

SERVICE INFORMATION

BOOTH EQUIPMENT

Each 8' x 10' booth will include an 8' high back wall, 3' high side walls, one 6' white skirted table, two chairs and one wastebasket. Booth draping will be a combination of burgundy and white.

Note: Our office will be closed July 3 & 4, 2017 for Canada Day, August 7, 2017 for the Civic Holiday and September 4, 2017 for Labour Day.

EXHIBIT HALL CARPET

The exhibit areas and booths are carpeted with the existing facility carpet. 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 **August 28, 2017**. Freeman cannot guarantee pricing and availability of the Specialty Furnishing items noted with the symbol (+) on the Furnishing Order Form after this deadline.

SHOW SCHEDULE

EXHIBITOR MOVE-IN

For more information and helpful hints on preshow procedures and move-in, please go to [Pre-Show FAQ](#)

September 19, 2017 1:00pm - 4:00pm

EXHIBIT HOURS

September 19, 2017 5:00pm - 8:00pm

September 20, 2017 9:00am - 6:00pm

EXHIBITOR MOVE-OUT

For more information and helpful hints on postshow procedures and move-out, please go to [Post-Show FAQ](#)

September 20, 2017 6:00pm - 8:00pm

DISMANTLE AND MOVE-OUT INFORMATION

- Freeman will begin returning empty containers as soon as the show is closed.
- To ensure all exhibitor materials are removed from the exhibit facility by the Exhibitor Move-Out deadline please have all carriers check-in by **September 20 @ 7:00pm with Freeman.**

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.

All labour services performed between 4:00pm and 6:00am (Monday to Friday), between 8:00am and 4:00pm (Saturday & Sunday) will have overtime charges applied. All labour services performed between 6:00pm and 8:00am (Monday to Friday) and between 4:00pm and 8:00am (Saturday & Sunday) will have double-time charges applied. Please refer to the Labour Order form in the service manual. All material handling services performed after 4:00pm (Monday to Friday) and all day Saturday and Sunday will have overtime charges applied. Please refer to the Material Handling Order Form in the service manual.

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 **September 12, 2017**. SEE LABELS SUPPLIED INSIDE EXHIBITOR KIT which also lists the shipping address. Warehouse pre-shipping charges will be applicable.

MATERIAL HANDLING

Exhibitors may hand-carry their own freight through the passenger elevators. All exhibitors handling their own freight will be responsible to arrange their own storage of empty containers during the show. No storage will be available on the show floor. The use of pump trucks or other mechanical equipment is not permitted.

Any material handled by Freeman will be charged according to the rates listed within the service manual. Please refer to the Material Handling OrderForm for rates.

POST SHOW PAPERWORK AND LABELS

Our Exhibitor Services Department will gladly prepare your outbound Material Handling Agreement and labels in advance. Complete the Outbound Shipping form and your paperwork will be available at show site. Be sure your carrier knows the company name and booth number when making arrangements for shipping your exhibit at the close of the show.

SHIPPING INFORMATION

Warehouse Shipping Address:

CCGA Damage Prevention Symposium

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 **August 18, 2017** at the above address. All shipments must be accompanied by a Certified Weight Ticket. Full Load trailers without a Certified Weight Ticket may be refused and sent to obtain requested documents. To avoid additional late arrival charges, materials must arrive by **September 12, 2017**. Warehouse materials are accepted Monday through Friday between the hours of 8:00am to 4:30pm. **Please Note: The warehouse will be closed on July 3 & 4, 2017 in observance of Canada and September 4, 2017 for Labour Day therefore shipments will not be accepted on these dates.**

Please note: All items and materials that must be brought into the facility are subject to Material Handling Charges and are the responsibility of the Exhibitor. This also applies to items not ordered through the Official Show Vendors. Refer to the material handling form for charges for the service.

Please be aware that disposal of exhibit properties is not included as part of your material handling charges. Please contact Freeman for your quoted rates and rules applicable to disposal of your exhibit properties.

