

EXHIBITOR / SPONSOR MANUAL 2015

May 31st – June 3rd, 2015

Metro Toronto Convention Centre

North Building

255 Front Street West,

Toronto, Ontario, M5V 2W6

GENERAL INFORMATION

Function Name for Reference: e-Health 2015

Date: May 31st – June 3rd, 2015

Location - Metro Toronto Convention Centre (MTCC) - North Building

255 Front Street West, Toronto, ON M5V 2W6

CONFERENCE AND EXHIBIT MANAGEMENT

MCI Group Canada Inc.
5285 Solar Drive, Suite 201 Mississauga,
ON, Canada, L4W 5B8

Conference Secretariat
Christy Jacobs/Shawn Cheng
Email: ehealthlogistics@mci-group.com
Phone: 416-621-2727 x 2013

Exhibit personnel will be available during the move-in, all exhibit hours and move-out.

EXHIBITOR SHOW SERVICES

Show Furnishings, Booth Design, Material Handling, Labour **GES**

5675 McLaughlin Rd, Mississauga, ON L5R 3K5
Phone: (905) 283-0500 **Fax:** (905) 283-0501
Contact: Radha Seemungal
Email: torontoexhibitorservices@ges.com

To Place your order online, view the show schedule or print order forms go to <https://e.ges.com/CA-00041237>

Advanced Warehousing

Events On the Move

Phone: -877-355-1116

Contact: Robert Parker

Email: serviceorderform@eventsonthemove.com

Power, Lighting, Sign/Banner Hanging

Showtech Power and Lighting

5675 McLaughlin Rd, Mississauga, ON L5R 3K5

Phone: (416) 585-8109 **Fax:** (416) 585-8255

Online Ordering: www.showtech.ca – choose the online ordering tab and follow the on-screen instructions

Telecommunications, Wi-Fi, Booth Cleaning, Parking Pass: Exclusive Services at the MTCC

Metro Toronto Convention Centre (MTCC)

North Building

255 Front Street West, Toronto, ON M5V 2W6

Phone: (416) 585-8390

Contact: Natalia Kozimor

Email: exhibitor-services@mtccc.com

To Access online forms [click here](#)

Food and Beverage: Exclusive Services at the MTCC

Metro Toronto Convention Centre (MTCC)

North Building

255 Front Street West, Toronto, ON M5V 2W6

Phone: (416) 585-8166

Contact: Elizabeth Lee

Email: eelee@mtccc.com

Lead Retrieval

Conexsys Registration Ltd.

34-7050B Bramalea Road, Mississauga, ON L5S 1S9

Phone: (905) 405-8415 **Toll Free:** (800) 661-5319

Contact: Troy – tory@conexsys.com

Order online: www.conexsysleads.com

Event code: EHLT0515W

Audiovisual – FrischkornMEIDACO

2440 Tedlo Street, Mississauga, ON L5V 3A3

Phone: 905-281-9000

Contact: Anthony Vade

Email: ehealth_exhibitor@fmav.ca

EXHIBIT HALL HOURS

	Date	Time
Exhibitor Move In – heavy equipment setup must be wrapped up no later than 4:30 pm	Sunday May 31 st	9:00 am – 4:00 pm
Extended Exhibitor Set Up (low noise restrictions, no heavy equipment due to Welcome Reception)	Sunday May 31 st	4:30 pm – 9:00 pm
Welcome Reception	Sunday May 31 st	5:30 pm – 7:30 pm
Exhibit Hall Open	Monday June 1 st	10:00 am – 7:00 pm
Exhibit Hall Open	Tuesday June 2 nd	9:30 am – 5:00 pm
Wine Reception	Tuesday June 2 nd	4:00 pm – 5:00 pm
Exhibitor Move Out	Tuesday June 2 nd	5:30 pm – 11:00 pm

