



CANADIAN  
NEUROLOGICAL  
SCIENCES  
FEDERATION

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FÉDÉRATION  
DES SCIENCES  
NEUROLOGIQUES  
DU CANADA



EXHIBITOR GUIDELINES  
AND MANUAL 2024

# Exhibit Guidelines and Manual



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# Exhibit Guidelines and Manual



## INTRODUCTION

This package contains all the necessary documents required to exhibit at the Canadian Neurological Sciences Federation Annual Congress, being held at the:

- **Fairmont Royal York Hotel (FRY)**, in Toronto, Ontario
- **Tuesday, May 21 – Friday, May 24**

Please ensure you read the attached information carefully and return all the required forms prior to the deadline dates indicated below.

In order to make the exhibition a success, all exhibitors who occupy booth space agree to conform to the full rules and regulations outlined in the previously issued Sponsor and/or Exhibitor invitation, as well as in this Exhibitor Manual.

If you have any questions pertaining to the enclosed information, please don't hesitate to contact the appropriate parties as detailed in the contact information section.

## EXHIBITOR DEADLINES AND KEY DATES | 2024

**Exhibition Application &/or Contract:** \_\_\_\_\_ March 22

**Indemnification and Hold Harmless Agreement:** \_\_\_\_\_ April 24

**Exhibitor Appointed Contractor Form:** \_\_\_\_\_ Apr 24

**Advance Warehouse Shipments:** \_\_\_\_\_ Apr 24 to May 15 (Via GES)

**GES Show Services Order Forms:** \_\_\_\_\_ May 3 (for discounted rates)

**Showkraft Production Services – Audio Visual Order Forms:** \_\_\_\_\_ May 3

**Facility Order Forms:** \_\_\_\_\_ May 3

# Exhibit Guidelines and Manual



## CONTACT INFORMATION AND OFFICIAL TRADESHOW CONTRACTORS

### CNSF SECRETARIAT

Canadian Neurological Sciences Federation  
Dan Morin  
CEO  
Suite 143N, 8500 Macleod Trail SE  
Calgary, AB T2H 2N1  
Tel: 403-229-9544 ext. 101  
Fax: 403-229-1661  
[dan-morin@cnsf.org](mailto:dan-morin@cnsf.org)  
[www.cnsf.org](http://www.cnsf.org)

### EVENT FACILITY

The Fairmont Royal York Hotel (RYH)  
Brett Thompson, CMP  
Event Sales and Services Manager  
100 Front Street West  
Toronto, ON M5J 1E3  
Tel: 416-860-4550  
[Brett.Thompson@Fairmont.com](mailto:Brett.Thompson@Fairmont.com)

### CONFERENCE MANAGEMENT

Intertask Conferences  
Rozanne Lyons, CMP  
Exhibit Logistics  
275 Bay St.  
Ottawa, ON K1R 5Z5  
Tel: 613-238-6600 ext. 221  
[cnsf@intertaskconferences.com](mailto:cnsf@intertaskconferences.com)  
[www.intertaskconferences.com](http://www.intertaskconferences.com)

### OFFICIAL AUDIO-VISUAL SUPPLIER

Showkraft Production Services Ltd.  
Mark Happeney, President  
813 Underhill Drive  
Delta, BC V4M 2V2  
Tel: 888-461-SHOW (7469)  
Fax: 888-461-SHOW (7469)  
Cell: 778-955-SHOW (7469)  
[mark@showkraftps.com](mailto:mark@showkraftps.com)  
[www.showkraftps.com](http://www.showkraftps.com)

### TRANSPORTATION SERVICES

GES | ConsultExpo  
Tel: 514-482-8886  
[GES@consultexpoinc.com](mailto:GES@consultexpoinc.com)

### OFFICIAL DISPLAY COMPANY

GES  
Exhibitor Services  
Tel: 877-437-4247 / 905-283-0500  
[torontoexhibitorservices@ges.com](mailto:torontoexhibitorservices@ges.com)  
[www.ges.ca](http://www.ges.ca)

