



# 2023 EXHIBITOR MANUAL

## Easy Reference Guide

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## **BASIC INFORMATION**

### **Producer**

Metroland Specialty Markets  
3145 Wolfedale Road  
Mississauga, ON, L5C 3A9  
Phone Number: 905-273-8111

### **Show Personnel**

Show Manager – Lars Melander  
289-962-3516. [lmelander@togolfshow.com](mailto:lmelander@togolfshow.com)

Assistant Show Manager – Laura Jackman  
647-212-0549. [ljackman@starmetrolandmedia.com](mailto:ljackman@starmetrolandmedia.com)

For general inquiries, please contact [info@torontogolfshow.com](mailto:info@torontogolfshow.com).

### **Show Hours & Dates:**

Friday February 3rd	12pm – 6pm
Saturday February 4th	10am – 5pm
Sunday February 5th	10am – 4pm

### **Location**

International Centre, Entrance Hall 5  
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 hours, Show Management will maintain an office on-site at the International Centre. The office will be open during move in on Thursday February 2<sup>th</sup>, 2023 and will open during move out from 4pm to 9pm on Sunday February 5<sup>th</sup> 2023. 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.

### **Move In & Move Out Details**

<u>Move In:</u>	Thursday February 2	12pm – 7pm
	Friday February 3	8am – 10am

Move Out:                      Sunday February 5<sup>th</sup>                      4:01pm – 9 pm

### **Move In Procedures**

Move in shall not commence prior to 12noon on Thursday February 2nd unless pre-approved by Show Management. Please follow the instructions below for move-in:

1. Exhibitors are directed to park at Loading Door #73.
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 (first come/first serve basis), 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 their website at:  
<https://www.ontario.ca/laws/statute/90o01>

### **Courier and Shipping Instructions**

If you are shipping products/materials for your booth, please note we will **not** be accepting deliveries for your booth prior to **Thursday February 2<sup>nd</sup>** (move in day) as we do not have access to the International Centre. Shipments will **not** be accepted at the I Please address your shipment to:

GES / Toronto Star Golf & Travel Show  
Company Name / Exhibitor Name  
Booth Number  
The International Centre, Hall 5  
6900 Airport Rd  
Mississauga, ON L4V 1E8

Please print off the Direct to Show Site Shipping Label and attach to all items being shipped.

Should you require help with shipments, our preferred shipping company is Beyond Borders. Please contact Brian Moore at [brian@beyond-bordersLC.com](mailto:brian@beyond-bordersLC.com) or 905-808-1006. Please ensure show staff is notified if items are being left in your booth to be shipped back using Beyond Boarders after the show.

**\*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 5<sup>th</sup>.** 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](http://www.torontogolfshow.com) under the “Exhibitor Info” tab.

As an exhibitor at the Toronto Star 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 (6 per 10x10)
6. Access Passes as per booth size (10 passes per 10x10 space mailed out to you no later than three weeks prior to the show)
7. Show Management on-site at all times
8. Publicity and promotion
9. Company listing on website

**\*\* Please email back all forms to contractors directly \*\***

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

GES Canada	<a href="http://www.gesexpo.ca">www.gesexpo.ca</a>	
5675 McLaughlin Road		
Mississauga, ON L5R 3K5	905-283-0500	Fax 905-283-0501

### **Electrical/ Banner & Signage Hanging**

Showtech Power & Lighting	<a href="http://www.showtech.ca">www.showtech.ca</a>	
5675 McLaughlin Rd		
Mississauga, ON L5R 3K5	905-283-0550	Fax: 905-283-0551

### **Computer & Audio Visual**

Freeman Audio Visual Canada <http://reemanav-ca.com/>  
6900 Airport Rd  
Mississauga, ON L4V 1E8 416-550-5611  
Contact: Ashley Caesar Email: [Ashley.Caesar@freemanco.com](mailto:Ashley.Caesar@freemanco.com)

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

International Centre – Telecommunications Department  
6900 Airport Rd  
Mississauga, ON L4V 1E8 905-678-5615 Fax: 905-678-5614  
Contact: Anthony Seebaran Email: [aseebaran@internationalcentre.com](mailto:aseebaran@internationalcentre.com)

### **Shipping & Customs Broker**

Beyond Borders  
Brian Moore [brian@beyond-bordersLC.com](mailto:brian@beyond-bordersLC.com) 905-808-1006

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

Tone-Gar Security Services [www.tone-gar.com](http://www.tone-gar.com)  
A-145 Otonabee Drive  
Kitchener, ON N2C 1L7 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 Metroland Specialty Markets, 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. [www.exhibitorinsurance.com](http://www.exhibitorinsurance.com)  
434 North Rivermede Rd Suite 3  
Concord, ON L4K 3M9 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 email it directly to the team

at [info@torontogolfshow.com](mailto:info@torontogolfshow.com). 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**

Exhibitor badges are available for pick up at **Door #73 during move-in hours only.** Once the show has started, badges can be picked up at the show office, located upstairs next to the entrance to the show for the remaining duration of the weekend. **Badges must be worn at all times.**

### **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 Toronto Star 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 email back to [info@torontogolfshow.com](mailto:info@torontogolfshow.com) before January 30, 2023.**

### **Complimentary Tickets**

You will receive ten complimentary tickets in the mail per 10x10 exhibit space. Additional tickets are available upon request.

### **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 foot 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.
6. Approval from show management must be granted prior to set up and serving.

## **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**.

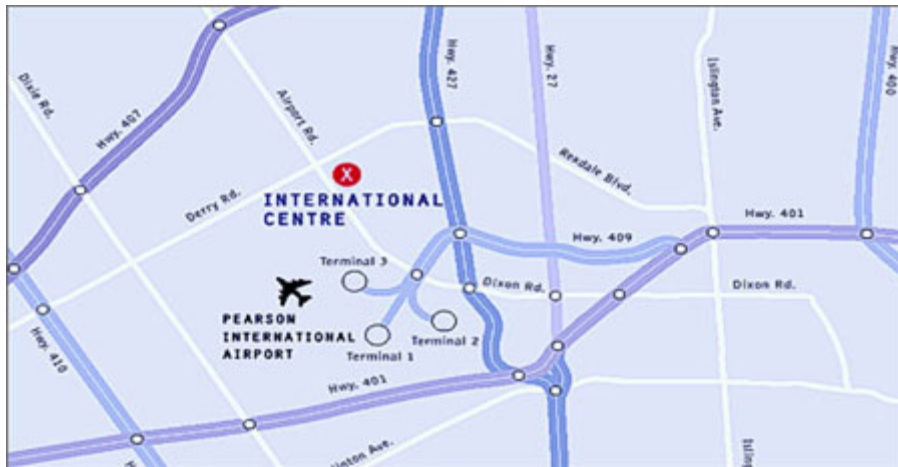
## **Fire Prevention**

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](http://www.mississaugatransit.com).