



# Exhibitor Handbook

**IBAO CONVENTION AND EXPO**  
**October 19 & 20, 2022**

**Sheraton Centre – Sheraton & Osgoode Halls**  
**Toronto, Ontario**

In keeping with our Green Meeting Strategy, this Exhibitor Handbook has been produced electronically. Links to all order forms are imbedded throughout the document and many suppliers now offer secure on-line ordering as well.

This manual is environmentally friendly and simple to use. If however, you would prefer a hard copy, you may download and print at your own discretion.

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## QUICK REFERENCE

Show Location: Sheraton Centre Toronto  
Sheraton & Osgoode Halls  
123 Queen Street West  
Toronto, Ontario, M5H 2M9  
Tel: 416-361-1000  
[www.marriott.com/hotels/travel/yyztc-sheraton-centre-toronto-hotel](http://www.marriott.com/hotels/travel/yyztc-sheraton-centre-toronto-hotel)

Trade Show open	Wednesday, October 19	4:00 PM – 6:00 PM
	Thursday, October 20	10:30 AM – 4:30 PM
Exhibitor move-in & set-up	Wednesday, October 19	7:00 AM – 3:00 PM
Dismantle & Removal	Thursday, October 20	5:00 PM – 8:00 PM

**Note:** All exhibits must be removed from the show floor by 8:00 PM on Thursday, October 20. If any display is not taken down by that time, Show Management reserves the right to dismantle the display and charge the Exhibitor accordingly.  
**THE EXHIBIT HALL MUST BE COMPLETELY CLEARED ON THURSDAY EVENING.**

## YOUR BOOTH SPACE

### Items included with your booth space

- Booth space will be defined with pipe and drape (silver)
- The show floor will be fully carpeted
- Booth space will be 10' wide and 8' deep
- 8' high back drape and 3' high side drape
- 6 ft. table skirted table
- Electrical outlet -1500 watt duplex outlet (provides sufficient power to support the typical exhibit set-up e.g. display lighting, laptop, TV & DVD combo.)

### Items NOT included with your booth space

- Audio visual equipment rentals – please see the for AV options – [Straight Street Order Form](#)
- Internet and telephone connections
- Booth cleaning during show hours – see [Stronco Exhibitor Kit](#)
- Booth furnishings and decor
- Customized booth design, flowers and potted plants
- Additional electrical power over and above the complimentary 1500 watt outlet
- In-booth security
- Shipping, Warehouse Services & Customs
- Material Handling
- Storage

### Floor Resistance Capacity

Sheraton Centre – Osgoode & Sheraton Halls – 200 lbs. / sq.ft.

## **BOOTH FEES**

Exhibit fees are:

\$5,000.00 + 13% per single booth – includes:

- 3 Badges\*
- Trade Show access October 19 and October 20
- Hospitality Night Thursday, October 19

\$10,000.00 + 13% per double booth – includes:

- 5 Badges\*
- Trade Show access October 19 and October 20
- Hospitality Night Thursday, October 19

The Exhibitor is responsible for all other charges incurred, except as specifically mentioned in this document.

## **CANCELLATION**

Notice of cancellation must be received in writing up to and including Friday, August 12, 2022. Any cancellation received after 12:00 noon on Friday, August 12, 2022 is not eligible for a refund.

## **ASSIGNMENT OF SPACE**

Applications will be handled in priority of previous Convention participation, as well as receipt of payment. Sponsors and affiliated partners of IBAO are given prime locations.

## **BOOTH MAINTENANCE**

Exhibit booths must be maintained in a neat and tidy condition at all times. Empty coffee cups, dirty plates and other unsightly garbage detracts from the exhibit area in general, and individual booths in particular. IBAO will provide one waste basket and garbage removal service at the end of each day. Information on individual booth maintenance can be ordered directly from STRONCO.

## **FOOD & BEVERAGE AT YOUR BOOTH**

Food & Beverage items must be ordered from the Sheraton Centre – contact Melody Artounian -

[Melody.Artounian@sheraton.com](mailto:Melody.Artounian@sheraton.com)

The chef at the Sheraton Centre is always open to creating customized options. Outside caterers are not permitted.

