



# **THE 27th ANNUAL WELLNESS SHOW**

**February 2 & 3, 2019**

## **EXHIBITOR MANUAL**

**NEW RAVE PRODUCTIONS, INC.**

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## SHOW MANAGEMENT

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Marketing & Production Manager	Jeannette Savard
Event Administration	Kaitlyn Unwin
Publicity & Social Media Marketing	Rebecca Coleman
Marketing & Event Co-ordinator	Diana Mustafa
Volunteer Manager & Event Assistant	Ann Luo

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## ADMINISTRATION OFFICE

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### Mail:

New Rave Productions, Inc.  
4252 Madeley Road  
North Vancouver, BC V7N 4C9  
Phone: 604-983-2794  
Email: [jsavardnrp@telus.net](mailto:jsavardnrp@telus.net)  
[www.thewellnessshow.com](http://www.thewellnessshow.com)

### Deliveries:

GoodKey Show Services Ltd.  
Unit 9 – 3751 North Fraser Way  
Burnaby, BC V5J 5G4  
Phone: 780-426-2211 / 877-726-2211  
Fax: 780-426-5734 / 888-726-5734  
Email: [exhibitorservices@goodkey.com](mailto:exhibitorservices@goodkey.com)

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## SHOW DATES & OPENING HOURS

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Saturday	February 2, 2019	10:00 a.m. - 7:00 p.m.	(1000 - 1900 hours)
Sunday	February 3, 2019	10:00 a.m. - 6:00 p.m.	(1000 - 1800 hours)

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## LOCATION

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Vancouver Convention Centre West Building– (VCC)      Exhibit Halls "A" & "B"  
1055 Canada Place  
Vancouver, BC V6C 3C1  
[www.vancouverconventioncentre.com](http://www.vancouverconventioncentre.com)

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## BUSINESS CENTRES

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Business Centres & Fed-Ex Services:

- Staples Business Centre 1055 West Georgia Street, Phone: **(604) 678-4873**, Monday-Friday 8am-7pm, Saturday 10 am – 5 pm & Sunday 12 - 5pm
- Fed-Ex Services
  - 1) 941 Hornby Street, No contact number. Monday-Friday: 8 am – 6 pm. Closed weekends.
  - 2) Colour Time Printing (3<sup>rd</sup> Party), 1066 West Hastings Street, 604-682-8307, Monday-Friday: 8 am - 6 pm, Saturday: 9 am - 5 pm
  - 3) Fed-Ex, [www.fedex.com](http://www.fedex.com), 1-800-GoFedEx (1-800-463-3339).

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## PARKING

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The lot is operated by **West Park** on a 24 hour, 7 day a week basis (most locations). For more details, please contact them directly:

West Park      Phone: 604-669-7275      [www.westpart.com](http://www.westpart.com)

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## PAYMENT POLICY

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Please make cheques payable to New Rave Productions Inc. and forward to the Administration Office address above. If you have already sent in your final payment, thank you.

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## **EXHIBITOR CANCELLATION**

Deposits will be fully refunded should an application not be accepted. Once an application has been accepted and space has been booked, any cancellation must be in writing. If space is cancelled, a **\$300.00 + gst administration fee per booth will be granted prior to November 6, 2018.** Exhibitor will be liable for all unpaid balances if cancellation is received after that date.

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## **EVENT CANCELLATION**

Should the facility be destroyed or become unavailable for occupancy for reasons beyond the control of Show Management and sponsors, or if for any reason Show Management is unable to permit the exhibitor or sponsor to occupy the facility or the space, or if the show is cancelled or curtailed, Show Management and Sponsors will not be responsible for any loss of business, loss of profits, damage or expense of whatever nature that the exhibitor may suffer, including but not limited to: acts of God, earthquakes, explosions, fires, strikes, lockouts, boycotts, acts of public enemies or public handling of materials.