### CUSTOMS BROKERAGE SERVICES

ConsultExpo Event Services Inc.  
Heather James  
Tel: 514-482-8886 ext. 3  
Cell: 416-561-7779  
Fax: 888-629-9008  
[heatherj@consultexpoinc.com](mailto:heatherj@consultexpoinc.com)

### ELECTRICAL & INTERNET SUPPLIER

Encore Global  
Royal York Hotel (RYH) Sales Team  
The Fairmont Royal York Hotel  
100 Front Street West  
Toronto, ON M5J 1E3  
Tel: 416-703-3944  
[RYHsales@Encoreglobal.com](mailto:RYHsales@Encoreglobal.com)

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## REQUIRED DOCUMENTS

To order items, in addition to what is included in your contracted booth package, please use the LINKS below or contact the appropriate person listed on the previous page. Please refer to the Exhibitor Deadlines and Key Dates Checklist to ensure you have completed and returned all necessary documentation by the required dates.

Please use the following links to the supplier forms:

### GES – DISPLAY SERVICES

- [Display – Online Order Forms](#)
  - ✓ Note one outlet is included per booth
- Customs Order Form: [English](#) | [French](#)

### SHOWKRAFT PRODUCTION SERVICES

- [Audio Visual Exhibitor Order Form](#)

### FAIRMONT ROYAL YORK HOTEL

- [IMPORTANT Exhibitor Information](#) – **MUST READ**
- [F&B Orders](#) | Contact Hotel Event Manager (See previous page for contact details)

### FAIRMONT ROYAL YORK HOTEL | ENCORE

- [Electrical & Internet Order Form](#)
  - ✓ Note one outlet is included per booth
  - ✓ Note complimentary WiFi will be available in the Exhibit Hall

## REQUIRED FORMS | ONE LINK

- Please click in the link below and complete the information by April 24, 2024
- [Indemnification and Hold Harmless & Exhibitor Appointed Contractor \(EAC\) Form](#)

# Exhibit Guidelines and Manual



## EXHIBIT SCHEDULE AND EXHIBITOR MOVE-IN AND MOVE-OUT

EXHIBIT MOVE-IN (SET-UP) | **2024 – Canadian Room, Convention Floor** (NOTE: Exhibit Hall is carpeted)

| DAY       | DATE   | HOURS          |
|-----------|--------|----------------|
| Wednesday | May 22 | 10:00 to 15:00 |

To ensure an efficient off loading and set-up for all exhibitors, specific move-in times MAY be assigned for each exhibitor by the Official Show Service Provider, GES. Special arrangements (i.e.: early access) must be addressed and agreed upon with GES in advance of the show dates. Please ensure you read the loading dock restrictions below:

- [Exhibitor Information & Load In Map](#)

Access to the Exhibit Hall will be granted only to those personnel who have been registered and are wearing an approved identification badge (refer to Exhibitor Registration) and in accordance with the dates and times.

All exhibits and displays must be set-up and void of all cartons, crates and packing materials by 15:00 on Wednesday, May 22. Any exhibit or display that is not set-up may be removed and stored by the Conference Management at the sole expense of the Exhibitor.

NOTE: no display material except that carried by hand will be permitted to move through the exhibit area during show hours.

