

Dear Exhibitor,

The following is a list of information contained within the **Bakery Congress 2017** Exhibitor Manual:

- Order Form Summary & Deadlines
- General Information
- Travel & Hotel Information
- Show Service Contractors
- Exhibit Floor Plan
- Exhibit Information
- Registration Information
- Advertising & Promotion
- Move-in, Set-up, Storage and Move-out Information
- Electrical & Mechanical Information
- Insurance Requirements
- Security
- Food Sampling Rule & Regulations
- Fire Regulations

Please refer to the following Order Form Summary & Deadlines page for all deadlines.

Please read over this information package carefully.

Please share this information with all relevant staff.

Should you require additional information, please contact:

Janice Fendley, CMP

Show Manager

Baking Association of Canada

Tel: 905-405-0288 ext 24

Toll Free: 1-888-674-2253 ext 24

Email: jfendley@baking.ca

We look forward to working with you at Bakery Congress 2017.



ORDER FORM SUMMARY & DEADLINES

Below is a list of the forms included within this package or an important date/deadline that may require action. Keep your records up-to-date by checking off forms that have been completed and returned.

NOTE: Forms that indicate Mandatory must be returned to the BAC office otherwise you will not be allowed to move-in.

Exhibitors booking space after the deadline dates are asked to treat deadlines as IMMEDIATE.

DUE DATE	FORM NAME OR DEADLINE	RETURN FORM TO:	✓ WHEN COMPLETED
Feb 24	Show Guide Listing Form	Baking Association of Canada	<input type="checkbox"/>
March 21	Hotel Reservation Special Room Rate Cut off	Pinnacle Hotel	<input type="checkbox"/>
March 22	Hotel Reservation Special Room Rate Cut off	Coast Coal Harbour Hotel	<input type="checkbox"/>
April 5	Food Sampling Details (if applicable)	BAC Show Manager	<input type="checkbox"/>
April 7	Certificate of Insurance Deadline	Baking Association of Canada	<input type="checkbox"/> Mandatory
April 7	Exhibit On-site Contact & Set-Up Form	Baking Association of Canada	<input type="checkbox"/>
April 7	Exhibitor Move-In Form	Levy Show Service Inc.	<input type="checkbox"/>
April 7	Carpet & Drape Rental Order Form	Levy Show Service Inc.	<input type="checkbox"/>
April 7	Table and Chair Order Form	Levy Show Service Inc.	<input type="checkbox"/>
April 7	Accessories Rental Order Form	Levy Show Service Inc.	<input type="checkbox"/>
April 7	Furniture Rental Order Form	Levy Show Service Inc.	<input type="checkbox"/>
April 7	Prestige Furniture Rental Order Form	Levy Show Service Inc.	<input type="checkbox"/>
April 7	Hardwall System Rental Order Form	Levy Show Service Inc.	<input type="checkbox"/>
April 7	Graphics and Sign Order Form	Levy Show Service Inc.	<input type="checkbox"/>
April 7	Plant & Flower Rental Order Form	Levy Show Service Inc.	<input type="checkbox"/>
April 7	Labour Order Form	Levy Show Service Inc.	<input type="checkbox"/>
April 7	Material Handling Order Form	Levy Show Service Inc.	<input type="checkbox"/>
April 7	Transportation & Customs Brokerage Services Form	Levy Show Service Inc.	<input type="checkbox"/>
April 10	Electrical Order Form	Vancouver Convention Centre	<input type="checkbox"/>
April 10	Exhibitor Catering Services Form	Vancouver Convention Centre	<input type="checkbox"/>
April 10	Plumbing Services Request	Vancouver Convention Centre	<input type="checkbox"/>
April 10	Booth Vacuuming Form	Vancouver Convention Centre	<input type="checkbox"/>
April 14	Sign/Banner Hanging Order	Vancouver Convention Centre	<input type="checkbox"/>
April 14	Audio Visual Equipment Rental Form	Vancouver Convention Centre	<input type="checkbox"/>
April 14	Attendee Registration Discount Codes	Conexsys	<input type="checkbox"/>
April 14	Customer Lead Retrieval Service Form	Conexsys	<input type="checkbox"/>
April 14	Booth Cleaning Order	Vancouver Convention Centre	<input type="checkbox"/>
April 14	Internet and Telephone Services	Vancouver Convention Centre	<input type="checkbox"/>
April 18	Exhibitor Badge Order	Conexsys	<input type="checkbox"/>

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GENERAL INFORMATION

BakeryCongress2017 is produced by the Baking Association of Canada (BAC). BAC is the national industry association representing Canada's \$5 Billion baking industry.

BUSINESS OFFICE

7895 Tranmere Drive, Suite 202
Mississauga, Ontario L5S 1V9
Tel: 905-405-0288
Toll Free: 1-888-674-2253
Fax: 905-405-0993
E-Mail: info@baking.ca
www.baking.ca

PERSONNEL

Paul Hetherington, President & CEO
Janice Fendley, Show Manager
Gillian Blakey, Member & Events Administrator
Ahmed Mutaheer, Business Development
Johanne Trudeau, Director of Food & Nutrition Policy



During the period from Friday, April 21 to Wednesday, April 25, BAC personnel will be on-site at the Vancouver Convention Centre in Vancouver and will not be in the office.