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## **MOVE-IN / MOVE-OUT**

Exhibition materials will not be accepted on the Show site until 1:00 pm (1300 hours), Thursday, January 31, 2019. A move-in/out schedule will be provided to all sponsors and exhibitors. A time slot will be assigned to everyone to drop off materials. Please note your vehicle must be removed from the site once you have dropped off your goods at your booth. After removing your vehicle from the site, you will continue to have access to the Exhibit Hall for booth setup until 10:00 PM. If you do ship your exhibition materials prior to 1:00 pm (1300 hours) Thursday, January 31, 2019 VCC cannot store such materials and they will be returned to the exhibitor at the exhibitor's expense. If you wish to ship prior to Thursday, shipments must be **prepaid and addressed to (EXHIBITOR'S NAME) THE WELLNESS SHOW, c/o GoodKey (see Appendix B for shipping label).**

**All exhibit materials must be in place by Saturday, February 2, 2019 at 9:30 am.** Some vehicles are permitted to be driven into Exhibit Halls "A" & "B" on move-in days, Thursday, January 31, 2019 and Friday, February 1, 2019 only; see "Motorized Vehicle" restrictions page 8. Dollies will be provided on a first come first served basis. **Use of a forklift must be pre-booked through GoodKey. Please Note: Pre-booking the forklift will SAVE YOU considerable \$\$\$.**

**For your safety and liability, we would appreciate adhering to the move-in schedule. Thank you for your cooperation.**

Due to limited access to the Show site, a **Move-in/Move-out schedule will be sent to you prior to show date. All special requests ie. any changes must be in writing (email) and received prior to January 15, 2019.**

All exhibits must be completely removed from VCC by midnight 12:00 am (2400 hours) on Sunday, February 3, 2019, and booth space must be left clean.

**Any excess garbage remaining on the premises after the above noted time will be removed by VCC and this service will be charged to the exhibitor. VCC, GoodKey and Show Management are not responsible for items left at the VCC after scheduled move out times.**

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## **MATERIAL HANDLING**

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GoodKey has been contracted by the show producers to receive and sign for any shipments arriving for the Wellness Show on behalf of exhibitors who are not present to receive their freight at the VCC receiving area. The same applies for loading and signing of any return shipments off the show floor after show close by GoodKey.

The exhibitor will be directly responsible for any material handling charges as described above incurred at the Wellness Show. A description of GoodKey's show site material handling service and rates, net of applicable taxes, are as follows:

### Direct to Show Site Receiving

Includes offloading shipment from trucking company, signing off on the delivery receipt, delivering exhibitor materials to their booth, storing any empty boxes, skids or crates as required.

Rate is \$60 for first skid and \$45 for each additional skid.

### Post Show Site Shipping

Includes return of empty boxes, skids or crates from storage, loading exhibitor materials onto their trucking company, transferring the exhibitor completed, and bill of lading to the driver.

Rate: is \$60 for first skid, crate or piece shipment, plus \$45 per additional skid, crate or piece.

\*\*Please Note: any shipments remaining and not picked up by 10pm on the evening of show close Sunday, February 3, 2019, will be sent back to GoodKey warehouse at the exhibitor's expense.

It is strongly recommended that exhibitor contact GoodKey directly to place their material handling order in advance to avoid any on-site delays.

### Advance Storage

Rate is \$75 per skid and includes offloading, delivering exhibitor materials to their booth, storing any empty boxes, skids or crates as required.

Please see the GoodKey forms for the applicable rates or contact GoodKey directly at 780-426-2211 or 877-726-2211 for further information.

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## **SITE LABOUR**

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For additional skilled or unskilled labour that an exhibitor may require during move-in and move-out, the VCC can provide you with the required service. VCC regulations insist that NO children under the age of 14 may be present during move-in or move-out periods. Exhibitors with children during move in or move out periods will be escorted out immediately, for security and safety issues.

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## **BOOTH PRESENTATION**

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It is essential that your booth presents a polished, professional image. We ask that each exhibitor, as a representative of the Show, make every effort to have display materials prepared by experienced professionals. **Paper signs are not permitted**; at minimum, a show card must be used. Show cards are available through GoodKey.

Display booths and other exhibits may not be placed in such a manner as to interfere with sight lines and other exhibits. No displays or materials associated with any booth may encroach into the minimum aisle width. Any constructed exhibit booth in excess of 4 (four) feet in height must be kept within 4 feet of rear of booth. This guideline must be followed so that no booth interferes with other exhibits to the right or left of it.

An exhibit of four or more booths with aisles on at least three sides may go up to a height of 12 feet and extend to this height for the entire booth space. All other booths must not exceed the 8 feet height backwall.