EXHIBIT SHOW HOURS | **2024**

| DAY       | DATE   | HOURS          |
|-----------|--------|----------------|
| Wednesday | May 22 | 16:15 to 18:30 |
| Thursday  | May 23 | 10:00 to 17:30 |
| Friday    | May 24 | 10:00 to 13:00 |

EXHIBIT MOVE-OUT (DISMANTLING) | **2024**

| DAY    | DATE   | HOURS          |
|--------|--------|----------------|
| Friday | May 24 | 13:00 to 17:00 |

## EXHIBIT BOOTH INCLUSIONS (NOTE: Exhibit Hall is carpeted)

The following is included in your standard booth package:

- One 10' w x 8' d pipe and drape booth.
- 8' high back drape and 3' high side divider drapes in black.
- One 6' table with black skirt.
- Two padded chairs.
- One waste paper basket.
- One 44" w x 7" h identification sign (black block text on white background).
- One electrical outlet 120 V, 15A.
- Daily vacuuming of aisles and general housekeeping of the exhibit common areas.
- NOTE: It is the exhibitor's responsibility to keep and maintain each exhibit space and paths thereof in a clean, dust-free and orderly fashion for the duration of the show.
- General show lighting for all the event areas.
- Two Exhibitor badges per 10' w x 8' d exhibit space.
- Note: Full Congress registrations for exhibitors and sponsors are available at a discounted rate of \$950 and additional Exhibit Hall ONLY passes are available at \$200 each. They can be purchased online at:  
<https://www.cnsf.org/congress/registration/>

# Exhibit Guidelines and Manual



## EXHIBIT BOOTH SPACE RENTAL DOES NOT INCLUDE:

- Material handling, additional equipment/supplies or drayage\* costs.
- Individual booth lighting, additional electrical outlets, transportation, warehousing, brokerage services, special materials, carpets or furnishings beyond those already specified, and the movement, transfer, removal, storage, setup, and dismantling of customer exhibits.
- Telephone, Internet, computer data lines, and specialized telecommunication services.
- Specialized security staffing requirements for individual booths or exhibits, either overnight or during the event, beyond the general level of security (exhibit hall will be locked) provided by the Conference Management.

**\*Drayage:** If you do not ship to the GES Advance Warehouse, you are responsible for moving your materials from the loading dock to your exhibit booth and back. This must be done by your own employees or you can hire GES. If you ship your materials to the GES Advance Warehouse, drayage is included.

- **Shipments sent directly to the show site will only be accepted starting on Wednesday, May 22 (not before).**
- **Deliveries attempted outside the scheduled move-in time will be refused and re-directed to the designated freight or display supplier.**
- **Please use the appropriate shipping label on the following page.**

## SHIPPING AND RECEIVING

**If using courier companies (FedEx, Purolator & UPS) you must:**

1. Complete the appropriate paperwork and labels for your designated courier;
2. Call to schedule the pick-up and;
3. Fill out the GES Materials Handling Agreement.

### **IMPT:**

**Any Courier Shipments Left after 17:00 on Friday, May 24 will be shipped by GES, the CNSF official carrier, at prevailing LTL rates without prior notice.**

No exhibit/display shall be dismantled before 13:00 on Friday, May 24. This regulation will be strictly enforced.

Any material left in the facility following the official move-out time, will be removed by GES, and held in storage and charged at the prevailing rates at the Exhibitors' expense. The Conference Management shall be entitled to seize and hold (at the Exhibitors' expense) any exhibit or display materials of Exhibitors with outstanding payments owing to Conference Management or any Official Supplier. These will be released once all Conference Management claims have been settled.

Exhibitors are responsible for the shipment of their exhibits and materials. GES is the Official Transportation and Customs Clearance Provider for the Canadian Neurological Sciences Federation Annual Congress. The Exclusive Show Services and Drayage Contractor (GES) provides material handling and advance warehousing. Once your material arrives at the advance warehouse, GES ensures delivery to and from the exhibit space. Please also see **Material Handling** section.

GES advance warehouse will accept crated, boxed, or skidded material beginning **Wednesday, April 24** at the advance shipping address indicated below. Materials must arrive at the warehouse by **Wednesday, May 15**.

Shipments sent collect will **not** be accepted.

# Exhibit Guidelines and Manual



## SHIPPING LABELS

### Advance Warehouse

Ensure all freight destined for the Advance Warehouse is properly identified.

