



WADEM Congress on Disaster and Emergency Medicine

Toronto, Canada • 25–28 April 2017

EXHIBITOR MANUAL



Table of Content

1. Exhibit Hours	3
A. Badge Pick-up Schedule	3
B. Exhibition Schedule	3
2. Checklist, Deadlines and Contacts	3
A. Checklist and Deadlines	3
B. Contacts	3
3. General Information	5
A. Security & Safety	5
B. Liability Insurance	5
C. Parking	6
D. In-Booth-Catering	6
E. Cleaning	6
F. Advertisements, Sales Activities and Presentations	6
G. Giveaways	6
H. Non-Smoking	7
I. Move-out & Removal	7
4. CBSA Letter of Recognition	7
5. Show Management Forms	7
A. Certificate of Insurance - Mandatory	8
B. Booth Entertainment Request Form	9
C. Giveaway Request Form	10



1. Exhibit Hours

A. Badge Pick-up Schedule

- Registration Hours Monday 24 April 13:00-18:00
- Registration Hours Tuesday 25 April 07:00-18:30

B. Exhibition Schedule

- Exhibitor Move-in Tuesday 25 April 09:00-12:30
- Exhibit Hours Tuesday 25 April 13:00-20:00 (incl. Welcome Reception)
- Exhibit Hours Wednesday 26 April 09:30-16:30
- Exhibit Hours Thursday 27 April 09:30-16:30
- Exhibitor Move-out Thursday 27 April 17:00-19:00 (soft move-out 17:00-18:00)

2. Checklist, Deadlines and Contacts

A. Checklist and Deadlines

Check	Forms & Orders	Contact	Due Date
<input type="checkbox"/>	Certificate of Insurance (Mandatory)	ICS	24 March
<input type="checkbox"/>	Exhibit Staff & Congress Registration	ICS	24 March
<input type="checkbox"/>	Logo & Company Write-up	ICS	24 March
<input type="checkbox"/>	Booth Entertainment Request	ICS	24 March
<input type="checkbox"/>	Giveaway Request	ICS	24 March
<input type="checkbox"/>	Housing	ICS	24 March
<input type="checkbox"/>	Shipment to Advance Warehouse	RSS	3 April- 21 April
<input type="checkbox"/>	Furniture & Accessories	RSS	7 April
<input type="checkbox"/>	Graphics & Signs	RSS	7 April
<input type="checkbox"/>	Power & High Speed Internet Access	PSAV	20 April
<input type="checkbox"/>	AV equipment	PSAV	20 April
<input type="checkbox"/>	Lead Retrieval Form	Qleads	April 3 (early bird rate)
<input type="checkbox"/>	On-site Shipping	FedEx	24 April
<input type="checkbox"/>	Customs Clearance	MC	ASAP

B. Contacts

- Venue
Westin Harbour Castle
1 Harbour Square



Toronto, ON M5J 1A6
 Ms. Maria Soultanoglou
 416-361-7442

maria.soultanoglou@westin.com

- **Show Manager**
 International Conference Services (ICS)
 Mr. Sukwhan Chung
 604 681-2153 ext. 129
WADEM2017@icsevents.com
- **Registration & Housing Manager**
 International Conference Services (ICS)
 Ms. Tina Lobo-Hardick
 604 639 3921
WADEM2017-Registration@icsevents.com
- **Show Services - Forms in Zip File**
 Robinson Show Services (RSS)
 Ms. Alexandra Buonaiuto
 905-417-7789 ext. 226
alexandra@robinonshowservices.ca
- **Electrical, Internet & AV Services - Forms in Zip File**
 PSAV Westin Harbour Castle (PSAV)
 Mr. Stephen Andrews
 Office: 416-361-7466 ext. 4603
 Mobile: 647.468.5423
sandrews@PSAV.COM
- **Lead Retrieval - Forms in Zip File**
 Qleads
 Mr. Justin Somers
 416-450-0411
info@qleads.ca
- **On-site Shipping - Shipping Label & Information in Zip File**
 FedEx
 Ms. Brandielynne Cordery-Mastin
 Office: 1-647-288-1730 x 9
 Call Office to provide credit card number if paying by credit card
can5575@fedex.com



- Customs Clearance - Forms in Zip File
Mendelssohn Commerce (MC)
Ms. Michele Odhoch
Office: 905-673-5445 ext. 268
Mobile: 647-272-1506
modhoch@mend.com

3. General Information

A. Security & Safety

The Exhibition Hall will be locked during non-Exhibit Service Centre hours. Security will be provided during the set-up, show and dismantling period. Although 24-hour security is provided, the ultimate responsibility for displayed exhibits and equipment lies with the individual exhibitor. Exhibitors must secure, at their own expense, appropriate liability/loss insurance at all times. Exhibitors will not be allowed to enter the Exhibit Hall during non-show hours without consent of the Secretariat. The WADEM 2017 Secretariat and its affiliates will not be held responsible for the loss, theft or damage to exhibitor supplies at all times.