Exhibitors must staff their booth for the full hours of the show. Please note exhibitors must be in place until closing hours to the public. Dismantling is permitted **after** 6:00 pm (1800 hours) Sunday, February 3, 2019.

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## **EXHIBITOR BOOTHS**

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The booths will be supplied with booth carpeting, draped table & 2 chairs, daily aisle cleaning, and the following furniture:

Booth: 10' x 10', 8' <b>wide</b> x 10' <b>deep</b> , 6½' <b>wide</b> x 10' <b>deep</b>	standard drape
10' x 10' , 8' <b>wide</b> x 10' <b>deep</b>	one 6'x2'x30" draped table & two chairs
6½' <b>wide</b> x 10' <b>deep</b>	one 4'x2'x30" draped table & two chairs

For all booths: Drape backwall height 8', sidewall height 3' (flame retardant)

**Corner booths will NOT be supplied with a second table.**

Maximum height for exhibits is 8' unless previously approved by Show Management in advance of the Show in writing.

**Power, internet, telecommunications and lighting must be purchased through Vancouver Convention Centre. Please see page 7, Electrical Services section.**

Exhibitors are not permitted to nail into any property of the facility. Cloth tape may be used and can be purchased from the VCC Display Services Office. It is strongly recommended that exhibitors utilize Double back Tape on carpet. The tape can be purchased from the show supplier. Shower ("S") hooks will be provided on site to hang signs, at **NO** charge. Do not pin, tape, or staple to draped wall or table.

Exhibitors are prohibited from leaving product, displays or any other material on finished surfaces. Only cloth may be used on cement surfaces, other tapes can damage the surface. Any site damage such as paint or cement chips will be billed directly to the exhibitor.

**Official Show Supplier (Display & Furniture): GoodKey (see page 13 for contact information).**

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## **EXHIBITOR BOOTHS - MARKETPLACE**

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The booths will be supplied with booth carpeting & daily aisle cleaning:

Booth: 8' wide x 6" deep

For all booths: Drape backwall height 8', sidewall height 3' (flame retardant)

**Booths will NOT be supplied with a table or chairs.**

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## DISPLAY OF PRODUCTS & SERVICES

Please note all exhibitors must provide a complete list of products & services displayed at the Wellness Show, for approval by show management. (See Appendix A for Display of Products & Services Form). Show management reserves the right to exclude any product or service not listed on the form and / or that doesn't meet with show guidelines. Please note all electrical equipment for sale must be approved by CSA. Products not approved by CSA may be displayed but not sold.

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## PROMOTIONAL STICKERS

Stickers are **NOT** to be distributed on site. If your stickers are found, charges for removal and repair will be invoiced directly to the exhibitor.

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## BANNERS

Banners must fit within the confines of the booth. All banners must be professionally made; paper signs will not be accepted. For additional info, please contact the show office.

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## EXHIBITOR BADGES

Complimentary exhibitor badges are included for use by **BOOTH PERSONNEL ONLY** and are allocated as follows:

- 6 badges per 10' x 10' booth & Food Prep booth
- 8 badges per non-profit booth - with charitable status only
- 4 badges per 8' x 10' booth
- 2 badges per 6½' x 10' booth

Please complete the **Exhibitor Badges Order Form** (see Appendix A for Badges Order Form), and return to New Rave Productions Inc. by **December 20, 2018**. Please **PRINT CLEARLY or type names to avoid spelling errors. Errors cannot be corrected on-site**. Please pick up your badges on opening day at the Badges Table, it will be located in the main concourse. Badges need to be returned to the Badges Table at the end of each show day.

**Extra badges**, other than complimentary badges listed above, **are available for \$6.50 each (incl. GST)**. Please place orders for extra badges, with FULL payment, by December 20, 2018 if you wish to have names printed on them. Additional blank badges will be available for purchase on-site for \$6.50 each, without your printed name.

**For security reasons, entry will only be permitted to exhibitors wearing a badge and badges must be worn by staff AT ALL TIMES. Please note badges are for the use of EXHIBIT STAFF ONLY. If public attendees are found wearing exhibitor badges, a \$10.00 fee will be charged to the exhibitor for each infraction.**

Please note personnel working at your exhibit booth must wear their badges at all times. Most importantly, because of increased thefts and safety issues, people seen staffing a booth without a badge will be immediately escorted out of the show by security.

