



August 20<sup>th</sup> and 21<sup>st</sup>, 2022

EY CENTRE – Hall 3

4899 Uplands Drive Ottawa ON K1V 2N6



August 20<sup>th</sup> and 21<sup>st</sup>, 2022

**EXHIBITOR**

**MANUAL**

**[www.ottawahockeyshow.com](http://www.ottawahockeyshow.com)**



**August 20<sup>th</sup> and 21<sup>st</sup>, 2022**

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## Dear Exhibitor

Welcome to the 2022 National Capital Hockey Show. Your exhibitor manual contains all the valuable information you will need when planning for the show.

We appreciate your participation and look forward to working with you. In the meantime, should you have any questions, please refer to the contact information listed on page 5.

To help you achieve the most successful setup with your exhibiting experience, we will offer exhibitor services provided by National Capital Hockey Show and Stronco, the official show provider.

**Please see the PDF provided with this Email Containing Stronco Exhibitor Order Forms.**

Please refer to this manual for contact information and to products like tables and chairs that you can order for your booth. If there is any specific furniture, display, booth layout or graphics you would like to customize for the show, please do not hesitate to ask by emailing us at [kensel.tracy@epiqhockey.com](mailto:kensel.tracy@epiqhockey.com).



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## The National Capital Hockey Show Schedule

All exhibitors must sign in at the designated entrance (TBA) before moving in. A lanyard and exhibitor passes will be provided. Please select one person to pick up your exhibitor lanyard and passes.

### Move-in

Friday August 19, 2022,	10:00 AM – 10.00 PM
Final Event walkthrough	Saturday, August 20th, 2022, 8.30 AM

### National Capital Hockey Show Hours

Saturday August 20, 2022,	10AM – 7:00 PM
Sunday August 21, 2022	10AM – 6:00 PM

### Move Out

Sunday August 21, 2022,	6.15 PM– 11:00 PM
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## CONTACT INFORMATION

We are pleased to offer the following approved services providers to our exhibitors

### EVENT MANAGEMENT

National Capital Hockey Show [kensel.tracy@epiqhockey.com](mailto:kensel.tracy@epiqhockey.com)

Kensel Tracy

General Manager

p: 819-665-5851

### Show Services

#### ELECTRICAL

For exhibitors, all electrical and rigging ordering can be done through our online exhibitor services web portal, Boomer eCommerce (<https://eycentre.boomerecommerce.com/>). Please see this portal to order electrical services.

Booking Electrical before the **August 15<sup>th</sup> deadline** is essential for final floor plans and code approvals.

Any orders booked after the 15<sup>th</sup> or on-site the day before the show will be subject to an extra charge.

#### INTERNET SERVICES

These can be purchased through the exhibitor services portal above if you require internet services.

### Exhibit Services - Stronco Official Service Contractor

Stronco has been appointed as the Office Service Contactor for National Capital Hockey Show. Whatever your exhibiting needs, we have the products and services to give you a professional appearance. We offer, Display Tables; Counters, Storage and Display Units; Chairs; Stools Speciality tables and Sofas, Booth carpets; Exhibit Rentals; Signs & Graphics; Installation & Dismantling Labour Services; Material Handling; Transportation and Customs Brokerage Services.

Place your order online by visiting [www.stroncoonline.com](http://www.stroncoonline.com) Show Code for this event is 512244744. Our Exhibitor Services team is available Monday to Friday from 8:30 am – 5:00 pm at 800-665-2621 or via email at [exhibitorservices@stronco.com](mailto:exhibitorservices@stronco.com)

Pre-Show Deadline date to order: August 10, 2022. Orders booked after August 10th or on-site the day of move-in will be subject to an extra charge.



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## EMAIL ADDRESSES

Mailing and email addresses are strictly used for Hockey Show communications only. Addresses are not sold to outside organizations. A third party will never sell Hockey Show lists. If a company approaches you other than the ones listed above or you are unsure of the affiliation, please do not hesitate to contact us for verification.