DATES TO REMEMBER

√ - when completed		Due Date
	Exhibitor Corporate Profile for on-site program – 50 words	Immediately
	Company Logo – Hi-res jpeg (sponsors only per your agreement)	Immediately
	Onsite Program Advertisement (sponsors per your agreement or purchased only) *Please note that advertisements will be reviewed and approved by e-Health Communication	April 15 th
	Submit your Insurance Certificate as indicated in the agreement	March 31 st
	Delegate Bag Insert Sample for Approval	May 1 st
	1 Complimentary, premium give-away or promotional item to be placed in the delegate bag (Sponsors only per your agreement)	May 15 th
	Material Handling Order – GES	May 11 th
	Labour Service – GES	May 11 th

√ - when completed		Due Date
	Exhibit Rentals - GES	May 11 th
	Graphic Design & Production – GES	May 11 th
	Carpet - GES	May 11 th
	In-Booth Forklift - GES	May 11 th
	Booth Furnishings – GES	May 11 th
	Plant Rental - GES	May 11 th
	Advanced Warehousing – Events on the Move	May 15 th
	Telecommunications and Internet -MTCC	May 15 th
	MTCC Parking Passes – MTCC	May 15 th
	In Booth Food and Beverage - MTCC	May 15 th
	Booth Cleaning – MTCC	May 15 th
	Sign & Banner – Showtech	May 19 th
	Electrical Requirements - Showtech	May 19
	Lead Management Solutions – Conexsys allows you to capture complete and accurate information from each delegate visiting your booth. Click here to order and enter code EHLTO0515W.	May 22
	Computer & Audio Visual – FrischkornMEDIACO	May 22

Exhibit Booth Regulations & Policies

Introduction

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 Exhibit Invitation as well as in this document. These rules and regulations also apply to the representatives, employees and/or guests of all exhibitors/sponsors.

If you have any questions regarding the Regulations and Policies or any other matters relating to the exhibit, please contact:

Conference Secretariat

Christy Jacobs/Shawn Cheng

Email: ehealthlogistics@mci-group.com

Phone: 416-621-2727 x 2013

Items Included in the Exhibit Space (per 10'x10' space)

The following shall be provided to the Exhibitor by e-Health:

- One 6' x 2' skirted table and 2 fabric chairs
- 8' high back wall, stepping down to 3' high side wings
- One company sign booth header panel (22 characters maximum – no logos)
- One waste basket
- Overnight security in the exhibit area for the duration of the move-in/move-out
- Daily vacuuming of aisles and general housekeeping of the exhibit common areas.
- General show lighting for all the event areas
- A company listing in the Conference Program
- Access to all Conference Plenary sessions, Lunches and Refreshment Breaks
- Access to the Welcome Reception (cash bar)
- Two Exhibit Area Only passes per 10' x 10' booth space
- Exhibitor rates for any additional conference registrations

Booth Rules & Regulations

1. Assigned exhibit/display space must be staffed at all times throughout designated show 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. Sidewalls of a single “inline” or corner booth may be no higher than 3 feet to ensure there is no obstruction of an adjacent booth.
3. Distribution of materials outside the booth is expressly forbidden.
4. 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 the Conference Management, may be a source of annoyance or danger to the health or safety of others will not be permitted. A list of samples should be submitted to the Conference Management prior to the commencements of the Conference/Exhibit.
5. All Food and Beverage Samples must be approved by the MTCC. Please send your completed form to Elizabeth Lee; elee@mtccc.com.
6. The Exhibitor shall not close or remove the exhibit until the conclusion of the entire Trade Show, unless otherwise directed by the Conference Management.
7. Prizes, drawings and contests are permitted, in accordance with Ontario lottery guidelines.
8. 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 space. If you have any such devices that may not fit in your assigned space, please contact Conference Management prior to the trade show and we will try to accommodate your needs.
9. 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 prior to May 1, 2015.
10. The recording, either audio or video, of any event is not permitted without prior written authorization by e-Health 2015.