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## EXHIBITOR PERSONNEL

Only FULLY PAID exhibitors will be permitted on site. Any VIP or invited guests participating or demonstrating in your booth must be **pre-approved** by Show Management.

Exhibit personnel may not enter the exhibit space of another company's exhibit space without permission.

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## COMPLIMENTARY GENERAL ADMISSION TICKETS

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Complimentary TICKETS may be used for sponsors, guests, VIP's and clients, and will be allocated as follows:

6 tickets per 10' x 10' booth, 8' x 10' booth and non-profits with charitable status  
4 tickets per 6½' x 10' booth

**Additional Exhibitor tickets may be purchased for \$6.50 each (GST included).** Please complete the "Exhibitor Tickets Order Form" (see Appendix A), and return to New Rave Productions Inc. by December 20, 2018 with FULL payment. Extra Exhibitor Tickets will also be available for purchase on site at the Show Office and the Exhibitor Badge registration area during show hours.

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## GENERAL ADMISSION

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\$14.50 Adult

\$12.50 Seniors 65+ / Students

FREE for Children (12 & under)

\$20 – 2 day pass

\*\*Discount for advance purchases online

All prices include GST.

Tickets also include free admission to all seminars, demonstrations and workshops.

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## REGISTRATION

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Before, during, or after move-in, all exhibitors are required to register in the Show Office. This may be done at your convenience, and prior to the show opening.

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## WATER REQUIREMENTS

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Water service is available to some exhibitor booths. If required, please complete the **Plumbing Service Request Form** (see Appendix B) and return to the Vancouver Convention Centre. Cost is based on volume and/or type of hook up. **Most food and beauty service booths will require water access at their booth. Please notify administration office, this may affect your booth placement.**

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## ICE REQUIREMENTS

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Ice can be ordered ahead of time through the VCC Guest Services using the "Exhibitor Catering Services Form" for \$20.00 (plus GST) per bus pan, or at the Show Office during the show.

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## COLD STORAGE

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Please note there is **NO** freezer space. Cold storage is available for a fee. Please contact Administration Office for additional information.

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## STORAGE

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Please note there is **limited** storage space within Exhibition Halls "A" & "B" for such items as boxes and other small articles. If additional space is required, Please contact GoodKey:

Marilou Lumague

Exhibitors Representative

Tel: 1-877-726-2211, extn: 205

Fax: 1-888-426-5734

Email: exhibitorservices@goodkey.com

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## ELECTRICAL SERVICES

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Power and lighting must be purchased through VCC, and **is the sole responsibility of each exhibitor and orders should be placed well in advance of the Show for a discounted rate.** Please see **Appendix B** for the **Electrical Service Request Form.**

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## TELECOMMUNICATIONS SERVICES

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Telephone services must be purchased through Vancouver Convention Centre, and **is the sole responsibility of each exhibitor and orders should be placed well in advance of the Show for a discounted rate.** Please see **Appendix B** for the **Telecommunications Request Form.**

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## INTERNET SERVICES

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Internet services must be purchased through Vancouver Convention Centre, and is the **sole responsibility of each exhibitor and orders should be placed well in advance of the Show for a discounted rate.** Please see **Appendix B** for the **Internet Request Form.**

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## BOOTH VACUUMING & SHAMPOOING SERVICES

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Booth vacuuming & shampooing services must be purchased through Vancouver Convention Centre, and is the **sole responsibility of each exhibitor and orders should be placed well in advance of the show for a discounted rate.** Please see **Appendix B** for the **Booth Vacuuming and Shampooing Request Form.**

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## PLUMBING SERVICES

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Plumbing services must be purchased through Vancouver Convention Centre, and is the **sole responsibility of each exhibitor and orders should be placed well in advance of the show for a discounted rate.** Please see **Appendix B** for the **Plumbing Services Request Form.**

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## EXHIBITOR SECURITY SERVICES

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Security services must be purchased through Vancouver Convention Centre, and is the **sole responsibility of each exhibitor and orders should be placed well in advance of the show.** Please see **Appendix B** for the **Exhibitor Security Request Form.**

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New Rave Productions provides general security for The Wellness Show and the venue. New Rave Productions is not responsible for any loss or theft of items or exhibits at the Wellness Show.