EXHIBIT LOCATION

Vancouver Convention Centre
East Exhibit Hall B
999 Canada Place
Vancouver, BC V6C 3T4

MOVE-IN DATES

Saturday, April 22 8:00 am – 8:00 pm
Sunday, April 23 8:00 am – 10:00 am (*Last Minute Deliveries*)

EXHIBIT DATES

Sunday, April 23 11:00 am – 5:00 pm
Monday, April 24 11:00 am – 5:00 pm

AISLE CARPET REMOVAL

Monday, April 24 5:00 pm – 6:00 pm

MOVE-OUT DATES

Monday, April 24 6:00 pm – 9:00 pm
Tuesday, April 25 8:00 am – 11:00 am

Any questions arising prior to the show move-in should be directed to Janice Fendley x24 or Gillian Blakey x21.

Any questions arising during the event, including move-in and move-out periods should be directed to the on-site Show Office located at the south east corner of the trade show floor.



Please note there will be a marathon in downtown Vancouver on Sunday, April 23, 2017. It will not run directly by the Vancouver Convention Centre, but we would recommend avoiding the Burrard and the Cambie bridges on Sunday morning. All roads will be reopened at noon on Sunday.



TRAVEL & HOTEL INFORMATION

HOTEL ACCOMMODATION

Please note the two (2) official hotels for Bakery Congress 2017.
Both hotels are within walking distance to/from Vancouver Convention Centre.

Coast Coal Harbour Hotel

1180 W Hastings Street
Vancouver, BC V6E 4R5
Toll free: 1-800-663-1144

Room Rate \$179.00 + applicable taxes and fees

- Hotel reservations should be made directly with the hotel
- To avail this special rate all bookings have to be made by calling the toll free number listed above and quote the group code CCC-GFC5724 or through on-line reservation <https://aws.passkey.com/e/48992760>
- Cut-off date for special room rate is March 22, 2017

Please note a first night's non-refundable room and taxes is required at the time of booking. Please verify with hotel when making your reservation.

Pinnacle Hotel Vancouver Harbourfront

1133 West Hastings Street
Vancouver-, BC V6E 3T3
Toll free: 1-844-337-3118
Tel: 604-689-9211

Room Rate \$169.00 + applicable taxes and fees

- Hotel reservations should be made directly with the hotel
- To avail this special rate all bookings have to be made by calling the toll free number listed above and ask for the "Bakery Congress" room block or through on-line reservation <https://aws.passkey.com/event/15070209/owner/2075/home>
- Cut-off date for special room rate is March 21, 2017

Please note there is limited room availability with this hotel.

PARKING

Parking for the East Facility is available at 999 Canada Place – Westpark. Costs are \$30 per day. Visit their website at <http://canadaplace.westpark.com/reserve-a-space.html>. Enter at east side of building (foot of Howe Street) and proceed to P1 or P2. Use Convention Centre elevators, not the World Trade Centre elevators.

TOURIST INFORMATION

For more information on attractions, restaurants, etc for the Greater Vancouver area please visit the following websites:

Tourism Vancouver
Web-Site: www.tourismvancouver.com

Tourism British Columbia
Web-Site: www.hellobc.com

SHOW SERVICE CONTRACTORS

Show Management has contracted with the following suppliers to act as Official Service Contractors for Bakery Congress 2017.



Exhibitors using Service Contractors other than those named by Show Management are responsible for ensuring that those suppliers meet the facility's insurance requirements (see Insurance Requirements section)

SHOW SERVICES

Levy Show Service Inc
12340 Horseshoe Way
Richmond, BC V7A 4Z1
TEL: 604-277-1726
FAX: 604-277-1736
EMAIL: operations@levyshow.com

SERVICES PROVIDED:

- Carpet, Drape & Complements Rental
- Table and Chair Rental
- Accessories Rental
- Furniture Rental
- Hardwall System Rental
- Graphics and Sign Production
- Plant & Flower Rental
- Audio Visual & Computer Rental
- Material Handling
- Shipping & Customs Brokerage

AND

Vancouver Convention Centre
1055 Canada Place
Vancouver, BC V6C 0C3
Tel: 604-647-7206
Fax: 604-647-7325
www.vancouverconventioncentre.com

SERVICES PROVIDED:

- Exhibitor Catering
- Plumbing
- Electrical
- Internet/ITechnology
- Audio Visual Equipment
- Booth Cleaning

DOMESTIC TRANSPORTATION & ADVANCE SHIPPING

Levy Show Service Inc
12340 Horseshoe Way
Richmond, BC V7A 4Z1
TEL: 604-277-1726
FAX: 604-277-1736
EMAIL: operations@levyshow.com

SERVICES PROVIDED:

- Advance Receiving of Exhibit Materials
- Exhibit Transportation Service
- Temporary Storage of Exhibit Shipping Materials

INSURANCE

exhibitorsinsurance.com administered by:
Brokers Trust Insurance Group Inc.
2780 Hwy 7, Unit 103
Concord, ON L4K 3M9
TEL: 905-695-2971
FAX: 905-760-2260
EMAIL: info@exhibitorinsurance.com

INTERNATIONAL TRANSPORTATION AND CUSTOMS

Levy Show Service Inc
12340 Horseshoe Way
Richmond, BC V7A 4Z1
TEL: 604-277-1726
FAX: 604-277-1736
EMAIL: operations@levyshow.com

SERVICES PROVIDED:

- Transportation
- Customs Broker

REGISTRATION AND LEAD RETRIEVAL SERVICE

CONEXSYS Registration Ltd.
34 - 7050B Bramalea Road
Mississauga, ON L5S 1S9
ORDER BY EMAIL: troy@conexsys.com
TEL: 905-405-8415
TOLL FREE: 1-800-661-5319
ONLINE: www.conexsysleads.com

SERVICES PROVIDED:

- Attendee Lead Retrieval Service

EXHIBIT FLOOR PLAN

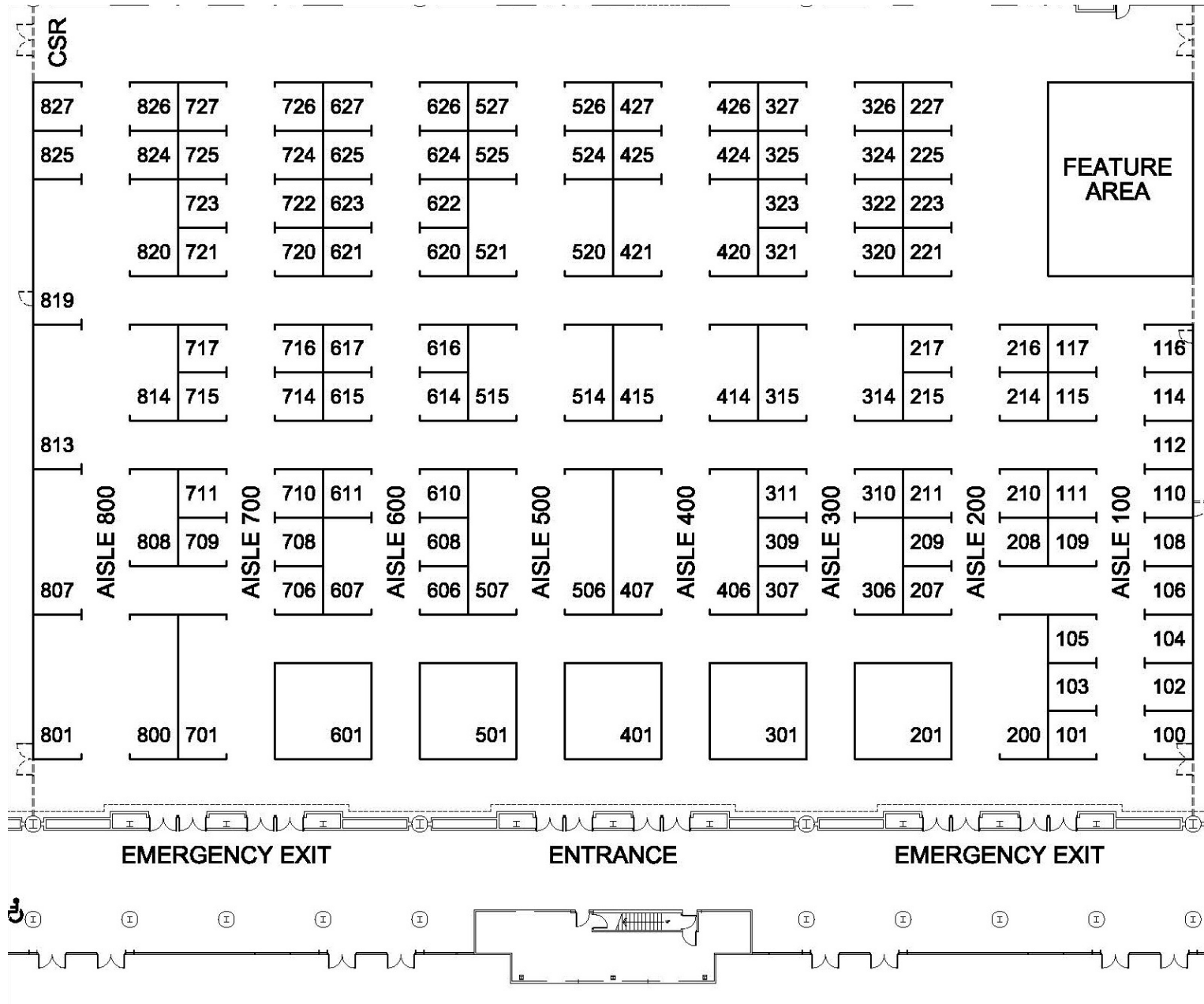


EXHIBIT INFORMATION

EXHIBITORS PACKAGE

The rental of exhibit booth space includes:

- 2 day exhibition, 12 hours total exhibit time
- draped booth – 8 ft high x 10' wide backwall, 3 ft high railing drape to aisle
- drape colour to be black
- aisle carpet will be red
- 24 hour perimeter security coverage
- materials handling from loading docks to booth (uncrating, assembly & spotting available at additional charge)
- 5 (five) exhibitor badges per 100 sq.ft. (up to a maximum of 25 badges)
- 5 (five) complimentary VIP Discount Codes per 100 sq.ft. Note: VIP Discount Codes are valid for admission to the trade show for two days (extra codes available at discounted rates)
- company listing in Official Show Guide published by Bakers Journal magazine (if contracted and paid by printing deadline) or in On-site Addendum (if contracted after Official Show Guide printing deadline)
- comprehensive exhibitor manual: includes operating rules, official contractor information, order forms and general information

BAC Members also enjoy the following:

- a \$200 discount on every 100 square feet of space
- double the quantity of VIP Discount Codes
- a \$50 discount on hot link to company website

EXHIBIT BOOTH & AISLE CLEANING

Aisle Cleaning:

- Show Management will vacuum the aisle carpet on a daily basis
- Aisle garbage removal will be done on a continuous basis during move-in, show hours and move-out

Booth Cleaning:

- Vancouver Convention Centre offers an optional booth vacuuming service which includes booth carpet vacuuming and shampooing. To order this service refer to **Vancouver Convention Centre Booth Vacuuming & Shampooing Form**.