Exhibitors should take necessary safety measures prior to using dangerous equipment or parts during the show, in order to prevent accidents. Each exhibitor is responsible for the maintenance and safety of their equipment.

B. Liability Insurance

WADEM 2017 does not bear insurance risk for the exhibitor. The exhibitor is explicitly referred to their own insurance. Therefore WADEM 2017 requires all its exhibitors to provide proof that liability insurance with a minimum of CAN \$ 2,000,000 for each accident or occurrence limit of liability is in place for the duration of the event. Third party liability insurance certificate is mandatory and must be provided to the WADEM 2017 Secretariat no later than March 24, 2017. In case the exhibitor receives the invoice after March 24, 2017, the exhibitor is required to provide the certificate of insurance as soon as possible and prior to move-in. Full coverage has to be in effect for the event.

Interest Insured: Commercial General Liability

- Inclusive Limit
- Covering Third Party Bodily Injury and Property Damage
- Including Non-Owned Automobile
- Including Host Liquor Liability, if planning on serving Liquor
- Including Cross Liability Clause

Additional insured to be named:

- International Conference Services Ltd.



- World Association for Disaster and Emergency Medicine
- Westin Harbour Castle

Insurance companies may submit their own form (must be in English) or use the official Certificate of Insurance of WADEM 2017, see page 8.

C. Parking

<http://www.westinharbourcastletoronto.com/downtown-toronto-parking>

<http://www.westinharbourcastletoronto.com/assets/u/Self-Parking.jpg>

D. In-Booth-Catering

Catering services at the Westin Harbour Castle are exclusively provided in-house. For more information on menus, please contact Maria Soultanoglou, 416-361-7442, maria.soultanoglou@westin.com.

E. Cleaning

The WADEM 2017 Secretariat is responsible only for emptying baskets along the pathways and keeping the shared space clean. Exhibitors will be responsible to keep their booths clean at all times. For cleaning services, please contact Maria Soultanoglou, 416-361-7442, maria.soultanoglou@westin.com.

F. Advertisements, Sales Activities and Presentations

The exhibitor agrees to confine all products/service demonstrations and other sales activities to the limits of the contracted exhibit space and within the maximum height set. Distribution of any material is likewise limited to the exhibit space. Exceptions may be given by secretariat office prior to show opening in writing. Please refer to the Booth Entertainment Request Form, see page 9.

The use of games of chance, lottery devices, musical instruments and other sideshow practices is permitted only with written permission of the WADEM 2017 Secretariat. The use of amplifiers, musical performances and any other sound generating equipment - even for advertising purposes - requires an advanced written approval as well. Noisy demonstrations may be restricted or prohibited after permission if such demonstrations are considered a disruption of the general order of the event. Flashlights and revolving light equipment are prohibited. Lights from one exhibit should not disturb or damage other booths. The exhibitors are not allowed to carry items, signboards and brochures for recruitment purposes.

G. Giveaways

Giveaways should be educational in nature and must be pre-approved. Distribution of pre-approved educational material is limited to contracted exhibit space only. It is recommended to await approval from the Congress Secretariat prior to production and shipment of any congress related giveaways. Permission to hand out Giveaways may be restricted or prohibited after permission if such giveaway is considered a disruption of the general order of the event. Please refer to the Giveaway Request Form, see page 10.



H. Non-Smoking

Smoking is prohibited in the Exhibition Hall and the Westin Harbour Castle.

I. Move-out & Removal

Dismantling of exhibit construction and décor may only commence on Thursday 27 April at 17:00 (carry-out only) with regular move-out starting at 18:00. The WADEM 2017 Secretariat reserves the right to charge the exhibitor a contract penalty fee if this clause is violated. The exhibit space has to be left in its original condition no later than outlined in the Exhibition Schedule.

The Westin Harbour Castle endeavours to operate in a manner that fully complies with the Ontario Occupational Health & Safety Act. The facility requests the full cooperation of exhibitors, their contractors, suppliers, staff and guests in ensuring a safe and healthy environment. Please note that in all cases without exception, children under the age of 16 are prohibited on the event floor during move-in and move-out. Scooters, in-line skates, bicycles, skateboards and similar items are not permitted for use inside the facility. Freight should be moved in and out through designated loading areas only - other facility entrances should not be used.

