



EXHIBITOR MANUAL 2017

www.torontogolfshow.com

Easy Reference Guide

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BASIC INFORMATION

Producer

Premier Publications & Shows
3145 Wolfdale Road
Mississauga, ON, L5C 3A9
Phone Number: 905-273-8111

Show Personnel

Show Manager – Lars Melander
289-293-0718 Fax 905-842-4432 lmelander@metroland.com

Events Specialist & Exhibitor Relations – Diana Ljutic
289-293-0709 Fax 905-842-4432 dljutic@metroland.com

Show Dates & Times

Friday February 24th 12noon – 7pm
Saturday February 25th 10am – 6pm
Sunday February 26th 10am – 5pm

Location

International Centre, Entrance Hall 2
6900 Airport Rd
Mississauga, ON L4V 1E8
Phone Number: 905-677-6131
Fax Number: 905-677-3089

Show Office

Throughout move in, show hours and move out, show management will maintain an office on-site at the International Centre. The office will be open during move in on Thursday February 23rd, 2017 and open during move out from 5pm to 9pm on Sunday February 26th 2017. During show days, the office will be open during the dates and times listed above and ½ hour before the show opens and ½ hour after the show closes.

Show Office Telephone: TBD

Move In & Move Out Details

Move In: Thursday February 23rd 12noon – 7pm
 Friday February 24th 8am – 10am

Show Hours: Friday February 24th 12noon – 7pm
 Saturday February 25th 10am – 6pm
 Sunday February 26th 10am – 5pm

Move Out: Sunday February 26th 5 pm – 9 pm

Move In Procedures

Move in shall not commence prior to 12noon on Thursday February 23rd unless pre-approved by Show Management. Please follow the instructions below for move-in:

1. Parking personnel will direct exhibitors to loading doors.
2. Proceed to unload vehicle as quickly as possible. Move vehicle from the door to a parking space. Please be considerate of others waiting to use loading doors.
3. A limited number of dollies will be available for exhibitor use, although we suggest that you bring your own to facilitate your move in time and avoid delays. Please return dollies to loading doors after use.
4. Storage for empty crates will be available. All crates must be labeled with company name and booth number.
5. Due to safety regulations, vehicles will not be permitted in the building.

Construction Site

The show floor is deemed a construction site by the Ministry of Labor. Effective January 1, 2007, **no children under the age of 16** are permitted on the show floor during move in or move out. Proper footwear must be worn during move in and move out times.

Open toe shoes are not permitted. For more information, please see the **Ontario Health and Safety Act** which can be found on our website at www.torontogolfshow.com

Courier and Shipping Instructions

Deliveries must be made before the show opens each day. Please advise Show Management of any expected deliveries. Exhibitor material should arrive on Thursday February 23rd and not before. Shipments will **not** be accepted at the International Centre unless it is **ON** or **AFTER Thursday February 23rd**

All shipments should be consigned to:

Toronto Star Golf & Travel Show
Company Name / Exhibitor Name
Booth Number
International Centre, Entrance Hall 2
6900 Airport Rd
Mississauga, ON L4V 1E8

***Please Note:** During show days, any large deliveries must be arranged and approved by show management prior to the event.

Move Out Procedures

No removal of exhibits or exhibit material is permitted before the aisle carpets have been removed. Exhibitors are urged to have a representative in their exhibit until the removal of all portable items has been completed. While Show Management will

take all reasonable security precautions to safeguard small items, immediate removal of such items will minimize the possibility of loss from pilferage.

All crates, crating materials, equipment and containers and exhibits must be out of the building by 9pm on February 26th . All products must also be removed from the International Centre including all magazines, brochures and promotional materials. If there is excessive printed material left by the exhibitor, you will be responsible for a disposal fee as determined by the International Centre.

SHOW CONTRACTORS

All forms are posted on our website at www.torontogolfshow.com under Exhibitor Resources

As an exhibitor at the Golf & Travel Show, you are entitled to the following:

1. Designated floor space at the International Centre, with general house lighting and heating/air conditioning
2. Standard booth draping
3. Janitorial service for maintenance of aisles and public areas
4. 24 hour uniformed security guards during Move In, Show Days and Move Out
5. Exhibitor badges as per enclosed Exhibitor Badge Request Form
6. Access Passes as per booth size (10 passes per 10x10 space mailed out to you three weeks before the show)
7. Show Management on-site at all times
8. Publicity and promotion
9. Company listing in show program (if registered prior to January 23rd 2017)

**** Please fax back all forms to contractors directly ****

Display Rentals such as carpeting, furniture, plants, etc. can be rented through GES:

GES Canada	www.gesexpo.ca	
5675 McLaughlin Road		
Mississauga, ON L5R 3K5	905-283-0500	Fax 905-283-0501

Electrical/ Banner & Signage Hanging

Showtech Power & Lighting	www.showtech.ca	
5675 McLaughlin Rd		
Mississauga, ON L5R 3K5	905-283-0550	Fax: 905-283-0551

Computer & Audio Visual

Freeman Audio Visual Canada	www.avwtelav.com	
2365 Matheson Blvd E		

Mississauga, ON L4W 5B3
Contact: Rick Caruso

905-366-9127
Email: rick.caruso@avwtelav.com

Fax: 905-366-0274

Telecommunications such as a telephone, fax, or computer line.

International Centre – Telecommunications Department
6900 Airport Rd

Mississauga, ON L4V 1E8
Contact: Anthony Seebaran

905-678-5615
Email: aseebaran@internationalcentre.com

Fax: 905-678-5614

Shipping & Customs Broker

Mendelssohn Commerce
69 Yonge Street, Suite 400
Toronto, ON M5E 1K3

www.mend.com

905-673-5445

Fax 905-673-2574

Information is available on our website. Exhibitors who are shipping goods to the festival from outside Canada are strongly recommended to use the Official Customs Broker for the festival. Representatives will be on-site throughout the festival to ensure all your customs needs have been looked after.

Individual Booth Security can be contracted between the exhibitor and Tone-Gar Security Services:

Tone-Gar Security Services
A-145 Otonabee Drive
Kitchener, ON N2C 1L7

www.tone-gar.com

519-746-1970

Fax 519-746-9044

** Please note that uniformed security personnel will be on duty 24 hours a day from opening time on move in until closing time of move out. Exhibitors are advised to maintain normal precautionary measures to protect their display material and equipment. Every precaution will be taken to prevent losses due to pilfering, however Premier Consumer Shows, the International Centre, and official appointed contractors and/or their employees, and/or agents, will not accept liability for losses of any kind. Please contact Tone-Gar should you be interested in individual booth security.

Exhibitor Insurance can be ordered through Brokers Trust Insurance Group Inc.:

Brokers Trust Insurance Group Inc.
434 North Rivermede Rd Suite 3
Concord, ON L4K 3M9

www.exhibitorinsurance.com

905-695-2971

Fax 905-760-2260

Current and in force Commercial General Liability Insurance coverage is recommended for exhibitors at Toronto's Golf & Travel Show. A copy of your insurance certificate should be submitted to this office prior to the show. You can fax it directly to Diana Ljusic at 905-842-6843. An Exhibitor Insurance Form can be found on our website.

Management reserves the right to refuse admission to any exhibitor who fails to comply with this regulation. In this event, no refund will be forthcoming for exhibit costs.

General Information & Rules and Regulations

Aisle Carpet & Booth Draping

Aisle carpet is green.

If purchasing a basic furniture package with us, your booth carpet is grey and table linens are white.

The standard drapery color is black. Please contact GES should you wish to rent additional colors.

*All booths must have an appropriate floor covering (*not provided).*

Arrangement of Exhibit

Fire regulations prohibit the construction of double-decker booths, or roofing of booths without four feet of opening for every four feet coverage. ***Aisle space must not be used for exhibit purposes, or for solicitation of business.*** Exhibit height is restricted to 8'. No part of an exhibit is permitted to extend more than 8' above the floor.

Exceptions may be permitted with the written approval of Show Management in advance of the show. Exhibits must not unduly obstruct visibility of adjacent booths, i.e.: 50% visibility allowance for booths on either side. **Exception:** Any exhibit space adjoining an end exhibit space may have a complete back wall of the end exhibit space as a sidewall.

Exhibitors planning to use their own prefabricated display should advise Show Management. They reserve the right to refuse entry or to have removed at the exhibitor's expense any display which is not in accordance with these rules and regulations. If any doubt exists, or where a special case exists, the exhibitor must provide details and have such exhibit approved by Show Management.

Damage to Property

Use of nails, screws or any material that can mark floors, walls, columns or ceilings is prohibited. Exhibitors wishing to lay any floor covering may not adhere them to the building floor. In such cases, it is suggested that building papers or other suitable protection be first laid down or double-faced tape may be used as an adhesive. Exhibitor is liable for any damage caused to building floors, walls, columns or ceilings or to standard booth equipment. Any damage caused due to exhibitor negligence will be billed to the exhibitor.

Default in Occupancy

Any exhibitor failing to occupy space contracted for is not relieved of the obligation to pay the full rental of such space. If not occupied, **and paid for in full**, by the time set for

completion of installation, such space may be possessed by Show Management and reallocated or assigned for such purposes as they may see fit.

Re-Assignment of Space

Show Management has the right to change, if necessary, the assignment of space to be occupied by the exhibitor in order to create an effective exposition.

Payment of Account

Show Management reserves the right to refuse entry to any exhibitor whose account has not been paid in full.

Entry to Show

Show Management reserves the right to refuse admission to the show any visitor, exhibitor, or exhibitor's employees who, in the opinion of management, is under the influence of drugs or alcohol, or in any way creating a disruption of the show.