EXHIBIT DECOR REGULATIONS

Character of Exhibits:

The general rule of the exhibit floor is "**be a good neighbour**". No exhibits will be permitted which interfere with the use of other exhibits or impede access to them or impede the free use of the aisle. Booth personnel, including demonstrators, hostesses and models are required to confine their activities within the Exhibitor's booth space.

- Exhibitor's Representatives:** Each Exhibitor must ensure at all times during the period of the Exhibition that someone is present at their booth. All representatives should be either employees of the Exhibitor or representatives earning commissions, brokerage fees or on salary. Models and demonstrators may be hired and admitted to the exhibit hall with a badge that clearly identifies them as representing the Exhibitor.
- Attire:** Exhibitor representatives should be conservatively attired to maintain the professional and business-like climate of the exposition.
- Sound:** Sound systems will be permitted if tuned to a conversational level and if not objectionable to neighbouring Exhibitors. Motion pictures relating to the Exhibitor's equipment will be permitted, provided projection equipment and screen are located in the rear one-third of the booth, and all viewers stand or sit within the booth. Sound movies will be permitted only if the sound is not audible in the aisle or neighbouring booths.

EXHIBIT INFORMATION

- d) **Lighting:** In the best interest of the Exhibition, BAC reserves the right to restrict the use of glaring lights or objectionable light effects including flashing electric signs or lights.
- e) **Booth Exteriors:** The exterior of any display cabinet or structure facing an aisle or adjacent Exhibitor's booth must be suitably finished and decorated at the Exhibitor's expense.
- f) **Noise and Odours:** In fairness to all Exhibitors, BAC reserves the right to restrict the use of noisy or obstructive activities, noisily operating displays, or exhibits producing objectionable odours. Loud machinery should only be run for reasonable periodic demonstrations.
- g) **Aisles:** Aisles shall be free of obstructions. Easels, signs, etc. shall not be placed outside your booth area.

Show Management reserves the right to restrict displays that do not meet with the show criteria and has the final decision in this regard.



Please refer to the following link <http://www.baking.ca/display> for a detailed description of booth regulations.

Photography and Sketching

Cameras may be carried in the exhibit area but under no circumstances may photographs be taken without expressed authority of the Exhibitor concerned in each case. Sketching or drawing machinery on display is prohibited.

Equipment Positioning Within Exhibits

To ensure the safety of all show participants, machinery and equipment shall be positioned so that no portion is closer than 12 inches from the aisle, subject to Show Management approval. Equipment displayed in "in-line exhibits" should be positioned so as to minimize interference with the sightline into neighbouring exhibits.

VANCOUVER CONVENTION CENTRE BUILDING REGULATIONS

The following regulations must be adhered to:

1. **UNDER NO CIRCUMSTANCES** may banners, decorations or signs and similar material be nailed, stapled, screwed, taped or attached to ceilings, walls, or other painted surfaces. Failure to comply will result in a penalty per occurrence to the exhibitor.
2. Helium balloons & glitter are not allowed in the building. As well, adhesive backed (stick-on) decals or similar promotional items are not permitted in the building.
3. Animals, birds, or pets require prior authorization. To enquire about approval, please contact Janice Fendley, Show Manager who will forward your request. *Service animals* are permitted.
4. Alcohol consumption is prohibited during move-in and move-out of shows.
5. All food & beverage is exclusively provided by the Vancouver Convention Centre. A form has been provided if you wish to have food & beverage on the premises.
6. In accordance with City of Vancouver Smoking by-law all Vancouver Convention Centre property is designated non-smoking.

REGISTRATION INFORMATION

EXHIBITOR REGISTRATION

Bakery Congress 2017 is pleased to continue with online registration for exhibitor badges. Each exhibiting company receives up to 5 (five) complimentary exhibitor badges for each 100 sq. ft. of space booked, to a maximum of 25 badges, if ordered before April 18, 2017. The link to order Exhibitor Badges and the password have been emailed to the exhibiting company's booth coordinator. After April 18, 2017 name badges will be ordered on-site.

The cost for additional badges over the complimentary allotment is \$15.00 per badge (cost includes GST).

On-site name changes to badges, including corrections or replacement staff transfers will be provided at no charge. Lost badges will be subject to a \$15.00 per badge charge (cost includes GST).

Exhibitor badges will ONLY be issued to companies that have received a contract for booth space from Show Management. The company name on the badge will be the same as that found on the contract. NO EXCEPTIONS WILL BE MADE.

If an exhibitor has hired demonstrator staff or costumed characters to work in the exhibit booth and they do not know their names prior to the April 18th deadline date, a "Demonstrator" badge may be ordered.