After the exhibition, when the subcontractors remove the furniture, exhibitors should pay attention not to leave behind any belonging in the drawers and the shelves. The WADEM 2017 Secretariat does not take the responsibility for any damages and losses as a consequence. All of the participants must return the equipment and tools that may have been leased from the WADEM 2017 Secretariat.

4. CBSA Letter of Recognition

Border-to-Show privileges have been granted for WADEM 2017. The CBSA (Canada Boarder Services Agency) has advised its ports of entry to allow your goods to move directly to the show site (once they have been reported to CBSA at the first port of entry) where officials will perform the necessary clearance procedures.

Please attach a copy of the letter (PDF file in the Zip file) to any boxes or packages being shipped to Canada for this event.

5. Show Management Forms

Please find in the next pages the following forms:

- A. Certificate of Insurance - **Mandatory**
- B. Booth Entertainment Request Form
- C. Giveaway Request Form



A. Certificate of Insurance - Mandatory

The WADEM 2017 Secretariat requires all its Exhibitors to provide proof that liability insurance with a minimum of CAN \$ 2,000,000 for each accident or occurrence limit of liability is in place for the duration of this event. Please forward this form to your insurance broker and have them complete and return it prior to the event's start date.

Complete and return to WADEM2017-Sponsorship@icsevents.com
no later than March 24, 2017

This is to certify that Insurance as described below has been arranged on behalf of the Assured.
This Insurance is in full force and effect as of the date of this certificate.

Assured/ Exhibitor:				
Event Name		WADEM 2017 Congress on Disaster and Emergency Medicine		
Event Date		25 - 28 April 2017		
Policy #	Effective Date	Expiration date	Insurance Company	Limit of Liability
Interest Insured: Commercial General Liability		Additional insured to be named:		
<ul style="list-style-type: none"> • Inclusive Limit • Covering Third Party Bodily Injury and Property Damage • Including Non-Owned Automobile • Including Host Liquor Liability, if planning on serving Liquor • Including Cross Liability Clause 		<ul style="list-style-type: none"> • International Conference Services Ltd. • World Association for Disaster and Emergency Medicine • Westin Harbour Castle 		

Coverage is in effect for the event for which a contract exists between the Insured and WADEM 2017.

Dated	Brokerage Name	Signed by Authorized Representative of Insuring Company



B. Booth Entertainment Request Form

Complete and return to WADEM2017-Sponsorship@icsevents.com
no later than March 24, 2017

Applicant Information	
Exhibitor:	
Name of Applicant:	
Telephone:	
Email:	

Games of chance and lottery devices	
<p>The use of games of chance and lottery devices are permitted only with written permission of the WADEM 2017 Secretariat. Request must be accompanied by description of game of chance and/or lottery device, sample handouts and comply with the local regulations in effect to date.</p>	
Applicant Signature	

Amplifiers, musical performances and any other sound generating equipment		
<p>The use of amplifiers, musical performances and any other sound generating equipment - even for advertising purposes - requires an advanced written approval IUPESM World Congress 2015 Secretariat. Noisy demonstrations may be restricted or prohibited after permission if such demonstrations are considered a disruption of the general order of the event. Flashlights and revolving light equipment are prohibited. Lights from one exhibit should not disturb or damage other booths.</p>		
Request to operate the following within booth parameters:	<input type="checkbox"/> Amplifier <input type="checkbox"/> Multimedia Device with Speaker	<input type="checkbox"/> Musical Performances/Instrument <input type="checkbox"/> Other (Please specify)
Applicant Signature		
Approved by ICS	Date:	Signature



C. Giveaway Request Form

Complete and return to WADEM2017-Sponsorship@icsevents.com
no later than March 24, 2017

Applicant Information	
Exhibitor:	
Name of Applicant:	
Telephone:	
Email:	

Giveaways should be educational in nature and must be pre-approved. Distribution of pre-approved educational material is limited to contracted exhibit space only. It is recommended to await approval from the Congress Secretariat prior to production and shipment of any congress related giveaways. Permission to hand out Giveaways may be restricted or prohibited after permission if such giveaway is considered a disruption of the general order of the event.

Giveaway Items to be approved	
List of Items requested for approval:	

Show Management use only		
Approved by ICS	Approved Items:	
	Date:	Signature: