIVERY & PICKUP:	\$0.00
EXPIRY:		LABOUR - NETWORK TECH:	\$0.00
		LABOUR - ADDITIONAL:	\$0.00
AUTHORIZED SIGNATURE:		SUB-TOTAL:	\$0.00
NAME ON CREDIT CARD:	<b>IF PST EXEMPT ENTER # BELOW</b>	GST:	\$0.00
DATE:		PST	\$0.00
		PST EXEMPTION:	\$0.00
		TOTAL:	\$0.00

For further information, please contact: **MIKE THOMAS** PHONE: 250-361-1095  
e-mail address: [mike.thomas@freemanco.com](mailto:mike.thomas@freemanco.com) FAX: 250-361-1065

## INSTRUCTIONS FOR USE

- 1 It couldn't be simpler! Just complete this form electronically, save to your desktop, & e-mail to the e-mail address above.

## TERMS & CONDITIONS

- 1 Please forward payment in full with your order.
- 2 Orders received less than 5 business days prior to setup date may be subject to additional charges.
- 3 Written order cancellation must be received at least 5 business days prior to setup date to avoid a 1 day charge.
- 4 Your authorized representative must be at your booth at specified date & time to accept delivery of equipment.  
*Please note: we cannot leave equipment in your booth without your representative there to receive it.*
- 5 The equipment is your responsibility until picked up by an Freeman representative.  
*Please do not leave equipment unattended in your booth when the show finishes.*
- 6 Any extension of the rental period must be arranged prior to termination of the original rental period.
- 7 Customer is liable for full replacement value of rented equipment & is responsible for insuring said equipment.
- 8 Customer agrees to be bound by all applicable license & copyright laws for software on rented equipment.
- 9 Freeman is not responsible for any equipment performance problems caused by customer's software.