

# F R E E M A N

940 Belfast Road  
Ottawa, Ontario, K1G 4A2  
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freemanottawaES@freemanco.com



**JANUARY 29, 2015  
OTTAWA, ONTARIO**



**FREEMAN quick facts**

## **SERVICE INFORMATION**

### **BOOTH EQUIPMENT**

#### Full Booth Display:

Each 10'x10' black draped booth will include an 8' high back wall and 3' high side walls. Tables and supplemental furniture are to be ordered by the Exhibitor at Exhibitor's expense.

#### Mini Booth Displays:

Each 6'x6' black draped mini booth will include an 8' high back wall and 3' high side walls. Tables and supplemental furniture are to be ordered by the Exhibitor at Exhibitor's expense.

#### Table Top Displays:

Each table top display includes an 8' high back hardwall and one 6' skirted table.

### **IMPORTANT NOTE:**

- **Table Top Displays can be customized, please refer to the Table Top Show Special Form in the service manual.**
- **Banner hanging from the ceiling is not permitted.**
- **The loading dock will be closed to deliveries. Should you require access, please contact Freeman to arrange material handling or cart services. Please refer to the forms in the service manual for rates.**

**Note: Our office will be closed December 24-26, 2014 & January 1, 2015 in observance of The Holiday Season.**

### **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 **January 14, 2015**.

### **SPECIALTY FURNISHING**

The Specialty Furnishing items noted with the symbol (+) on the Furnishing Order Form must be submitted before **January 14, 2015**. Freeman cannot guarantee pricing and availability of these items after this deadline.

## **SHOW SCHEDULE**

### **EXHIBITOR MOVE-IN**

Wednesday, January 28, 2015

4:00pm - 9:00pm\*

Thursday, January 29, 2015

6:00am - 8:30am\*\* - **Hand Carry & Cart Service Only**

**\*Exhibitors are not permitted on the show floor after 9pm**

**\*\*Forklifts will not be available during Thursday morning move-in**

### **EXHIBIT HOURS**

Thursday, January 29, 2015

9:00am - 3:00pm

### **EXHIBITOR MOVE-OUT**

Thursday, January 29, 2015

3:00pm - 5:00pm

### **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 **January 29, 2015 @ 5pm**.
- To ensure all exhibitor materials are removed from the exhibit facility by the Exhibitor Move-Out deadline please have all carriers check-in by **January 29, 2015 @ 3:30pm**.

## 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.

## MATERIAL HANDLING

### Warehouse shipping address:

#### TÊTE À TÊTE

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 **December 23, 2014** at the above address. Material arriving after **January 21, 2015** will be received at the warehouse with an additional after deadline charge. Warehouse materials are accepted Monday through Friday between the hours of 8:00am to 4:30pm. **Please Note: The warehouse will be closed December 24-26 2014 & January 1, 2015 in observance of The Holiday Season, shipments will not be accepted during this time.**

### Show site shipping address:

#### TÊTE À TÊTE

Exhibiting Company Name

Booth # \_\_\_\_\_

**Ottawa Convention Centre**

**55 Colonel By Drive**

Ottawa, Ontario, Canada K1N 9J2

**Please call Freeman to schedule your move-in time.** Freeman material handling services are available for show site shipping of materials starting **January 28, 2015 from 4:00 pm – 9:00 pm and January 29, 2015 from 6:00 am – 8:30am (Cart Service Only)**. This service will include receiving your freight at the dock, delivering to your booth space and storage during the show, return of empties at the end of the show and reloading onto your assigned carrier. Any freight received outside of the posted times will be subject to additional charges. If you are planning to ship booth materials to either the Freeman preshow warehouse or directly to show site please refer to the material handling form supplied in the Freeman Exhibitor service manual.

## CART SERVICE

Cart service is provided for privately owned vehicles\* for all exhibitors who do not require forklifting for material handling services. This service is aimed for exhibitors that require minimal assistance. See attached order form inside the Freeman Exhibitor Service Manual and definition of "How the Cart Service works".

\*Privately owned vehicles (POVs) are considered to be any vehicles that is primarily designed to transport passengers, not cargo or freight: pick-ups, passenger vans, taxis etc.

### IF YOU CHOOSE NOT TO USE FREEMAN, THE FOLLOWING WILL APPLY:

**Exhibitors may hand-carry their own freight through the parking garage and public 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. The use of dollies, pump trucks and other mechanical equipment is not permitted.

**Note: Vehicles are not permitted to remain in the loading dock area unattended at any time and Freeman is not responsible for any lost, stolen or damaged items.**

If you have any questions or inquires in reference to any of these services or procedures please feel free to contact us.

## **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](mailto:freemanottawaes@freemanco.com)

### **FREEMAN TRANSPORTATION**

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](mailto:jmakos@nalsi.com) / [kmullins@nalsi.com](mailto:kmullins@nalsi.com)

### **FREEMAN ELECTRICAL - IMPORTANT INFORMATION**

- Electrical services may be ordered by the exhibitor at exhibitor expense.
- 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.
- Banner hanging from the ceiling is NOT permitted

### **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](mailto:denis.chenier@freemanco.com)

\*Point of Sale devices using Cellular phone service:

Rogers customers have reported cellular network connectivity issues at the Ottawa Convention 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 Ottawa Convention 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.

### **OTTAWA CONVENTION CENTRE**

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

### **FREEMAN ONLINE®**

Take advantage of discount pricing by ordering online by **January 14, 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 **TÊTE À TÊTE** go to:

<http://www.freemanco.com/store/show/showInformation.jsp?showID=405314&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.

**EXHIBIT TRANSPORTATION**

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 for the **TÊTE À TÊTE**. 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.

**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). If you would like to have your personal information removed from Freeman's database, please email [legal@freemanco.com](mailto:legal@freemanco.com) to request removal.

**ASSISTANCE**

We want you to have a successful show. If we can be of assistance, please call our Exhibitor Services Department at (613) 748-7180 ext 234. We can also be contacted via email at [freemanottawaes@freemanco.com](mailto:freemanottawaes@freemanco.com)

French order forms are available upon request.

**WE APPRECIATE YOUR BUSINESS.**

## **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 a 30% discount by ordering online at [www.freemanco.com/store](http://www.freemanco.com/store) by **January 14, 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.