Advance Warehouse is open for CNSF between:

- **Wednesday, April 24 and Wednesday, May 15**
- [09:00 – 15:00] **No weekend or holiday deliveries**
- Click [here for ADVANCE shipping label](#).

**NOTE:** Any questions regarding shipments? Please contact GES at 905-283-0500.

### Direct to the show site

Shipments sent **Direct to the show site** will be accepted as indicated below:

- **For Direct to Show      May 22      [10:00 – 15:30]      Timed Deliveries**
- Click [here for DIRECT shipping label](#)

Exhibitor's shipping material using FedEx, UPS or any other carrier, must employ the services of GES to move the boxes from the loading dock to the exhibit hall and back, or move them on their own.

## SHIPMENTS ORIGINATING IN CANADA

All shipments originating in Canada should be prepaid and consigned.

## SHIPMENTS FROM OUTSIDE CANADA

For the convenience of Exhibitors shipping goods from outside Canada, ConsultExpo Event Services Inc. has been appointed the Exclusive Customs Broker to handle customs clearance for those Exhibitors who may require such service.

Please complete the online **ConsultExpo Order Form** and **Canada Customs Invoice** in your preferred language: [English](#) | [French](#). "Live" assistance is available by using the Chat feature.

All fees related to customs clearance are the sole responsibility of the Exhibitor.



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## LOADING DOCKS AND PARKING

Arriving by car? Please ensure you read the [IMPORTANT Exhibitor Information from the Fairmont Royal York](#) for loading dock map and restrictions.

### **NOTE at the Royal York:**

Trailers should not exceed 11' in height and 38' in length. **Parking at the loading dock is prohibited.** Only vehicles unloading and loading equipment are allowed. Vehicles violating these regulations will be towed away at owner's expense.

## MATERIALS HANDLING

The Exclusive Show Services and Drayage Contractor (GES) provides material handling and advance warehousing for the Canadian Neurological Sciences Federation Annual Congress. Once your material arrives at the advance warehouse, GES is in charge of handling from the loading dock to the booth and back to the dock at the end of the show. Clarification of charge out rates and details are provided in the GES order forms.

## HAND CARRIED MATERIAL

Exhibitors who hand carry their own material to the show site must be prepared to supply their own labour.

Similarly, they must take responsibility for the removal and storage of their empty crates and boxes through GES. Materials can only be delivered during the set-up and dismantling hours. Any fees associated to this will be the sole responsibility of the Exhibitor.

In the event of any labour or related jurisdictional disputes or any other problems connected with the shipment, consignment or pick up of exhibits by or for the Exhibitor, the Conference Management may reject, move, delay or immobilize an exhibit or act in what it deems to be a necessary and proper fashion without liability to the Exhibitor.

## EXHIBITOR REGULATIONS

In the enforcement and interpretation of the following rules and regulations, the decision of the CNSF is final. Exhibitors are required to abide by the guidelines and policies outlined in these guidelines and distribute same to exhibit personnel, display house personnel, and any other contractors working for the exhibiting organization.

## EXHIBITION PURPOSE

The purpose of the CNSF Exhibition is to present interactive and informative exhibits to delegates in order to educate them about products and services pertinent to their professional interest.



## BOOTH REGULATIONS

**Ensure all equipment and furniture are within the parameters of your booth space. Nothing is permitted in the aisles.**

