

F R E E M A N

940 Belfast Road
Ottawa, Ontario, K1G 4A2
(613) 748-7180 • Fax: (613) 748-5977
freemanottawaES@freemanco.com



OCTOBER 21 - 22, 2017

FREEMAN quick facts

SERVICE INFORMATION

BOOTH EQUIPMENT

Each 10'x10' black draped booth will include an 8' high back wall. Show Management will provide dollies during move-in and move-out. Should you require a forklift to move your materials, please refer to the Forklift Order Form in the service manual.

Note: Our office will be closed **August 7, 2017** for Ontario Civic Holiday, **September 4, 2017** for Labour Day & **October 9, 2017** for Canadian Thanksgiving.

EXHIBIT HALL CARPET

The exhibit area is not carpeted; however the aisles will be carpeted in Red. 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 by **September 28, 2017**.

SPECIALTY FURNISHING

The Specialty Furnishing items noted with the symbol (+) on the Furnishing Order Form must be submitted before **September 28, 2017**. Freeman cannot guarantee pricing and availability of these items after this deadline.

SHOW SCHEDULE

EXHIBITOR MOVE-IN

Friday, October 20, 2017 1:00pm - 7:00pm

EXHIBIT HOURS

Saturday, October 21, 2017 9:00am - 6:00pm

Sunday, October 22, 2017 9:00am - 6:00pm

EXHIBITOR MOVE-OUT

Sunday, October 22, 2017 6:00pm - 9:00pm

DISMANTLE AND MOVE-OUT INFORMATION

- All exhibitor materials must be removed from the exhibit facility by **October 22, 2017 @ 9pm**.

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

FREEMAN TRANSPORTATION/CUSTOMS

Phone Toll Free (U.S. & Canadian Exhibitors): (877) 478-1113
Phone (Int'l/Overseas Exhibitors): Country Code: (905) 951-5476
Fax: (905) 951-3145
Email: jmakos@nalsi.com

IMPORTANT ELECTRICAL INFORMATION

- 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.
- As a friendly reminder - if you have a sign to hang from the ceiling, please be advised that standard hanging sign labour prices (an additional 30%) will apply if your hanging sign is not received at our warehouse, by **October 12, 2017**. SEE LABELS SUPPLIED INSIDE EXHIBITOR KIT which also lists the shipping address. Warehouse pre-shipment charges will be applicable.

EY CENTRE SERVICE PROVIDERS

This link will take you to all the service providers at the EY Centre:

eycentre.ca/facility/service-partners

FREEMAN ONLINE®

Take advantage of discount pricing by ordering online by **September 28, 2017**.

Our Internet online ordering service, Freeman OnLine® is available for your convenience to order all Freeman services, view show schedule, or print order forms.

To place online orders you will be required to enter your unique Login ID and Password. To access Freeman OnLine® for **Ottawa Ski Snowboard & Travel Show** go to:

<http://www.freemanco.com/store/show/showInformation.jsp?showID=452499&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 (888) 508-5054 for Canada & U.S. exhibitors or (512) 982-4186 for local and International exhibitors.

SHIPPING INFORMATION**WAREHOUSE SHIPPING ADDRESS:**

Ottawa Ski Snowboard & Travel Show
Exhibiting Company Name C/O Freeman
Booth # _____
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 **September 20, 2017** at the above address. Material arriving after **October 12, 2017** 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 on October 9, 2017 in observance of Canadian Thanksgiving, shipments will not be accepted on this date.**

SHOW SITE SHIPPING ADDRESS:

Ottawa Ski Snowboard & Travel Show
Exhibiting Company Name C/O Freeman
Booth # _____
EY Centre
4899 Uplands Drive
Ottawa, Ontario, Canada K1V 2N6

Should you require a forklift to move your materials, please refer to the Forklift Order Form in this service manual.

Shipments will be received at the exhibit facility beginning **October 20, 2017 @1pm**. Shipments arriving before this date may be refused by the facility. Any charges incurred for early freight accepted by the facility will be the responsibility of the exhibitor.

RESTRICTIONS

Notice to Carriers : The Ottawa Airport Parkway is completely restricted to all commercial vehicles and will be subject to severe fines.

BUILDING LOADING AREAS:

Please note: the Loading areas for the building at the EY Centre are as follows:

8 Loading docks (7'11"H x 8'W)

Hall 3: Outside doors & inside roll up doors (15'11W X 13'11"H).

Exhibitors are not allowed to bring freight by the front doors of the building

EXHIBIT TRANSPORTATION & CUSTOMS

As a 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 and customs clearance service provider for the **Ottawa Ski Snowboard & Travel Show**. 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 with a Customer Service Representative.

AS A REMINDER

All shipments originating outside Canada require Canada Customs Clearance and US Customs/Homeland Security (if applicable) on the return.

SMALL PACKAGES/BOXES DELIVERS (Including Portable Display Cases)

Canada is an international destination and, as such, duties, taxes and customs clearance fees applies. If you are shipping Air or Ground with the following small packages companies: FedEx, UPS, DHL or any other small packages/boxes carriers, please confirm that all ancillary charges (duties, taxes and customs clearance fees) are PREPAID. This includes 3rd Party Shippers (ie: Fulfillment Centres, etc). Any shipments that are sent collect will not be accepted by Freeman and they will be refused.

In some cases, carriers to not declare ancillary collect charges upon delivery to our warehouse and Freeman is billed 30-90 days after the event has closed. In these situations, any charges (duties, taxes and customs clearance fees) are re-billed to the corresponding exhibitor plus 'Advancement Fees'.

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. If you would like to have your personal information removed from Freeman's database, please email 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

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 for Canada and U.S. exhibitors or (512) 982-4186 for local and International exhibitors.

HELPFUL HINTS

SAVE MONEY

Take advantage of a 30% discount by ordering online at www.freemanco.com/store by **September 28, 2017**.

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 you 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

For more information and helpful hints on postshow procedures and move-out, please go to www.freemanco.com/postshowFAQ

Call Freeman's Exhibitor Services department at (613) 748-7180 ext 234 with any questions or needs you may have.