## **HEIGHT RESTRICTIONS**

To ensure that the display value of an adjoining booth is not unduly limited, the back drop of any booth should not exceed 8 ft. The front 6 ft. of the sides of any exhibit booth must not exceed 4 ft. in height.

## PRIZE DRAWS, HANDOUTS AND GIVEAWAYS

If you plan to have a prize draw from your booth, each exhibiting company will be responsible for providing their own ballot box, ballots and orchestrating the draw. You will also be responsible for advising the winner and delivering a prize to them within 2 weeks following the Convention. Only INSURANCE BROKERS registered for the Convention will be eligible to win prizes. All contests must produce a winner. Exhibitors are not eligible to win.

## BOOTH STAFF REGISTRATIONS AND GUEST PASSES

- Three complimentary passes are included per single booth
- Five complimentary passes are included per double booth
- Additional exhibitor pass - \$350.00 + HST /each
- Guest passes can be purchased for \$300.00 + 13% HST, allowing access to the Trade Show Area only after 2 p.m. and Hospitality Night commencing at 6:00 pm on Thursday, October 20, 2022. Guest passes can be picked up at the Exhibitor Registration Desk.
- As an exhibitor at the IBAO 2019 Convention, it is mandatory to have at least one representative staffing the booth at all times during exhibit hours. Should your booth be vacant during the exhibit times as outlined in this Exhibitor Handbook, you will jeopardize your participation in future IBAO Conventions.

## CONVENTION REGISTRATION POLICY

Exhibitors wishing to attend other Convention functions may purchase Convention registrations. For each single booth, the exhibitor may purchase one (1) additional registration at the “member” rate. All other registrations will be at the “company representative” rate.

## ACCESS AND MOVE-IN TIMES

- To facilitate access to the loading dock, exhibitors will receive a move-in schedule showing their scheduled move-in times. Installation of exhibits will begin on **Wednesday, October 19<sup>th</sup> between 7:00 am to 2:00 pm**. An exhibitor representative must be present for set-up. All booths must be completely installed by **3:00 pm on Wednesday, October 19<sup>th</sup>**. **Booth inspection will begin at 3:00 pm on Wednesday, October 19<sup>th</sup>**. A company representative must remain at the booth from 3:00 pm until the booth is inspected. Exhibitor and Booth Set-up personnel will be allowed access to the Trade Show during set-up hours.
- Exhibitors requiring access earlier or later than these times for technical reasons must make arrangements in advance with the Exhibits Manager, **Jan Raeburn** at aNd Logistix, [jraeburn@andlogistix.com](mailto:jraeburn@andlogistix.com) or by phone 416-571-1568.

## EXHIBITOR IDENTIFICATION

- All exhibitor personnel must register prior to booth set-up and wear an identification badge to gain admittance to the Trade Show area.
- Identification badges can be collected from the Registration Desk.

## SHIPPING AND DELIVERIES

To the Advanced Warehouse from **SEPTEMBER 19, 2022 to OCTOBER 12, 2022**. **No shipments will be accepted at the Advanced Warehouse on or after October 13, 2022.**

Material Handling charges will apply.

Items should be addressed and marked as follows:

**NAME OF EXHIBITING COMPANY**

**BOOTH NUMBER**

**2022 IBAO CONVENTION & EXPO**

**STRONCO LOGISTICS**

1510B Caterpillar Road

Mississauga ON L4X 2W9

- Be sure to use the Stronco shipping label in the [Stronco Exhibitor Kit](#).
- Arrange to have your shipments arrive at the Advanced Warehouse **between September 19 and October 12, 2022**. **No shipments will be accepted on or after October 12, 2022.**
- Advance Shipments will be placed directly at your booth location prior to your arrival on Wednesday, October 19, 2022.
- Please refer to the Stronco Exhibitor Kit for specific details regarding costs, deadline dates and labelling your shipments.
- Material handling charges will apply for delivery to your booth space. For information and costs contact Stronco Show Services.