11. 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.
12. Exhibitors wishing to make special security arrangements for their exhibit are required, at their own expense, to utilize the services of the official security firm for this event. Please notify the Conference Management of any special requirements.
13. Only exhibitor personnel wearing official show badges may enter the exhibit hall one hour prior to the opening of the exhibition and may remain in the exhibit hall one hour after the close of the exhibition each day. If extra access is required, exhibitor personnel will need to receive prior approval from e-Health.
14. Exhibitors with a 20' x 20' exhibit space are permitted to hang signage to a maximum height range of 16' to 20' from the top of the sign and must work with the conference's Exclusive vendor Showtech Power and Lighting for rigging. Exhibitors with a smaller exhibit space must have all signage supported from below to a maximum of 16'.

Terms & Conditions:

Exhibit Hall Access / Floor Capacity

All freight entering the Exhibit Hall must enter through the truck route loading bays. It is strictly prohibited to utilize the public entrance for the movement of furniture, equipment or materials.

The right to exhibit is limited to those individuals, partnerships, and corporations who have submitted a duly completed and executed Sponsor/Exhibitor Commitment Form, which has been accepted by the Conference Management and who have **paid in full** for their exhibit or display space by May 15, 2015. Only personnel authorized by Conference Management shall participate in the set-up, operation and dismantling of booths. Any violation of this ruling, false certification, or misuse of Exhibitor's badges will result in the expulsion of the violator from the Exhibit Hall and Conference without obligation by the Conference Management to refund exhibit fees or honor claims for damage.

Advance Warehouse

Events on the Move (EOM) has been selected the official Custom Broker and Advance Shipping Supplier.

Exhibitors who require advance warehousing should complete the EOM “Advance Receiving Form” (attached) and address their shipment as follows:

**ADVANCE WAREHOUSE
EXHIBITOR NAME/BOOTH NUMBER / e-HEALTH 2015
C/O YRC REIMER
6130 NETHERHART RD.
MISSISSAUGA, ON, CANADA L5T 1B7**

Customs Brokerage

Events on the Move (EOM) will handle all aspects of Canada Customs Brokerage on your behalf.

All materials coming into Canada require customs clearance. All non-Canadian exhibitors must complete the attached Commercial invoice for clearance.

Direct Shipments to Show Site using your own Freight Carrier or Courier

Exhibitor move in for this conference is Sunday, May 31 from 9:00 am till 4:00 pm. Most couriers and transport companies do not make Sunday deliveries and as such we recommend the use of the Advance Warehouse services offered by Events on the Move outlined above. The Metro Toronto Convention Centre does not offer advance receiving. Shipments delivered prior to Sunday, May 31st will be refused.

Material Handling

Exhibitors are responsible for the shipment of their exhibits, furniture and materials. Material Handling is the unloading of your exhibit materials, delivery to your booth, handling of empty containers to and from storage, and removal of your materials from your booth for reloading on to your outbound carrier. **This is not to be confused with the cost to transport your exhibit material to and from the event.** Refer to the material handling form in the GES exhibitor package. **Note: Exhibitors or exhibit contractors with specialized or dedicated equipment needs should contact GES Show Services.**

Exhibitors who do not use the services of the Drayage Contractor (GES) must be prepared to supply their own labour, dollies and hand trucks etc for unloading their material at the Metro Toronto Convention Centre.

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 Metro Toronto Convention Centre 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 and then only with the prior written approval of the Conference Management and in accordance with such rules, regulations or conditions as the Conference Management may impose in that regard.

Exhibitor Advertising and Promotion

Advertising and promotion must be limited to the confines of the assigned exhibit booth. The Conference Management reserves the right to ban what it may consider objectionable premiums or novelties, and to prevent the sale or distribution of any article or product which it believes might endanger the health and safety of those attending the trade show. Handouts and/or brochures may only be distributed within the Exhibitor's assigned booth space inside the Trade Show. Handouts and/or brochures must not be placed on the Conference meeting chairs or anywhere else without prior written special permission from the Conference Management. Any Advertisement or Signs in public areas are subject to MTCC approval, and marketing fees will apply.