In order for exhibitors who fall into the 'supplier' category to avoid paying the higher Supplier registration fees to attend the show, Show Management recommends you add all employees (booth personnel and general attendees from your company) to your Exhibitor Badge order.

To order additional badges over the complimentary allotment, contact Gillian Blakey, Member and Events Administrator, at gblakey@baking.ca or 905-405-0288 ext 21.

Exhibitor badges will not be mailed. All badges will be held for pick up on-site. Individuals requesting to pick up more badges on their own will be asked to sign for all badges.

Exhibitor badges do not give access to paid conference sessions. Exhibitors that wish to attend these sessions are required to register and pay separately.

The Exhibitor Registration counter at the Vancouver Convention Centre will be open during the following hours for the pick-up of Exhibitor Badges, however Show Management reserves the right to modify this schedule once on-site.

Saturday, April 22	9:00 am to 4:00 pm
Sunday, April 23	8:00 am to 5:00 pm
Monday, April 24	8:00 am to 5:00 pm

REGISTRATION INFORMATION

ATTENDEE REGISTRATION DISCOUNT CODES

As an exhibitor, you are entitled to a complimentary allotment of Attendee Registration Discount Codes for you to distribute to your customers and clients. These discount codes can be used for online registration OR manually entered on the print registration form OR on-site at the show. The quantity of discount codes allocated is based on booth space booked and your Baking Association membership status.

Attendee registration discount codes are valid only for trade show floor access. Code value cannot be applied to paid conference sessions.

The value of each discount code is \$10/\$15 per registrant. Additional discount codes can be ordered by contacting Gillian Blakey at gblakey@baking.ca. The deadline for ordering the Attendee Registration Discount Codes is April 14, 2017 and must be ordered in sets of 10 codes at a cost of \$100.00 (including GST). Cost after April 14, 2017 is \$150.00 (including GST).

The link to access the Attendee Registration Discount Codes and the password have been emailed to the exhibitor company's booth coordinator.

CUSTOMER LEAD RETRIEVAL SERVICE

Show Management has contracted the services of CONEXSYS as the official Registration Contractor. They will be offering Exhibitors two options on lead retrieval systems that provide access to all of the registration information obtained on scanned customers.

- 1) MYLEADS – Premium with printer
- 2) MYLEADS - Standard

To order this service, please complete the CONEXSYS Lead Retrieval Services Order Form.
OR

Order online at www.conexsysleads.com with event code BAKE0417E.

ADVERTISING & PROMOTION

Bakery Congress 2017 offers several value added exhibitor promotional programs to help enhance exhibitors success at the event. These programs assist exhibitors to inform customers they are participating in *Bakery Congress 2017*.

SHOW GUIDE

The April issue of *Bakers Journal* will include the Official Show Guide for *Bakery Congress 2017*.



1. **Exhibitor Listings:** The **SHOW GUIDE** Listing Form is due on *February 24*.

If the Show Guide Listing Form is not completed and submitted by the deadline, your company name, address and other information from the Exhibit Space Application will be used.

Exhibitors booking space after February 24 and/or changes received after this deadline date will be listed in the on-site addendum.

The following describes the Show Guide sections that will feature information provided by exhibitors on their **SHOW GUIDE** listing form.

- a) **Exhibitor List:** A list of company names and booth number placed near the floor plan. Can be used as a quick reference to find the location of a particular exhibitor.
 - b) **Exhibit Description:** A list of exhibitors that includes their address, phone, fax, main products exhibiting and brand names. This section will also include graphic icons representing new products on display, show specials and/or Baking Association of Canada member.
2. **Display Advertising:** A representative from *Bakers Journal* will contact you in regard to placing an ad in the *Bakery Congress 2017* Show Guide.

SPONSORSHIP & MARKETING OPPORTUNITIES

Increase your visibility at *Bakery Congress 2017* with an event sponsorship. It's a reliable cost effective way to increase traffic to your booth and enhance your company image before, during and after the event. Please visit the website to view the opportunities available <http://www.baking.ca/pdfs/c17/2017%20sponsorship%20opportunities%20full.pdf>

PROMOTIONAL MATERIALS

The following materials will be available to exhibitors to assist in promoting their participation at *Bakery Congress 2017*. Please indicate on the PROMOTIONAL OPPORTUNITIES form which of the following you require:

- **Logo Library** – an electronic version of the Bakery Congress 2017 logo will be available in various formats in colour or black & white image. Exhibitors will be able to use the logo in their promotional materials leading up to the event.
- **Email Signature** – the Bakery Congress 2017 logo can be added to your email signature. Exhibitors can also customize their signature with their booth number if desired.
- **Email Broadcast** – If you prefer not to customize an email invitation, we will be creating 3 email notices leading up to the event that can be used to provide people on your email distribution lists with generic information on the event. Links to the on-line registration system will be provided within these notices. *Note: If you choose to use these notices, they will be sent to you via email as they become available.*
- **Web Button** – The button can be put on your website so that when activated will allow people to conveniently go directly to either the **Bakery Congress 2017** home page or the on-line registration area so that they can register to attend.
- **Hot Link** - Send attendee's to your company's web-site by activating a hot link from the Bakery Congress 2017 Current Exhibitor list on BAC's web-site. The cost for this link is \$100 for BAC Members; \$150 for non-members plus HST.