### SHIPPING DIRECTLY TO THE SHERATON CENTRE

Items should be addressed as follows:

**NAME OF EXHIBITING COMPANY**

**BOOTH NUMBER**

**2022 IBAO CONVENTION & EXPO– October 19 and 20, 2022 – Sheraton & Osgoode Halls**

**Sheraton Centre Loading Dock**

**100 Richmond Street West**

**Toronto Ontario M5H 3K6**

- Items WILL NOT be accepted at the Sheraton Centre prior to **Wednesday, October 19, 2022**.
- You must be onsite to accept the delivery – or your shipment may be refused.
- Arrange for your delivery to arrive between **10:00 am and 12:00 pm Wednesday, October 19<sup>th</sup>**.
- Items received at the loading dock will incur material handling charges

### NOTE:

The Business Centre at the Sheraton Centre is called **CheckT**. [Click here](#) for their price list for package handling and storage. They do not accept crated shipments and will accept smaller packages at the following address.

**Event Name /Guest Name**

**Guest Business**

**Sheraton Centre Toronto Hotel**

**100 Richmond- loading dock/ mail room**

**Toronto, Ontario**

**M5H 3M9**

- Stronco Show Services will also be pleased to handle your shipment arriving directly to the Sheraton Centre. Please refer to the Material Handling information in the [STRONCO EXHIBITOR KIT](#).

## LOADING DOCK INFORMATION

[Click here](#) for Sheraton Centre loading dock location and information

## OUTBOUND SHIPPING

Please make the appropriate arrangements with your carrier for shipping following the close of the show. You are responsible for clearly marking and labelling each piece of freight to be shipped. **Overnight storage is not available at the Sheraton Centre.**

**STRONCO** can arrange for your outbound shipment if your courier cannot guarantee pick-up on Thursday, October 20 between 5:30 pm and 9:00 pm.

**NOTE: FedEx, UPS and Purolator will not guarantee pick-up after business hours. Therefore, someone must be designated to wait with the shipment until your courier arrives.**

IBAO, aNd Logistix, Stronco and the Sheraton Centre will not be held responsible for the security of items left following the show.

- No equipment, such as dollies or other transport devices, may be used in the common and public areas of the Sheraton Centre.
- Only vehicles designated to transport the material/equipment will be admitted to the loading dock once the material is ready to be loaded.

## ON-SITE SERVICES

Stronco, will staff an Exhibitor Service Desk during Move-In & Set-Up on Wednesday, October 19 and Thursday, October 20, 2022. Onsite orders will be processed at that time as long as items are available. **Save money by ordering before the discount deadline date – September 27, 2022.**

## INTERNET ACCESS, ELECTRICAL and OVERHEAD SIGN HANGING

ENCORE is the exclusive provider of Power Distribution, HSIA (High Speed Internet Access), Telecommunications, and Rigging Services. Please [Click Here](#) for the encore order form.

**NOTE:** IBAO will provide an open WiFi at the conference that will be used by approximately 1200 attendees. Only order internet services if you need a dedicated WiFi connection or a high speed hard wired connection for display purposes at your booth.

## PARKING

Parking is available at the Green P parking lot under Nathan Philips Square, opposite the Sheraton Centre Toronto on Queen Street East.

## SECURITY

- Security personnel will be onsite 24 hours from Wednesday, October 19 at 7:00 am to Thursday, October 20 at 9:00 pm.
- It is especially important that you exercise due and proper care of your own personal effects.
- Do not leave personal items of value (e.g. laptop computers) in your booth overnight, even in locked offices or hospitality areas.
- Lost and found enquiries should be addressed to aNd Logistix located at the registration desk.
- Should any theft or loss occur, it must be reported immediately to aNd Logistix so that security can be notified.
- Please remember that IBAO, aNd Logistix and Sheraton Centre Toronto **are not** responsible for lost or stolen, equipment, goods and personal effects.