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

Lighting and Electrical Requirements

Adequate general lighting as determined by the Conference Management will be furnished in the exhibit area. Special lighting and electrical requirements can be arranged in advance directly through Showtech Power and Lighting.

NOTE: Any additional wiring, installation and connections shall be made at the Exhibitor's expense and solely by personnel designated by Conference Management. Power conditioning and spike protection is the responsibility of the exhibitor.

All electrical equipment in use at the event and lighting used in display booths must conform to the rules of the Canadian Electrical Code. The Conference Management shall not be held liable either for damage or loss caused by technical faults resulting from fluctuations in electrical supply, or from Acts of God, or for interruptions in supply ordered by the public electricity utility.

Fire Safety and Use of Hazardous Materials

The Toronto Fire Department and the Metro Toronto Convention Centre fire regulations are rigorously enforced. Fire hose cabinets must be left accessible and in full view at all times. All aisles must be kept clear and all emergency exits unobstructed. All drapes, table coverings, display materials and papers used for decorating purposes must be flameproof and subject to inspection by the Toronto Fire Department and the Metro Toronto Convention Centre. No flammable fluids or substances may be used or shown in booths. Dust covers, if required, must be supplied by the exhibitor and must be flameproof. It is the responsibility of each Exhibitor to ensure that all parties providing services to the Exhibitors in respect of drapes, table coverings, display materials and papers used for decorating purposes or otherwise comply with the regulations in this paragraph.

Security

Security personnel will be on duty during move-in, show hours, and move-out, but neither the Conference Management, the Metro Toronto Convention Centre, nor any Official Suppliers will assume any responsibility for loss or damage caused to Exhibitors by fire, theft, damage, personal injury or otherwise.

Insurance

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 the Conference Management, nor the Official Suppliers will be responsible, in any way, for goods while on exhibit or in storage.

Exhibitors are responsible, at their own expense, to maintain Commercial General Liability Insurance on an occurrence basis for a minimum amount of \$5,000,000 per occurrence and such other forms of insurance as maybe appropriate to cover obligations in connection with exhibiting at e-Health 2015. **The Commercial General Liability insurance policy must name COACH: Canada's Health Informatics Association, Canadian Institute for Health Information, MCI Canada, Canada Health Infoway and the Metro Toronto Convention Centre, as additional insureds. A certificate of insurance must be received by the Conference Secretariat no later than March 31st 2015.**

Limitation of Liability

Should the premises be destroyed or damaged by fire or the elements, Acts of God or by any other cause, or if any circumstances whatsoever, including strikes, shall make it impossible for the Conference Management to permit any Exhibitor(s) to occupy the premises, the Exhibitor shall pay for space only for the period the space was or could have been occupied by such Exhibitor(s). The Conference Management is released from any and all claims for damage that might arise in consequence thereof.

If for any reason the event is not held as proposed, or the event is interrupted, or an Exhibitor is, without being in breach or any provision of these Conditions and Regulations or otherwise in breach under its agreement with Conference Management, unable for whatever reason to display its Exhibit in the manner contemplated hereby the Exhibitor shall be entitled to full and final compensation, for any loss, cost, damage or expense, direct or indirect, that it may incur, to be refunded all monies paid by the Exhibitor to Conference Management.

Upon repayment to the Exhibitor of all monies paid by the Exhibitor to the Conference Management, the Conference Management shall be released from all claims for damage, loss, cost or expense, direct or indirect, and of every nature whatsoever that an Exhibitor has or may have either at the present or in the future and the Exhibitor shall indemnify and save the Conference Management harmless in respect of any and all claims for loss, cost, damage or expense made by the Exposition or anyone claiming under, by or through the Exhibitor.

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 Trade Show. 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.