

The Travel and Vacation Show

March 17 & 18, 2018

Shaw Centre

(Formerly the Ottawa Convention Centre)

55 Colonel By Drive, Ottawa, Ontario, Canada
Exhibitor Information Manual

Show Dates:

March 17 & 18, 2018

Location:

The Travel and Vacation Show

Shaw Centre

55 Colonel By Drive

Ottawa, Ontario

K1N 9J2

Tel: 613-563-1984

1-800-450-0077

Fax: 613-563-7646

Show Producers:

Halina and Robert Player

Player Expositions

255 Clemow Avenue

Ottawa, Ontario, Canada K1S 2B5

(613) 567-6408 (Phone)

(613) 567-2718 (Fax)

Website: www.travelandvacationshow.ca

Email: rplayer@symptico.ca

Cell: 613-323-2295

Show Office –

Show Schedule

- **Friday, March 16, 2018** Noon to 8:00 p.m. Registration & Move-in
- **Saturday, March 17, 2018**
 - 7:30 a.m. Doors open for Exhibitors
 - 8:00 a.m. to 9:30 a.m. Registration & Move-in*
 - 10:00 a.m. – 5:00 p.m. Show open to the public
- **Sunday, March 18, 2018**
 - 9:00 a.m. Doors open for Exhibitors
 - 10:00 a.m. – 5:00 p.m. Show open to the Public
 - 10:00 p.m. Move-out completed.

* See **Saturday restriction in Move-in Information section** below

Special Hotel Rates

• **The Westin Ottawa:** Tel.: 1(800) 937-8461

(Adjacent to the show) 1(613) 560-7000

Traditional (single/double) \$169.00

www.westin.com/ottawa

• **Sheraton Ottawa Hotel:** Tel.: 1(800) 489-8333

(Approx. 10 minutes walk to show) 1(613) 238-1500

150 Albert Street

Traditional King (single/double) \$149.00*

Traditional Dbl Dbl (single/double) \$169.00*

www.sheraton.com/ottawa

PLEASE BOOK YOUR HOTEL ACCOMMODATIONS EARLY - 2017 will be a very busy year in Ottawa because of the 150 year celebration. **Book Definitely BEFORE February 1, 2018**

Make sure you refer to **Player Expositions** and **“The Travel and Vacation Show”**

***Note: Above Rates do not include taxes**

Shipping Information

You can use your own freight company to ship exhibits and product to the show.

However, we suggest you use the show's official carrier: *D B T Logistics*

Your contact would be: **Doug Blue, Tel.: 613.808.2872; .Fax: 613.736.1042**

doug@dbtlogistics.ca; *D B T Logistics*, 230 Owl Drive, Ottawa , ON. K1V 9J6

Shipments must be correctly labelled and shipped and may be shipped ahead of time using the show's official carrier or any other shipper to:

Address to Ship Material To:

Your "Exhibiting Company Name" Here

The Travel And Vacation Show (*No booth number is required*)

C/O D B T Logistics

230 Owl Drive

Ottawa , On.

K1V 9J6

Attn: Doug - Phone Tel.: 613.808.2872; .Fax: 613.736.1042; Cell: 613-808-2872; doug@dbtlogistics.ca;

Important: If you are shipping to *D B T Logistics* *, fax or telephone in advance if your shipment will be arriving the day of or the day before the show.

*A minimum charge from *D B T Logistics* of \$75 applies for handling

Note:

Materials being shipped by an exhibitor using other carriers and directly to the show location must arrive not earlier than 12 Noon on Friday March 16, 2018:

In this case shipments must be correctly labelled and shipped pre-paid to:

Your "Exhibiting Company Name" (*as shown on the exhibit contract*)

The Travel and Vacation Show (*No booth number is required*)

Shaw Centre

55 Colonel By Drive

Ottawa, Ontario

K1N 9J2

All materials must be out of the Shaw Centre by Sunday, March 18th by 11:59 p.m.

Anything left behind will be removed at the exhibitor's expense and risk if other arrangements have not been made.