## INSURANCE

The exhibitor agrees to maintain in force for the period of the days of the trade show and during the two days preceding and succeeding those days, liability insurance coverage in an amount not less than \$2,000,000 of liability for injury to persons and loss of or damage to property. This insurance must include coverage for product's liability, and all operations connected with the exhibition, and shall include IBAO together with aNd Logistix Inc and the Sheraton Centre Toronto as additional insureds. Such policy must be written by an insurer acceptable to the IBAO. **The exhibitor must deliver a certified copy of the certificate of insurance evidencing such coverage to Jan Raeburn at aNd Logistix Inc. no later than August 30, 2022.**

See a **SAMPLE Certificate of Insurance on Page 11** of this document.

**VERY IMPORTANT:** Please ensure that the Certificate of Insurance indicates the Exhibitor's name and that the policy is extended to cover you during your participation at IBAO Convention Expo. Your booth personnel need to have a copy onsite.

## MOVE-OUT

- **Exhibits must not be disturbed, dismantled or removed before 5:00 pm, Thursday, October 20, 2022.**
- Exhibits must be completely cleared **no later than 8:00 pm on Thursday, October 20, 2022.**
- **If longer dismantling time is needed, please advise Show Management in advance.** If any display is not taken down by **8:00 pm on Thursday, October 20<sup>th</sup>**, Show Management reserves the right to dismantle the display and charge the Exhibitor accordingly.

## HOTEL INFORMATION

The cost of accommodation is your personal responsibility. Hotel reservations will be available on a first-come first-served basis. An IBAO room block has been secured at the **Mariott Eaton Centre**.

[Book your group rate for IBAO Toronto](#)

Guests may also book their rooms over the phone by calling the toll-free reservations line at **1-800-905-0667** and mention either the Group Name "**IBAO TORONTO**" or the Mini Hotel Code "**IBA**".

Please note the last day to reserve rooms will be on **Tuesday, September 20, 2022**.



## SUPPLIERS, CONTACTS & DEADLINE DATES

SUPPLIER	CONTACT	DEADLINE
<b>Exhibits Coordinator</b> <ul style="list-style-type: none"> <li>General questions related to your booth or move-in/out</li> </ul>	<b>Jan Raeburn</b> <b>aNd Logistix Inc.</b> 1345 St. Clair Avenue West Tel: 416-471-1568 Email: <a href="mailto:jraeburn@andlogistix.com">jraeburn@andlogistix.com</a>	
<b>Registration</b> <ul style="list-style-type: none"> <li>General questions related to registering for your booth space.</li> </ul>	<b>Registration</b> <b>aNd Logistix Inc.</b> 1345 St. Clair Avenue West Tel: 416-593-4217 Toll free: 1-855-993-4217 Email: <a href="mailto:IBAO@andlogistix.com">IBAO@andlogistix.com</a>	
<b>Show Services</b> Advanced orders for: <ul style="list-style-type: none"> <li>Furniture Rental, Plants</li> <li>Booth Rentals &amp; Accessories</li> <li>Material Handling</li> <li>Warehouse storage</li> </ul>	<b>Exhibitor Services</b> <b>Stronco Show Services</b> 1-800 665-2621 Email: <a href="mailto:exhibitor_services@stronco.com">exhibitor_services@stronco.com</a>  <a href="#">Click here</a> to Download Stronco Exhibitor Kit	September 27 for advanced ordering discount
<b>Sheraton Centre Toronto</b>	<b>Exhibitor Services</b> <b>Sheraton Centre Toronto</b> Melody Artounian Tel: 647-234-2594 Email: <a href="mailto:Melody.Artounian@sheraton.com">Melody.Artounian@sheraton.com</a>	
<b>Food &amp; Beverage at your Booth</b>	<b>Exhibitor Services</b> <b>Sheraton Centre Toronto</b> Melody Artounian Tel: 647-234-2594 Email: <a href="mailto:Melody.Artounian@sheraton.com">Melody.Artounian@sheraton.com</a>	
<b>Audio Visual Equipment</b> Monitors, televisions, data projectors, etc.  <a href="#">Click here</a> to download the Straight Street order form.	<b>Straight Street Event Services</b> Keith Kissner 519-893-3668 <b>Email:</b> keith@straightst.com	Order by <b>October 10</b> to avoid additional charges.