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## MOTORIZED VEHICLES

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Any internal combustion engines and vehicles or any equipment must not contain more than one-quarter tank of gasoline or fuel and must be inoperable, e.g., battery and/or ignition disconnected. Fuel caps must be taped or locked shut. All vehicles being displayed must have drip pans underneath, pads under all tires and must be clean and dry. A set of identified keys must be left with the Show Office for the duration of the Show.

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## DRAWS & PRIZES

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Any prizes must be clearly stated on the entry form and a **list of winners submitted to the Show Office by the completion of each Show day or on Sunday the last day of the show** and after your draw. For your convenience you may also email a list of winners to our office after the show to **adminnrp@telus.net.** Any prizes or draws conducted must not violate any provincial or federal laws or regulations in effect at that time.

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## HOTEL ACCOMMODATIONS

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**Pinnacle Vancouver Hotel Harbourside**

Tel: 604-689-9211/1-800-905-8582

1133 West Hastings Street, Vancouver, BC V6E 3T3

[www.marriott.com/hotels/travel/yvrrd-renaissance-vancouver-hotel-harbourside](http://www.marriott.com/hotels/travel/yvrrd-renaissance-vancouver-hotel-harbourside)

Room Rates: CAD \$159.00 – Cityview Rooms

CAD \$189.00 – Harbourview Rooms

**Please mention "The Wellness Show". Booking Deadline is January 1, 2019.**

If you are interested, please contact the hotel directly or visit this link online:

<https://book.passkey.com/event/49761053/owner/2075/home>

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## SELLING GUIDELINES

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Exhibitors are permitted to sell packaged products from their booths. We strongly encourage sampling and free demonstrations. Marketing surveys indicate that **FREE SAMPLES** and **FREE DEMONSTRATIONS** increase attendance and sales at your booth. As well, interactive displays attract a large number of participants and on-lookers.

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## FOOD SAMPLES & SALES

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Please refer to the Vancouver Health Board for current guidelines and application forms for all food exhibitors. These are available online at [http://www.vch.ca/your\\_environment/food\\_safety/permits/](http://www.vch.ca/your_environment/food_safety/permits/). For exhibitors cooking food or handling meat, you will require a sink within your booth. All other food type exhibitors will be required to either share a sink or obtain a sink within your booth. Please see **Appendix B** for the **Plumbing Services Request Form** or contact the office for information on a shared sink.

Please note, VCC stipulates that:

- only one-ounce samples are permitted for the promotion of food products and,
- three-ounce samples are permitted for beverages, soups, etc.

Mini sampling meals may be sold. Complete meal portions may NOT be sold.

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## LITERATURE DISTRIBUTION

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Exhibitors are reminded that they **MAY NOT** distribute literature **OUTSIDE** the borders of their booths. This rule will be strictly enforced by Show Management.

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## HOSTESS REQUIREMENTS

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If you require hostesses to assist in the operation of your booth, please contact:

Sharon Kordysz  
Drake International  
608-602 West Hastings Street  
Vancouver, BC V6B 1P2

Phone: 604-601-2800  
Fax: 604-682-8523  
Email: [skordysz@na.drakeintl.com](mailto:skordysz@na.drakeintl.com)

Should you require experienced demonstration personnel for your booth space, please contact our Administration Office.

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## ASSIGNMENT OF SPACE

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New Rave Productions assigns booth spaces on a priority basis. Adjustments may be necessary to provide maximum utilization of space. A floor plan will be sent to you with the assignment of a booth number prior to show time along with your move-in schedule. New Rave Productions reserves the right to re-assign booth locations due to needs or requirements deemed essential by Show Management.

**No exhibitor shall assign, sublet, or apportion the whole or any part of the space assigned to you without prior knowledge and written consent of Show Management. It is the responsibility of the exhibitor to inform Show Management in writing of all products and/or services offered to the public at the show. Management reserves the right to limit and disallow products and services that may detract from or be objectionable to the quality of the show.**

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## CUSTOMS BROKER

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To facilitate Customs procedures at the time of entry into Canada, we have assigned a customs broker for all foreign exhibitors.