MOVE-IN, SET-UP, STORAGE, MOVE-OUT INFORMATION

GENERAL INFORMATION

All exhibits are brought into the Vancouver Convention Centre via the East Truck Route at the foot of Howe Street. The East Truck Route has a one-way access only and is 16' wide and 13' 6" maximum height. The East Truck Route will allow a standard 40' trailer with a clearance of no less than 12' to enter Exhibit Halls. Do not deliver freight or unload at hotel entrances or elevators. All vehicles will be unloaded in the loading dock area.

Once unloaded, all vehicles must be removed immediately. Drivers of vehicles must stand by vehicles at all times.

Vehicles parked in non designated areas or in designated fire routes will be tagged and/or towed at the exhibitor's expense.

Children under the age of 15 years are NOT allowed on-site during move-in or move-out.

US & INTERNATIONAL FREIGHT

Official Customs Broker

Levy Show Service Inc
 12340 Horseshoe Way
 Richmond, BC V7A 4Z1
 TEL: 604-277-1726
 FAX: 604-277-1736
 EMAIL: operations@levyshow.com

Exhibitors who are shipping goods to the event from outside of Canada are strongly urged to use the Official Customs Broker. A representative from Levy Show Services will be available throughout the trade show to ensure that all your customs needs have been addressed.

Exhibitors who choose to use another customs broker or hand-carry goods into Canada should present a copy of the Canada Border Services Agency letter at the time of entry into Canada. To obtain a copy of this letter, please call Gillian Blakey at 888-674-2253 x21.

MOVE-IN INFORMATION

Advance Deliveries

The Vancouver Convention Centre will not accept deliveries prior to the beginning of move-in on Saturday, April 22. Deliveries arriving before that time will be returned to exhibitors at their expense. Levy Show Service Inc offers exhibitors an Advance Receiving Service to those who wish to pre-deliver their exhibit materials. Please refer to **Levy Show Service: Advance Receiving Order Form**.

Move-In Schedule:

Saturday, April 22	6:00 am 8:00 am 11:00 am	Levy Show Service Set-up Priority Move-in General Move-in
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All deliveries, regardless of load size or unloading time must be brought into the Vancouver Convention Centre via the Truck Route located in the east building.



Levy Show Services will issue a move-in schedule to facilitate the orderly move-in of exhibitors. To ensure a smooth move-in, it is important that each exhibitor adhere to the move-in schedule. Shipments not arriving during their scheduled time will be turned away until all scheduled shipments are completed. All exhibitors are required to complete the **Move-in & Set-Up Form**. This form must be returned by April 7. The move-in schedule will be established by Levy Show Services and Show Management, and will be emailed to Exhibitors during the week of April 17.

Exhibitors are responsible for having their booth set-up by 9:00 pm Saturday, April 22 unless special arrangements are made with Show Management.

MOVE-IN, SET-UP, STORAGE, MOVE-OUT INFORMATION

DRAYAGE

Show Management provides complimentary drayage (materials handling) assistance for exhibitors. This includes all the equipment and labour necessary to transport your exhibit from the receiving area to the booth site as quickly and efficiently as possible.



All forklifts and heavy loading devices must be operated by a trained operator approved by the Vancouver Convention Centre.

Damages resulting from the improper use of such equipment by someone other than a trained operator will be the responsibility of that individual.

The materials handling crew will only load/unload exhibit material. They will not assist with other special services unless contracted to do so by the exhibitor.

Floor management requires that a representative of each company be on-site during the move-in for spotting of the freight when it is delivered to the booth. Exhibitors that require a forklift to come back to their booth to reposition freight will be charged directly for this time.

Any drayage that is required outside of the scheduled move-in or move-out times are the financial responsibility of the exhibitor.

Includes: dollies, pump trucks and forklift with maximum capacity of 5000 lbs. per unit/item. Exhibitors requiring special handling/equipment beyond that provided by Show Management will be responsible for all fees incurred.

COLD STORAGE



Freezer and refrigerated storage is NOT available on-site.

ON-SITE STORAGE

A limited amount of on-site storage is available. Any shipping crates and boxes that can not fit in your exhibit space and/or the on-site storage, and has not been contracted through Levy Show Services must be removed from the building on Saturday, April 22 by 6:00 pm. These materials can be brought back into the building once move-out has begun at 5:30 pm on Monday, April 24.

Levy Show Service Inc is offering a storage service to those exhibitors who are unable to make alternative arrangements to have their shipping materials stored off-site. Please refer to the **Levy Show Service: Move-in and Set-up Form** to order this service.

MOVE-OUT INFORMATION

AISLE CARPET REMOVAL	Monday, April 24	5:00 pm – 6:00 pm
MOVE-OUT DATES	Monday, April 24	6:00 pm – 9:00 pm
	Tuesday, April 25	8:00 am – 11:00 am



Exhibits must not be disturbed, dismantled or removed before 5:00 pm on Monday, April 24 unless prior written permission is received from Show Management.

Exhibitors are reminded not to put items into the aisles until the aisle carpet has been removed.

A MOVE-OUT SCHEDULE WILL NOT BE ISSUED. Vehicles will only be permitted access to the receiving area for loading when their display is fully dismantled and ready for loading. This will ensure that as many Exhibitors as possible have an opportunity to move-out and that no vehicles are left unattended in the loading docks.

After your display has been dismantled and is ready for loading, please inform the Floor Manager who will then give your vehicle access to the facility.