1. Assigned exhibit / display space must be staffed at all times throughout designated exhibit hours.
2. No background may be placed to obstruct, block or interfere with the lighting or visibility of an adjacent booth. Booth and display structures shall not exceed the given size requirements. Aisle space may not be used for exhibit purposes or for solicitation of business.
3. Height: Booth Display / graphics or structures must not exceed the height of the pipe and drape back (8') and side (3') walls.
4. Distribution of materials outside the booth is expressly forbidden.
5. Distribution of samples, etc. is permitted providing it does not interfere with an adjoining Exhibitor and is conducted in a dignified manner. Noisemakers, blinking lights or any action which, in the opinion of Conference Management, may be a source of annoyance or danger to the health or safety of others will not be permitted.
6. The Exhibitor shall not close or remove the exhibit until the conclusion of the entire Exhibit unless otherwise directed by the Conference Management.
7. Prizes, drawings and contests are permitted, in accordance with the Innovative Medicines Canada.
8. Distribution of refreshments or other products for consumption not manufactured or related to the activities of the Exhibitor are not permitted as per the general rules and regulations governing the facility.
9. No signs or other articles are to be fastened to the walls, drapes, ceilings, etc. by any method whatsoever. The use of thumbtacks, scotch or double-sided tape, nails, screws, bolts or any tools or material which could mark the floor or walls is strictly prohibited. Robots, or other remote-control devices, should be limited only to the Exhibitor's booth space.
10. The Exhibitor shall be responsible for all damage to structures, furnishings, etc. which may be caused by their representatives, employees or guests. All exhibits not in accordance with booth regulations and any proposed structural changes must be forwarded to Conference Management for written approval.
11. Recording, either audio or video, of any part of the event is not permitted without prior written authorization by CNSF.
12. Exhibitors may not assign, sublet or apportion all or any part of the space contracted for/by them, and may not advertise or display goods or services other than those manufactured, distributed, or sold by them in the regular course of their business. Space contracted for/by an exhibitor is for the sole use of that exhibitor.

## EXHIBITOR ADVERTISING AND PROMOTION

Advertising and promotion must be limited to the confines of the assigned exhibit booth. The Conference Management or CNSF reserves the right to ban what it may consider objectionable premiums or novelties, and to prevent the distribution of any article or product which it believes might endanger the health and safety of those attending the Exhibit Hall.

Handouts and/or brochures may only be distributed within the Exhibitor's assigned booth space inside the Exhibit Hall. Handouts and/or brochures must not be placed on the Conference meeting chairs without prior written special permission from the Conference Management. In all instances, booth promotions, giveaways and/or sales activities must respect the Canadian Medical Association guidelines for Physicians and the Pharmaceutical Industry and the Innovative Medicines Canada Code of Conduct.

**NOTE:** The distribution by non-exhibitors of advertising material, magazines and brochures on the Conference site is strictly forbidden.

# Exhibit Guidelines and Manual



## QUALITY OF DISPLAY

Agents, solicitors, and representatives of firms promoting commercial products in connection with the Conference will not be permitted to use rooms and space elsewhere at the facility for display of their products, without the permission of the Conference Management. Advertising, solicitation and distribution of literature for commercial products will not be permitted except in the booth space assigned in the Exhibit Hall.

## ELIGIBLE EXHIBITS

CNSF reserves the right to determine the eligibility of any company or product for inclusion in the Congress; and it reserves the right to reject or prohibit any exhibitor from the exhibition.

## LIABILITIES AND RESTRICTIONS

The Exhibitor agrees to be responsible for any damage done to the function rooms or any other part of the facility, by the Exhibitor, his/her guest, invitees, employees, independent contractors or other agents under the Exhibitor's control. The facility will not assume or accept any responsibility for damage to or loss of any merchandise or articles left in the facility prior to, during or following the event.

In the event that the Exhibitor requires a permit or license from any governing body, local, state or federal, the Exhibitor is solely responsible for obtaining such license or permit at their own expense.

Exhibitors cannot block any part of hallways, doors, entrances, stairways, aisles and emergency exit.

With the exception of service animals, no animals are allowed in the meeting space without written approval from the facility.

Nothing is allowed to be attached or fastened to the walls.

No smoking or vaping are allowed in the building.

All food & beverage must be ordered through the catering department of the facility.