Diane Labbé Deegan  
Phone: 514-482-8886 ext:2  
Email: [dianel@consultexpoinc.com](mailto:dianel@consultexpoinc.com)

Website: [www.consultexpoinc.com](http://www.consultexpoinc.com)

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## **MERCHANDISE REMOVAL**

Exhibitors wishing to remove items from their booths during Show hours are required to complete a **Merchandise Removal Form** and present it to the Show Office for signature. This form will be available on site. For security reasons, merchandise will not be allowed off premises without a signed removal form.

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## **BALLOONS**

Helium balloons and large inflatable or advertising type balloons may be permitted in the Centre and must first be approved in writing through the **Event Co-ordinator at the VCC** ([www.vancouverconventioncentre.com](http://www.vancouverconventioncentre.com)) at 604-647-7206 **AND Show Management**. Balloons must be fastened securely to your exhibit. When approval is granted, the exhibitor will sign a waiver document accepting all responsibility for retrieval and repair costs should any balloons escape. No small hand-out type balloons will be permitted in the Centre. Please see **Appendix B** for the **Balloon Waiver Form**.

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## **SECURITY**

New Rave Productions, Inc. has arranged for security guards to be present and on duty during move-in, move-out and show hours. The Centre will be locked and secured after hours. Security staff are employed to safeguard your interests; we ask that all exhibitors extend their fullest co-operation to security in the performance of their duties. Show Management assumes no responsibility for the loss, either during the Show or during move-in / move-out periods, for any articles.

Please refer to section **Exhibitor Security Services** on page 8.

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## **INSURANCE**

Entry into the loading areas is at the exhibitor's risk. Neither New Rave Productions Inc. nor the VCC will assume responsibility for personal injury due to accidents of any cause whatsoever.

Management and staff wish to assure all exhibitors that every precaution is taken to safeguard exhibits. Both New Rave Productions Inc. and the VCC will assume no responsibility for the safety of exhibits against robbery, fire, damage, accidents, or for any cause whatsoever, either during show hours or move-in / move-out periods. In all cases, exhibitors must insure their own goods and exhibits against any such loss. The exhibitor shall indemnify and hold harmless New Rave Productions Inc. from all liability that might ensue from any cause whatsoever.

**A certificate or copy of your insurance (personal liability insurance) must be provided to New Rave Productions, Inc. prior to show opening.**

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## **JANITORIAL & CLEANING SERVICE**

Special arrangements can be made through the VCC.

New Rave Productions, Inc. provides janitorial services for aisles only. Building cleaning staff will not enter any exhibit booth for the purposes of sweeping or dusting. It is suggested that exhibitors, at the end of each day, sweep out their own booths, placing waste material in the aisle, so that it may be removed during the night.

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## **FIRE REGULATIONS**

Any internal combustion engines and vehicles or any equipment must not contain more than one-quarter tank of gasoline or fuel and must be inoperable, e.g., battery and/or ignition disconnected. Fuel caps must be taped or locked shut.

All decorative materials shall be flame retardant to the satisfaction of the Fire Department. Materials that cannot be made flame retardant are prohibited. A flame-retardant spray can be purchased from any hardware store.

No displays or materials associated with any booth shall encroach into the aisle width.

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## **FIRST AID**

VCC has a fully equipped first aid facility located on the eastside of the Convention Lobby.

First Aid can also be contacted through any house phone, or by contacting the Duty Officer. Please check with Show Office in the event of an emergency.

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## **SAFETY**

Safety markings (masking, flagging or railings) must be placed on any projection or other objects where attendees could injure themselves. Operating equipment, machinery or other objects that might cause bodily harm must be adequately safeguarded. Storage of any inflammable material is strictly forbidden.

The Director of Fire & Safety requires that dismantling after the show WILL NOT commence until **ALL PATRONS** have left. Therefore you must not dismantle until 6:00pm for safety reasons.

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## **DEMONSTRATIONS**

Displays, demonstrations or distribution of advertising materials will not be permitted **outside** the borders of any exhibitor's booth. Loud speakers will not be permitted on the exhibit floor. In cases where a product demonstration is being used, the sound must be subdued to such an extent as to ensure it has no unreasonable nuisance effect on neighbouring exhibitors. Show management reserves the right to **ban or discontinue** the use of amplified sound at any exhibitor booth space.

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## **FACILITIES FOR THE DISABLED**

VCC is equipped with elevators, restrooms, concessions and telephones that have been specially designed to accommodate the needs of the disabled.