FACILITY RESTRICTIONS

IMPORTANT NOTICE

All shipments must be directed to the Freeman warehouse. **No show site shipments will be allowed.**

Exhibitors may handle their own hand-carried materials, or they may arrange for this to be done by Freeman.

Storage space is not available at the Delta Ottawa City Centre.

- It is highly recommended that you contact Freeman Exhibitor Services prior to shipping.
- Any charges incurred for early freight accepted by the facility is the responsibility of the exhibitor.
- Forklifting Services are not available at the Delta Ottawa City Centre.
- Pump Jacks may be used in the Delta Ottawa City Centre.

Restrictions:

- Loading Dock Available: Trucks should not exceed 10'6" in height and 8'6" in width and 25' in length for move out only.

- Loading Dock Unavailable: Trucks will need to be equipped with a tailgate for street loading, and crates may need to be uncrated prior to moving onto the show floor and re crated at the close of the show. Additional fees will apply, please contact Freeman Exhibitor Services for details.

FREEMAN ONLINE®

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

Using the enhanced FreemanOnline, you will enjoy easy access to added features and functions as well as the high caliber of Freeman services you've come to expect — **before, during and after** your show. Additionally, you can now access FreemanOnline from any device — **desktop, laptop, tablet** or via our new **FreemanOnline Mobile App**.

To place online orders you will be required to enter your unique username and password. To access FreemanOnline for **CCGA Damage Prevention Symposium** go to: <http://www.freemanco.com/store/show/showInformation.jsp?showID=455002&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 "Create an Account" link in the top right corner. You can also download and use the FOL Mobile App from the Apple or Android store, or here: folmobile.freemanco.com. A mobile web version of the FreemanOnline Mobile App is available to extend mobile use for those users that do not have an Apple or Android device or who do not want to download the app.

If you need assistance with FreemanOnline please call our Customer Support Centre toll free at (888) 508-5054 for Canada & U.S. exhibitors or (512) 982-4186 for local and International exhibitors.

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 **CCGA Damage Prevention Symposium**. Our Exhibit Transportation Department will be in contact with you to discuss your shipping requirements, however you are able to reach a Customer Service Representative:

Phone Toll Free (U.S. & Canadian Exhibitors): (877) 478-1113

Phone (Int'l/Overseas Exhibitors): Country Code: +1-817-607-5183

Fax: (905) 951-3145

Email: exhibit.transportation@freeman.com

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 DELIVERIES (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 do 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'.

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@freeman.com

French order forms are available upon request.

WE APPRECIATE YOUR BUSINESS.

FREEMAN GENERAL INFORMATION

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.freeman.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@freeman.com. If you would like to have your personal information removed from Freeman's database, please email legal@freeman.com to request removal.

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.

SAVE MONEY

Take advantage of a 30% discount by ordering online at www.freemanco.com/store by **August 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 your 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.

Freeman does not ship or handle Hazardous Materials. If any materials you are shipping to the event fall into this category, please contact Freeman to be sure that the material will be allowed at the facility and by the association. In addition, if authorized by the facility and the association, you will need to make separate arrangements for the transport and handling of the approved materials, since Freeman will not transport or handle them.

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 [Pre-Show FAQ](#)

For more information and helpful hints on postshow procedures and move-out, please go to [Post-Show FAQ](#)

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

SERVICE CONTRACTOR CONTACTS / INFORMATION

FREEMAN TRANSPORTATION & CUSTOMS

Phone Toll Free (U.S. & Canadian Exhibitors): (877) 478-1113

Phone (Int'l/Overseas Exhibitors): Country Code: +1-817-607-5183

Fax: (905) 951-3145

Email: exhibit.transportation@freeman.com

DELTA OTTAWA CITY CENTRE (INTERNET)

Phone: (613) 688-6832

Lori McKendry

Email: lori.mckendry@deltahotels.ca

FREEMAN AUDIO VISUAL CANADA

Phone: (613) 237-3600 ext. 6305

Ken Parsons

Ken.Parsons@freemanco.com

FREEMAN other contractors