Staffing of Exhibits

Exhibitors are required to have staff at their exhibit at all times during show hours

Exhibitor Badges *NEW PROCESS FOR 2017*

Exhibitor badges are available for pick up in the show office during move-in hours only. Once the show has opened, badges can be picked up at the Registration Desk which is located just outside the front entrance of Hall 2. **Badges must be worn at all times.** Please visit our website at www.torontogolfshow.com to fill out an Exhibitor Badge Request Form. Please fax the form back to us by **February 13th 2017.**

Contests and Draws

Draws conducted by exhibitors in conjunction with their exhibit must be free of any obligation on the part of the winner. Prize winners must not be required to place an order before collecting the prize offered. The schedule of prizes and terms of the competitions must be clearly stated on the entry form. Exhibitors wishing to conduct a contest and/or draw at the Golf & Travel Show must follow all rules under section 59 of the Competition Act obtainable from Consumer and Corporate Affairs. Failure to comply with the rules of this Act constitutes a criminal offense. Contest/draw rules and regulations must state that such a contest/draw is conducted independently of the show and that Show Management will **NOT** assume responsibility for any liability arising as a result of contest/draw being held at the show. All such competitions must be approved by Show Management at least one week prior to the show and comply with all existing government regulations. **Please visit our website and complete the form for Contest & Draws Approvals and fax back to 905-277-8111 before February 13th 2017.**

Guest Passes

You will receive ten complimentary guest passes per 10x10 exhibit space. Additional guest passes are available to exhibitors at the special rate of \$10.00 each. Please visit

www.torontogolfshow.com to obtain your Guest Pass Order Form. Please fax back to 905-277-9917 before **Friday February 17th 2017**.

Sales and Receipts

Sale of goods is permitted during the show and “Show Specials” are encouraged. **Every sale must be accompanied by a receipt.** This reduces the possibility of theft, and Security will check receipts at the exits.

Soliciting, Samples, and Souvenirs

Distribution of samples, souvenirs and promotion material and soliciting of business is restricted to the confines of the exhibitor’s own booth area. Such activities are not permitted in the aisles, entrances, restaurants, registration areas, hallways or other exhibits. Exhibitors wishing to enter another exhibitor’s area may only do so if invited.

Concessions

Free samples may be distributed by exhibitors in the confines of their booth provided arrangements have been made prior to the show (see restrictions below):

Any exhibitor wishing to sample at the show must comply with the following:

1. All samples must be less than 28 grams by weight or less than 30 ml by volume.
2. A Certificate of Insurance must be completed and submitted at least 10 days prior to the show.
3. All booths sampling at the show must have a hand washing sink with hand soap and paper towels.
4. If dish washing facilities are not provided at the show, then you must have at least four (4) sets of serving utensils.
5. A **Peel Region Public Health Form** must be completed – it is mandatory that this form be filled out and returned to us before the show.

HEALTH AND SAFETY RULES

The Ontario Ministry of Labor requires that all employers adhere to all relevant sections of the Ontario Health & Safety Act. Please read enclosed Health & Safety Rules and Regulations forms that are posted on our website including the **Mandatory Health & Safety Acknowledge Form**.

Fire Prevention

No combustible or flammable liquid or material may be used in any exhibit or display. All materials used for decorative purposes must be flame-proofed. All exhibit, display or demonstration installations must meet the requirements of all regulations and inspections enforced by local Fire Department. Please read the City of Mississauga Fire Regulations for Exhibitors which appears on our website for full rules and regulations.

Vehicles on Display

Fuel tanks shall be maintained less than $\frac{3}{4}$ full. Caps for fuel tanks fill pipes shall be of the locking type and maintained locked for the duration of the show. The positive lead to the battery must be disconnected. Drip pans must be placed under vehicles.

MAP AND DIRECTIONS



DIRECTIONS TO THE INTERNATIONAL CENTRE 6900 Airport Rd, Mississauga, ON

For mapped directions: <http://www.internationalcentre.com/maps-and-directions>

Travelling East on Highway 401

- Take Hwy. 401 E. to Hwy 427 N.
- From Hwy. 427 N., Exit at Dixon Rd. and turn left at the traffic lights.
- Follow Dixon Rd. (which becomes Airport Rd.) for approx. 4 km.
- Follow the signs to the International Centre.

Travelling West on Highway 401

- Take Hwy. 401 W. to Hwy. 409. • Exit at Airport Rd., and turn right.
- Continue along Airport Rd. for approx. 3 km.
- Follow the signs to the International Centre.

Travelling East or West on Highway 407

- From Hwy. 407, exit at Airport Rd. and go South.
- Continue along Airport Rd. for approx. 5 km.
- Enter International Centre from Airport Rd., one light South of Derry Rd.

Travelling on Q.E.W

- Take Q.E.W to Hwy. 427 N.
- From Hwy. 427 N., exit at Dixon Rd. and turn left at the lights.
- Follow Dixon Rd. (which becomes Airport Rd.) for approx. 3 km.
- Follow the signs to the International Centre.

Mississauga Transit:

A bus stop is located near the Main Entrance of the International Centre on Airport Road. The Mississauga Transit "Route 7-Airport" bus can be boarded at Square One City Centre terminal (going Northbound) or at Westwood Mall (going Southbound). For current bus transit times and locations, please call Mississauga Transit at 905.615.4636 or visit www.mississaugatransit.com.