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## **RESPONSIBILITY**

If any exhibitor fails to comply with the terms and conditions of the agreement and of the rules of the VCC as set out in this document, New Rave Productions Inc. reserves the right to rent or offer the exhibitor's space, or use said space for rent or any other manner deemed appropriate by Show Management. This will NOT change the original exhibitor's responsibility to pay the full amount of the contract. Exhibitor booth space **must** be staffed for the full hours of the show.

All circumstances not covered by this contract will be subject to the decision of Show Management. Show Management will have full discretion in the interpretation of all terms, conditions and rules herein and will make any necessary amendments thereto in governing the show.

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## **RESTRICTIONS**

New Rave Productions Inc. reserves the right to restrict and / or evict exhibits which in New Rave Productions Inc.'s opinion become objectionable due to excessive noise, vibration, offensive lights or any other reason. New Rave Productions Inc. also reserves the right to restrict exhibits that may detract from the quality of the Show. These reservations may include persons, things, conduct, printed matter or anything New Rave Productions Inc. deems objectionable. In the event of such restriction or eviction, New Rave Productions Inc. is not liable for any refunds of rental space or any other expense. Full payment of contract remains the responsibility of the exhibitor.

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## **COMPLIANCE**

The Show assumes all responsibility for compliance with all pertinent laws, ordinances, regulations and codes of duty of authorized local, provincial and federal governing bodies concerning fire, health and safety, together with Rules and Regulations of the operators and/or owners of the VCC.

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## OFFICIAL SHOW SUPPLIERS

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Advance orders can save you \$\$\$!! Relevant order forms are included for the following Show supplies:

- 1) **Display, Furniture & Booth Cleaning**  
**GoodKey**  
Unit 9 - 3751 North Fraser Way  
Burnaby, BC V5J 5G4  
**Contact: Marilou Lumague**  
Phone: 1-877-726-2211, ext 205  
Fax: 1-888-426-5734  
Email: info@goodkey.com
- 2) **Electrical Service**  
Vancouver Convention Centre  
1055 Canada Place  
Vancouver, BC V6C 0C3  
**Contact: Electrical Services**  
Phone: 604-647-7206  
Fax: 604-647-7325
- 3) **Plumbing**  
Vancouver Convention Centre  
1055 Canada Place  
Vancouver, BC V6C 0C3  
**Contact: Engineering Dept.**  
Phone: 604-647-7206  
Fax: 604-647-7325
- 4) **Telecommunications**  
Vancouver Convention Centre  
1055 Canada Place  
Vancouver, BC V6C 0C3  
**Contact: Telecom Dept.**  
Phone: 604-647-7206  
Fax: 604-647-7325
- 5) **VCC Co-ordinator**  
**Business & Exhibitor Services**  
1055 Canada Place  
Vancouver, BC V6C 0C3  
**Contact: Desiree Rossiter**  
Phone: 604-647-7206  
Fax: 604-647-7325
- 6) **West Park**  
  
**Contact:**  
Phone: 604-669-7275
- 7) **Consult Expo Inc.**  
Customs Broker  
**Contact: Diane Labbe Deegan**  
Phone: 514-482-8886 ext :2  
dianel@consultexpoinc.com
- 8) **Drake International - Hostess Needs**  
#608-602 West Hastings Street  
Vancouver, BC V6B 1P2  
**Contact: Sharon Kordysz**  
Phone: 604-601-2800  
Fax: 604-682-8523

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## TIPS SHEET FOR EXHIBITORS

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### **INCLUDE AN INCENTIVE**

Remember that your purpose is to bring visitors to your booth. Adding a **ballot** to our gift bags with instructions such as "bring this ballot to our booth for a chance to win a great..." or "bring this invitation and return it to the booth for a special gift" will do the trick. To contribute to gift bags given to attendees upon entrance to the show, please contact Show Management.

### **ONCE IS NOT ENOUGH**

One invitation without a reminder minimizes its impact. **Sending a reminder** to your existing clients via email one or two weeks in advance and again two to three days before the show will greatly enhance your rate of attendance and redemption of ballots.