## INSURANCE

The exhibitor is responsible for insurance related to their participation in the Exhibition and must have their own liability insurance. In the event of fire, flooding or theft, no matter how caused, the facility and its representatives assume no liability for any bodily harm or material damage to products, booths, equipment or decorations occupying any rented space within the building or being moved in or out of the building. Exhibitors must maintain and enforce at all times during the Conference, policies of fire, theft, or other insurance to cover all risks. The Conference Management will take every reasonable precaution to prevent loss to Exhibitor's goods, but under no circumstances will either the Conference Management or the Official Suppliers assume any responsibility for loss and damage which might ensue from any cause in connection with transfer, installation, maintenance or removal of exhibits. Neither Conference Management, nor the Official Suppliers will be responsible, in any way, for goods while on exhibit or in storage.

Security personnel will be on duty during move-in, move-out, and when the exhibit hall is closed to delegates, but neither the Conference Management, the facility, nor any Official Suppliers will assume any responsibility for loss or damage caused to Exhibitors by fire, theft, damage, personal injury or otherwise.

Exhibitors must provide proof of insurance and paid premiums on request by the Conference Management. Conference Management reserves the right to change the suggested minimum amount of insurance and the type of insurance based on the advice it may receive from time to time from its Risk Management Advisors or based on legal requirements of the operator of the Exhibit Hall or other parties with whom the Conference Management may from time to time contract in respect of the Exhibit Hall and/or the Conference.

## RECYCLING AND RESIDUAL WASTE MANAGEMENT

The exhibitor has the obligation to use the equipment provided at his disposal for recycling (paper, cardboard, glass, plastic) for the duration of the event (including setup / dismantling and during the exhibition). Additional selective collection may be added to those mentioned above.

**NOTE at the Hotel:** Each evening, at the closing of the exhibition, wastebaskets should be placed outside the booth in the aisle. They will be emptied at no charge to the exhibitor. Any bins inside the booth will not be emptied.

## CONGRESS SCHEDULING

The CNSF Organizing Committee reserves the right to change the dates, times and/or location of the exhibition, as well as the exhibit floor plan, and is not liable for damages.

## INDUSTRY MEETING AND EVENTS (Outside of CNSF Annual Congress)

Industry is not permitted to hold events involving delegates during the week of the CNSF Congress. Sales presentations and equipment demonstrations are permitted only in the Exhibit Hall. Special exceptions approved by CNSF may be permitted.

## COMPLIANCE WITH REGULATIONS

The Conference Management reserves the right to take such action and to make such changes including changes to these conditions and regulations as are considered necessary or desirable to the efficient and proper conduct of the Exhibit. The Conference Management reserves the right to restrict exhibits or terminate the contracts of Exhibitors which, because of noise or any other reason, becomes objectionable. The Conference Management is released from any and all claims for damage, which might result in consequence thereof.

All matters not covered in these regulations are subject to the decision and control of the Conference Management notwithstanding anything in the application for space or contained in these regulations. No verbal arrangements or any variation of the Agreement or its conditions is binding on the Conference Management unless confirmed to the Exhibitor in writing by the Conference Management. Please contact Rozanne Lyons from the CNSF Secretariat at [cnsf@intertaskconferences.com](mailto:cnsf@intertaskconferences.com) with any questions regarding the above.

## EXHIBITOR REGISTRATION

**All Exhibitors must pre-register their representatives prior to Exhibit move-in.** Two complimentary Exhibit Hall badges are provided with each 10'w x 8'd booth and will allow access to the Exhibit Hall only.

A separate email will be sent with registration instructions for your complimentary badges. If you have any registration questions, please contact Silvie Hould at [cnsf@intertaskconferences.com](mailto:cnsf@intertaskconferences.com)

Exhibitors who wish to attend Congress sessions must purchase a Full Congress registration at the discounted rate of \$950.00. Additional Exhibit Hall ONLY badges may be purchased for \$200.00 each.

### NOTE:

- **Badges must be worn at all times.**
- **Exhibitor Hall badges are not transferable.**