Levy Show Services has been authorized to remove, store and ship any material remaining within the premises of the Vancouver Convention Centre after 12 noon on Tuesday, April 25. Any costs associated with this service will be at the Exhibitor's expense.



ELECTRICAL & MECHANICAL INFORMATION

ELECTRICAL SERVICES

Vancouver Convention Centre
1055 Canada Place
Vancouver, BC V6C 03C
Tel: 604-647-7206
Fax: 604-647-7325
Place order online: www.vancouverconventioncentre.com

Vancouver Convention Centre provides electrical services for the trade show. All hook ups to the electrical systems must be made by the Vancouver Convention Centre (VCC). Please refer to the **VCC: Electrical Services Request Form** for pricing and billing. Any questions should be directed to the Vancouver Convention Centre.

Borrowing power from an adjoining booth SHALL NOT be permitted. Using your neighbours outlet may cause an overload.

Permanent building receptacles ARE NOT part of booth space and exhibitors will be charged for their use.

Regulations & Requirements:

The following requirements must be adhered to with respect to the installation of all temporary electrical and lighting equipment or service.

- a) It is the responsibility of the exhibitor to ensure that all electrical connections, installations, assemblies, motors and any electrical operating gear conform to all Federal, Provincial and Municipal electrical and fire codes. This includes electrical merchandise as well as lighting and display equipment.
- b) All electrical fixtures, fittings and appliances must be CSA approved.
- c) Latex wire cord, duplex and triplex plugs are not allowed.
- d) Exhibitors may not store materials on or around any electrical equipment or connections of any kind.
- e) Equipment that trips circuits due to overload may not be restarted until the Vancouver Convention Centre has found the source and corrected the problem.
- f) Wall and pillar plugs distributed around the building are for the specific use of the Vancouver Convention Centre and their contractors and are not for the use of exhibitors unless specified by VCC. If exhibitors are found to be using these plugs without permission they will be charged for the usage.

PLUMBING SERVICES

All water and plumbing services are provided by the Vancouver Convention Centre. Please refer to the **VCC: Plumbing Services Request Form** for pricing and billing. Any questions should be directed to the Vancouver Convention Centre.



INSURANCE REQUIREMENTS

EXHIBITOR INSURANCE

Exhibitor's participating in *Bakery Congress 2017* MUST carry adequate Liability Insurance with a **minimum \$2,000,000** limit to protect everyone participating in the event including themselves, fellow Exhibitors, Attendees, Show Management, Show Service Suppliers and the Vancouver Convention Centre.

The BAC's insurance policy does not extend coverage to any exhibits and we are required by our Insurance Company and the Facility that all exhibitors must provide us with a Certificate of Insurance upon receipt of the Exhibitor's Manual.

There are two ways to arrange the required insurance:

OPTION #1: SINGLE EVENT INSURANCE

Baking Association of Canada has appointed Exhibitorinsurance.com as the recommended Insurance contractor for exhibitors. An application form and details of coverage are included with the Supplier Order Forms.

OPTION #2: YOUR OWN INSURANCE

Contact your Insurance Representative to confirm your coverage meets the following minimum requirements. Once you confirm coverage with your insurance representative, have them prepare a Trade Show Specific Certificate of Insurance which must have the following:

- Baking Association of Canada listed as an additional insured.
- Dates of the event: April 22 – April 25, 2017 (includes move in and out dates)
- Event name: BAKERY CONGRESS 2017
- Location of event:: Vancouver Convention Centre, Hall B, Vancouver BC
- Comprehensive General Liability of \$2,000,000
- Bodily Injury and Property Damage Liability subject to a maximum \$1,000 Bodily Injury & Property Damage – Inclusive each occurrence
- Products and Completed Operations Liability
- Contingent Employers Liability
- Broad form Property Damage
- Cross Liability clause
- Severability of Interest Clause

Show Management has ensured that all Official Service Contractors meet with the Vancouver Convention Centre's insurance requirements. Exhibitors using suppliers other than the official named are responsible for ensuring that these contractors have adequate insurance coverage. Exhibitors should provide evidence that service contractors are covered upon request by BAC.



SECURITY

GENERAL INFORMATION

Bakery Congress 2017 has contracted security services from the Vancouver Convention Centre that will be responsible for the 24 hour coverage of the entrance/exit and the general floor area.

Exhibitors are asked to take whatever precautions are necessary to protect valuable materials and equipment. Show Management and the VCC are not responsible for the loss of property of any kind, from the booth location.

RESPONSIBILITY FOR LOSSES

Neither the Baking Association of Canada, nor the Vancouver Convention Centre, nor the official contractors charged with providing the services can be held responsible for any injury, loss or damage that may occur to the exhibitors, their employees, agents or property from any cause whatsoever, or which may be sustained by any person who may be on the premises contracted to the exhibitor, or watching, observing or participating in any demonstration or exhibit of the exhibitor. Exhibitor and exhibitor's contractors and its insurers will not subrogate against BAC for theft of, loss of or damage to exhibitors or exhibitor's property while in transit to, within and in transit from the confines of the Vancouver Convention Centre.