Clearing Canada Customs

Your exhibit and/or goods imported for display at the show may be imported into Canada without payment of duties and taxes under the provisions of the of Tariff Item 9830.00.00.00 and Customs Memorandum D8-1- 2. the "display goods" temporary importation regulations. There are customs brokerage fees however if you choose to work through our official broker. For goods that remain in Canada from the US duties and taxes can apply. For more information please contact **the appointed customs broker of the Travel and Vacation Show:**

North American Logistics Services Inc.

, Fernando Vera, Telephone : 877-332-8987; Fax : 514-868-6651; email : fvera@nalsi.com

Move-In Information

The Shaw Centre will be open for set up:

- Friday March 16, Noon to 8:00 p.m.

Up to four exhibitors badges per 10'x10' exhibit booth will be given out upon registration at the show.

Freeman is responsible for managing and coordinating the move-in. Anyone displaying a vehicle or large items that will require special maneuvering or set up must be moved in early Friday a.m. Contact Freeman Decorating (**Nicole Laframboise**) Tel: (613) 748-7180 or fax (613) 745-8303 <Nicole.Laframboise@freemanco.com> to advise her of your intentions and to coordinate a time for move-in. Exhibitors are asked to register prior to setting up, at the registration desk located at the on-site Show Office. All booths must be set up by 8:00 a.m. on Saturday* for the show in order to allow time for the cleaners to vacuum aisles before the doors open to the public at 10:00 a.m.

***(Please note that the loading docks and the freight elevators will not be operational Saturday. Exhibitors arriving Saturday morning must use the public parking lot and the pedestrian elevators to gain entrance to the show. Dollies are not permitted in passenger elevators – hand carry items only)**

Move-out Information

- Sunday, March 18th 5:00 p.m. to 9:00 p.m.

Dismantling or packing is not permitted before closing time. To avoid accidents, no dollies will be allowed before the hall is cleared of visitors. Small and valuable material should not be unattended in the booth during the move-out.

All exhibit material must be completely removed by 11 p.m., Sunday, March 18th. At the close of the show, where exhibitors fail to pick up, or where a carrier refuses to accept a shipment, show management will re-route such shipments where an unacceptable disposition is provided. Such shipments and material may be moved to a warehouse pending advice from the exhibitor and the exhibitor will be charged accordingly.

Show Suppliers

Any request not ordered on the show space application form, regarding booth set-up, rental equipment etc. is to be directed to:

- **General rental and Electrical Services: Freeman Exhibitor Service: freemanottawaES@freemanco.com Tel: 613-748-7180 ext 234**
- **Audio Visual Services, High Speed Internet & Telephone: Freeman Audio Visual Canada**
Denis Chenier Denis.Chenier@freemanco.com; Tel.:613-688-9058, Fax:613-688-9069.
 - **Point of Sale devices using Cellular phone service:**
 - Rogers customers have reported cellular network connectivity issues at the Shaw 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 Shaw 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 Denis Chenier at: 613-688-9058.
 - Exhibitors also have the option to purchase onsite via a credit card **at a slower speed**. Please see below for the instructions and pricing of this option. Should your exhibitors chose this option, please make them aware that this is for basic e-mail checking and light web browsing. They will not be able to stream video without excessive buffering from YouTube or other streaming sources.
 - - Search the available wireless networks once you are in the Convention Centre
 - Connect to "FREEMAN AV WIFI"
 - Open your preferred web browser (You will be automatically re-directed to a logon page)
 - Select "Credit Card" as your method of payment in the drop down menu
 - Enter the required information
 - Select your preferred service package (\$15/3hrs, \$20/1 day, \$60/Event up to 5 days)
 - Accept the terms and conditions and click "Continue"

Should you have any issues on the floor, please call ext. 400 from any house phone or 613-688-9065

- **Exhibitors wishing to serve samples of their food and/or non-beverage products**
- **Food:**
- http://www.shaw-centre.com/wp-content/uploads/2015/05/SC_OPS_AppendixB_e.pdf
- **Booth Cleaning :**
- http://www.shaw-centre.com/wp-content/uploads/2015/05/SC_OPS_AppendixC_e.pdf
- **Security:** The Show has 24-hour general security from noon on Friday March 16th until 9:00 p.m. on Sunday, March 18th .