### **ON PLANNING - HOW DO I MAXIMIZE MY PARTICIPATION BEFORE SHOW TIME?**

Set realistic goals for the number of leads you want to collect; plan in advance how you are going to collect leads; set deadlines for all follow-up activities; contact hot prospects within a week; set a date for final review; **remember** your responsibility, as an exhibitor is to attract visitors to **your** booth - this can be done through social media, trade advertising, personal invitations to prospects and customers, word-of-mouth advertising, and show specials; prepare a press kit for mailing to interested media prior to the Show.

### **ON STAFFING - WHO WOULD BEST STAFF MY BOOTH?**

Have staff in your booth who are technically oriented and provide back-up materials for them. Courteous and informed staff will best suit your organization. Dress for success and for your audience. Arrive before your shift, with ample time to prepare yourself, the booth, and settle in for the day. Take breaks as scheduled and return on time. Be alert, and behave professionally at all times; don't sit (unless it serves the purpose of your business), eat, smoke or read the paper in your booth and do not loiter in the aisles.

### **ON EFFECTIVE DISPLAYS - WHAT SHALL I DO WHILE I'M THERE?**

Make your booth easy to understand and build it around your product or service; highlight new features of your product with lights, signs and demonstrations; make changes during the Show if things aren't working; make graphic messages flexible and appropriate; create space in your booth for literature and other accessories.

### **HOW BEST CAN I BENEFIT FROM MY PARTICIPATION AT THE SHOW?**

Gather sales leads; socialize with industry peers; stay in touch with clients; position yourself as a leader - competition is there; sell your product or service; introduce new products or services; conduct market research; enhance your image; get media exposure.

### **COUNT YOUR RESULTS**

Instruct your booth staff to keep a tally of the number of invited guests that come back to the booth along with their comments. It will also be helpful to know which prospects did not respond to your invitation. This is the best way of assessing the impact of your invitation and the validity of your target list as well as your first step to making changes to your plans for next year's show.

### **ON SECURITY - HOW DO I PROTECT MY PRODUCT AGAINST THEFT AFTER SHOW HOURS?**

Thread fishing line through any accessories used for decorative purposes. Place Show materials underneath tables at the end of each day; seal storage boxes with tape or string and label appropriately. Take home small, expensive items that could easily disappear. Security is on-site throughout the two days 24 hours per day.

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# FORMS

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## **A. New Rave Productions, Inc. (see Appendix A)**

- Notice of Acceptance (return immediately)
- Mainstream & Social Media Relations Form (return immediately)
- Displays of Products & Services Form (return immediately)
- Gift Basket / Gift Card / Gift Certificate Give-Away Form (return by Nov/17/18)
- Poster & Show Guides Request Form (return immediately)
- Badges Order Form – Sponsors & Exhibitors (return by Dec/20/18)
- Exhibitor Tickets Order Form (return by Dec/20/18)

## **B. Vancouver Convention Centre (VCC) (see Appendix B)**

- Balloon Retrieval Waiver
- Booth Vacuuming & Shampooing Request
- Electrical Services Request
- Exhibit Fire Prevention
- Exhibitor Catering Services
- Exhibitor Reference & Safety List
- Exhibitor Security Request
- General Parking Information
- Internet Technology Services Exhibitor Order Form
- Move-In & Move-Out Guidelines
- Plumbing Services Request
- Shipping & Handling Tips
- Shipping Label East

## **C. GoodKey Show Services Ltd. (see Appendix C)**

- Welcome / Show Info
- Online Ordering
- Method of Payment
- Page List
- Furniture Form
- Optimum Furniture Form
- Drape & Tables Form
- Accessories Form
- Display Accessories Form
- 10x10 Octanorm Booths
- 10x20 Octanorm Booths
- Octanorm Booth Rental Order Form
- Octanorm Accessory Rental Form
- Signage & Digital Printing Form
- Optimum Furniture Rental Order Form
- Installation & Dismantle Labour Form
- Material Handling
- Onsite Material Handling
- Ground Transportation Quote Request Form
- Material Handling Agreement
- Post Show Storage
- Customers Brokerage
- Customers Brokerage Limits of Liability
- Canada Customs Invoice Sample
- Canada Customs Invoice Form
- USA Customs Invoice Sample
- USA Customs Invoice Form

## **D. Vancouver Health Board (see Appendix D)**

- Personal Services at Trade Shows (massage, facials, makeup)
- Temporary Food Services Application
- Tradeshow Guidelines