It is agreed by the parties that the nature of the facilities available, the presence and circulation of large numbers of people, the difficulty of effective supervision over the protection of large numbers of removable articles in numerous booths and various other factors make it reasonable that each exhibitor shall assume the risk of any injury, loss or damage, and the exhibitor assumes such risk and expressly releases the organization and individuals referred to above from any and all claims for any such loss, damage or injury. Protection against unauthorized removal of property from the booth occupied by the exhibitor shall be the exhibitors responsibility and that it is the sole responsibility of the exhibitor to obtain such insurance protection.

FOOD SAMPLING RULES & REGULATIONS

FOOD SAMPLING

Due to the nature of *Bakery Congress 2017*, the Vancouver Convention Centre and Vancouver Coastal Health recognize the need to allow exhibitors the freedom to sample their product to attendees. BAC has been granted a Temporary Event Approval from Vancouver Coastal Health. Exhibitors will be allowed to offer portions of their product in sizes that could be reasonably interpreted as sample sizes to the greater audience.



It is imperative that BAC provides Vancouver Coastal Health with a list of exhibitors that are sampling and/or serving food items to attendees no less than 14 days before event.

Please inform the *Bakery Congress 2017* Show Manager if you are sampling food products and/or beverages. Please email your sampling details to jfendley@baking.ca no later than **April 5th, 2017**. This is a requirement by the Vancouver Coastal Health Authority.

Details to include:

- Company name, address, email and contact person
- List and describe food items that will be served/sampled
- Include manner in which each is prepared and stored on-site

Any questions regarding food sampling should be addressed to the *Bakery Congress 2017* Show Manager Janice Fendley at 905-405-0288 or 1-888-674-2253, ext 24 or via email at jfendley@baking.ca

HAND WASHING

Each exhibitor who is providing food sampling must provide an adequate hand washing facility. This includes a container for warm water, a soap dispenser, a roll of paper towels and a bucket to collect waste water.

WASH-UP AREA

A wash-up area will be provided at *Bakery Congress 2017* for exhibitors who need to wash utensils and dishes. Please check with Show Management once on-site for the exact location of the wash-up area.



Public washrooms are not to be used for clean-up purposes.

FIRE REGULATIONS

The purpose of these requirements is to maintain an acceptable level of fire safety within the Vancouver Convention Centre.

1. Exhibitors must comply with Federal, Provincial and Municipal building and fire codes.
2. All electrical equipment must be CSA or UL approved.
3. Displays may not block, impede or obstruct a fire exit from view. Should the sight line of such exits be affected, the Vancouver Convention Centre Director of Fire & Safety may provide alternative plans.
4. Displays may not restrict access to or obstruct from view any fire hose cabinet, fire hydrant or fire department connection.
5. Draping, table covering, booth partitioning and carpeting used in a show must be of flame-retardant material. All material is subjected to inspection and flame-testing at any time by the Fire Department and/or the Director of Fire Safety.
6. The following materials shall be flameproof if used for decorative purposes:
 - Flowers – artificial
 - Foliage – artificial
 - Paper – cardboard or compressed paperboard less than 1/8" thick is considered to be paper
 - Plastic materials
 - Textiles
 - Any other material used for festive decoration
7. It is necessary to flameproof textiles, paper and other combustible merchandise on display. This may be limited to an acceptable quantity.
8. Boxes, packaging and other unused exhibitor material must not be stored on top of, or around any electrical connections, fittings or transformers.
9. Hay, straw, shredded paper, and excelsior packing must be removed from the building
10. Any equipment that uses an open flame as part of an exhibit must be approved by the Vancouver Convention Centre's Director of Fire & Safety. Such approval must be obtained in writing through the VCC. A suitable fire extinguisher will be required in the display area. Flame shall not be used solely for attracting attention.
11. Flammable liquids or gases shall not be stored inside the building.
12. Unless approval is obtained from the Vancouver Convention Centre, exhibitors may not operate any engine or motor or machinery, or use oil, burning fluids, kerosene, naphtha, acetylene or gasoline in the exhibit hall.
13. Motor vehicles or other machinery with a gasoline engine may be displayed with no more than one quarter (1/4) tank of gasoline remaining in the tank. Fuel caps must be locked or taped shut and battery leads must be disconnected. Vehicles must have drip pans underneath them and pads under all tires. All vehicles entering the Vancouver Convention Centre must be clean and dry.
14. No fireworks may be brought into the Vancouver Convention Centre at any time.
15. Displays must not encroach on exit doorways. No portion of a display shall project into any aisle. Exit doors must not be concealed or obscured by drapes or temporary partitions, etc.
16. If a fire hose standpipe is located in an exhibit space access to such equipment cannot be restricted. If the view to such equipment is obstructed, designating signage must be provided.
17. Nothing shall be hung from or affixed to any sprinkler piping or heads. Booth construction or ceiling decorations to the show booths must not impede the operation of the sprinkler system.

FIRE REGULATIONS

18. All clamps on portable spotlights should be protected from metal to metal contact by having electrical insulating pads or wrappings permanently attached to the lampholder clamps. Where a spotlight may be subject to physical damage, dampness or where lamps may come in contact with combustible material, the spotlight shall be equipped with a guard attached to the lampholder or the handle.
19. Flexible cords (extension cords) may only be used for portable lamps or appliances that are of allowable amperage for this size and type of three conductor cord used to power bars.
20. If it is deemed by the Vancouver Convention Centre that a display or action of any exhibitor may affect public safety, the exhibitor shall accept the required changes or Show Management shall be required to evict the exhibitor.