SUPPLIERS, CONTACTS AND DEADLINE DATES continued on the next page

SUPPLIER	CONTACT	DEADLINE
<p><b>Transportation, Customs &amp; Advanced Warehouse Storage</b></p> <p>Please refer to the <a href="#">Stronco Exhibitor Kit</a> for labelling procedures and other details.</p>	<p><b>Stronco Logistics Services</b> Tel: 905-270-6767 Email: <a href="mailto:logistics@stronco.com">logistics@stronco.com</a></p> <p><b>Note: No shipments will be accepted at the Advanced Warehouse after October 12, 2022.</b></p> <p>Please refer to the <b>Advance Show Receiving Order Form</b> in the <b>Stronco Kit</b> for details.</p>	<p><b>Note:</b> Shipments will be accepted at the Advanced Warehouse from September 19 to October 12, 2022.</p>
<p><b>Electrical</b></p> <ul style="list-style-type: none"> <li>Electrical – Note that each 10 x 8 booth will be equipped with one basic power drop – only order electrical if you need additional power.</li> </ul>	<p><b>Exhibitor Services</b> <b>ENCORE</b> Phone: 416-304-1354 EMAIL: <a href="mailto:SCTExhibits@encoreglobal.com">SCTExhibits@encoreglobal.com</a></p>	
<p><b>Overhead Sign Hanging and Rigging</b></p>	<p><b>Exhibitor Services</b> <b>ENCORE</b> Phone: 416-304-1354 EMAIL: <a href="mailto:SCTExhibits@encoreglobal.com">SCTExhibits@encoreglobal.com</a></p>	
<p><b>Internet Access and Telephone Line</b></p>	<p><b>Exhibitor Services</b> <b>ENCORE</b> Phone: 416-304-1354 EMAIL: <a href="mailto:SCTExhibits@encoreglobal.com">SCTExhibits@encoreglobal.com</a></p>	
<p><b>In-Booth Cleaning Services will be provided by Stronco</b></p>	<p><b>Exhibitor Services</b> <b>Stronco Show Services</b> 1-800 665-2621 Email: <a href="mailto:exhibitor_services@stronco.com">exhibitor_services@stronco.com</a></p> <p><a href="#">Click here</a> to Download Stronco Exhibitor Kit</p>	

# SAMPLE CERTIFICATE

## CERTIFICATE OF INSURANCE

Certificate Holder:

This is to certify that the policies of insurance listed below have been issued to the insured named above for the policy period indicated notwithstanding any requirement, term or condition of any contract or other document with respect to which this certificate may be issued or any period. The insurance afforded by the policies described herein is subject to all the terms, exclusions and conditions of such policies. Limits shown may have been reduced by prior attachments.

Named Insured:

This Certificate is issued as a matter of information only and confers no rights upon the Certificate Holder. This certificate does not amend, extend or alter the coverage afforded by the policy listed herein. Where an aggregate limit applies, the Certificate Holder is advised that the following may apply to projects other than those in this Certificate. The Limit may be reduced by Claims/Expense paid.

### Schedule of Insurance

Type of Insurance	Company and Policy Number	Policy Effective Date	Policy Expiration Date	Amounts in Canadian Dollars Limit of Liability/Amount
COMMERCIAL GENERAL LIABILITY				\$ Bodily Injury & Property Damage, Per Occurrence \$ Bodily Injury & Property Damage, Annual Aggregate \$ Employers Liability \$ Torts/Legal Liability \$ Non-Owned Automobile \$ Medical Payments
Policy Includes: <input type="checkbox"/> Public Liability <input type="checkbox"/> Contractual Liability Clause <input type="checkbox"/> Products & Completed Operations Extension <input type="checkbox"/> Certificate Holder added as an Additional Insured but only with respect to liability arising out of the Operations of the Named Insured. (ONLY IF INDICATED BY "X")				
PROPERTY				\$ Contents of every description
Policy Includes: <input type="checkbox"/> Certificate Holder added as a Loss Payee. (ONLY IF INDICATED BY "X")				

**Cancellation**

Should any of the above described policies be cancelled before the expiration date thereof, the issuing company will endeavor to mail 15 days written notice to the certificate holder.

DATE:

ISSUED

BY:

Phone:

Fax:

Authorized representative