Show Rules & Regulations

- **Display Set-up**
Exhibitors are required to ensure that their displays do not obstruct the general view of neighboring exhibits. No part of an exhibit is permitted to extend more than eight feet above the floor without the written consent of the show organizers. Exhibitors planning to use **special equipment** or construction materials should submit plans to show management 2 weeks prior to the show to ensure compliance with regulations. The Travel and Vacation Show will provide, at no charge if requested at the time of application, an 8' high curtain backdrop with low curtain side dividers between exhibits. Exhibitors may provide their own exhibit booth, provided it conforms to show regulations and does not exceed eight feet in height (unless advance written agreement is secured for Show Management). Divisions from the side-wings forward to the front of the exhibit must not exceed 48 inches in height. Exhibitors are required to ensure that back walls, side-wings and low dividers be finished on both sides to present an acceptable appearance to neighboring exhibitors and the public.
- **Aisle space:** Aisle space may not be used for exhibit purposes, or for general solicitation of business. Distribution of literature or other exhibit material is forbidden outside the immediate exhibit area.
- **Staffing of exhibits:** Exhibitors are to have their booths staffed at all times during show hours.
- **Draws and promotions** must be "free entry". Raffles and contests requiring a payment to win are not permitted. Show Management must be advised of contest winner names.
- **Audio Visual:** Audiovisual equipment & music must be kept at sound levels, which do not interfere with other exhibitors. Presentations, which cause audience overflow into neighbouring exhibits, or impede traffic flow, may be ordered removed.
- **Fire Regulations:** All exhibits must conform to city & Fire Marshal regulations.
- **Latecomers/"No Shows":** Any space not occupied, or for which no special arrangements have been made prior to 9:00 a.m. on Saturday, March 17th , may be re-assigned without obligation on the part of The Travel and Vacation Show for any refund.
- **Booth dismantling:** Booths must not be dismantled before 5:00 p.m. Sunday, March 18th . Your organization has made a commitment and signed a contract with regard to this regulation.

Liability/Security/Insurance

- **Liability:** Neither show management nor the Shaw Centre shall be responsible for damage to materials, or responsible for loss or theft of materials, before, during or after the show. Neither show management nor the Shaw Centre shall be responsible for loss, delay or damage due to strikes, lockouts, or work stoppage of any kind.
- **Security/Insurance:** Although general security is provided, this shall not be deemed to increase the liability of Player Expositions International Inc., its members, representatives, employees or official service contractors and of the Shaw Centre, its representatives and employees; nor to modify in any way the assumption of risk and release provided for in the exhibitor application form. All property of exhibitors is understood to remain under their custody and control, in transit to, within or from the confines of the hall, subject to the Rules and Regulations of the show. Exhibitors should carry floater insurance to cover exhibit material against damage and loss, and shall secure and furnish upon demand evidence of comprehensive general liability insurance coverage adequate therefore. It is recommended that exhibitors take precautionary measures of their own, such as the securing of small or easily portable articles of value and the removal of them to a place of safekeeping after exhibit hours.
- **Knowledge of laws etc.:** Each exhibitor is required to be knowledgeable of all laws, ordinances and regulations pertaining to health, fire prevention and public safety, while participating in this exposition. Compliance with such laws is mandatory for all exhibitors and is the sole responsibility of the exhibitor.

Exhibitor Parking

Parking for exhibitors is available in the Rideau Centre and Westin Hotel parking lots. The rate is \$20 for 12 hours or \$25 for 24 hours. For more information check the website or call: [613-234-6526](tel:613-234-6526) : <http://www.rideaucentre.com/en/centreinfo/Pages/PARKINGGETTINGHERE.aspx>

- Two city parking lots are also available on the adjacent Byward Market (*about 5minutes walk from the Shaw Centre*)