## REGULATIONS AND REQUIREMENTS

- 1) All booths must give a level of product or service, or knowledge related or focus theme associated with their product services or presentations. This is a Hockey Focused event.
- 2) Exhibit booths must be staffed and operational during published Hockey Show hours. Dismantling of booth content before the announcement of the SHOW closure will be subject to Penalty.
- 3) Exhibitors must always wear a Lanyard and exhibitor badge to gain entry to the hall and on the floor.
- 4) Exhibitors must submit a staff list to Hockey Show no later than August 15<sup>th</sup>, 2022; 10x10
- 5) Four exhibitor passes are allocated for each 10x10 booth if it is staffed by volunteers maximum of 8. Exhibitors are responsible for managing the distribution of their exhibitor badges. Exhibitors must wear their badges to gain entry to the hall.
- 6) Exhibits that include sound/audio/video displays must ensure the noise levels and lights resulting from the display do not disrupt the activities of neighbouring exhibitors. Hockey Show management reserves the right to lower all sound equipment.
- 7) Promotional materials may not be distributed outside your exhibit space. Aisle space is sacred land secured for the attendees. Inventory, solicitation and or booth extensions are not permitted in the aisle space
- 8) Hydro is an exclusive element provided by the facility provider and installed by its certified technicians. Sharing outlets splitting off cords or utilizing an open outlet is prohibited. Any exhibitor caught in this action will be invoiced as a last-minute hook-up at \$485.00 plus HST.
- 9) Booking hydro before the August 15<sup>th</sup> deadline is essential for final floor plans and code approvals. For exhibitors, all electrical and rigging ordering can be done through our online exhibitor services web portal, Boomer eCommerce (<https://eycentre.boomerecommerce.com/>). Please see this portal to order electrical services.
- 10) Lighting should be directed to the inner confined of your booth space. Lighting should not project onto other exhibits or Hockey Show aisles.
- 11) The sale, sampling or distribution of food for consumption on the premise must be approved by the Hockey Show management and licences and permits required by the EY Centre are obtained by the Exhibitor.
- 12) All Hockey Show side parts of the displays must be finished so they do not present an unsightly appearance when viewed from adjoining booths or aisles. Side walls taller than the 3ft high side drape of the exhibit booth may not come out past 5' from the back drape.
- 13) Signs in the booths will not be permitted to extend above the 8' high back drape. To maintain a positive and professional image for the hockey enthusiasts at the show, hand-drawn signs of any nature are not encouraged. If you need signage, please contact the Hockey Show before August 1<sup>st</sup> and we will refer you to companies that can provide signage for you.



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- 14) A booth booking is considered for one vendor; no sub-leasing or sharing booths are permitted unless show management approves.
- 15) Exhibit space should be kept in good order, with storage boxes placed under tables or designated storage areas.
- 16) The facility does not permit the use of helium balloons.
- 17) Fire regulations prohibit using Sterno or any open flame, including candles.
- 18) Electrical wiring and displays must conform to the national electrical code safety rules.
  
- 19) The use of nails, screws or any material that can mark floors, walls or the ceiling of the exhibit hall is prohibited
  
- 20) The only tape exhibitors are allowed to use for securing carpet or materials to the floor is double-sided cloth tape
  
- 21) Dismantling of your booth before the close of the Hockey Show at 6 pm on Sunday, August 21, 2022, will result in a \$100.00 fine.
  
- 22) Using of any tape, pins, safety pins or glue to hang any signs or product on the booth drapes is prohibited. Any cuts to the drapes or fixing of the items to it will be automatically accounted as damage to drapery and will have a cost of \$65.00 per panel damaged
  
- 23) If the exhibitor notices any damage on drapes or other provided exhibitor materials at move-in, please communicate to management asap to ensure non-billing for the damages on the move in
  
- 24) It is expressly understood and agreed by the exhibitor that no claim of any kind against the Hockey Show management for loss, damage, theft, or destruction of goods of the exhibit, nor any injury that may occur to themselves or their employees while at the show. The exhibitor shall be solely responsible to his agents and employees and all third persons, including invitees and the public, for all claims, liabilities, actions, costs, damages, and expenses arising out of or relating to the custody, possession, operation, maintenance or control of leased space or exhibits. The Exhibitor does not indemnify and hold harmless Hockey Show management against any or all claims as may be asserted against it.

## INCLUDED IN YOUR BOOTH SPACE

Your booth space is draped in black.

Back wall 10' wide x 8 high (multiplied by the number of booth spaces acquired)

Four-weekend crew Exhibitor passes for each 10x10 booth bookings

Additional weekend crew passes are available online or at the registration booth, make arrangements at the show office

Complimentary tickets are available to Exhibitors for shared marketing programs

Contact [Kensel.tracy@epighockey.com](mailto:Kensel.tracy@epighockey.com)



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EXHIBITORS are responsible for drapery expenses related to misuse.

## **NOT INCLUDED IN YOUR BOOTH SPACE – Electrical / Internet**

Hydro must be booked at <https://eycentre.boomerecommerce.com/>).

Telephone and internet services <https://eycentre.boomerecommerce.com/>).

### Booth Furnishing and Carpet

- Carpet (Book directly with Stronco, see Stronco exhibitor order form in Stronco Guide.)
- Furniture, tables, and chairs (Book directly with Stronco, see Stronco exhibitor order form in Stronco Guide.)
- Shipping of Materials (Book directly with Stronco, see Stronco exhibitor order form in Stronco Guide.)
- Booth Cleaning (Book directly with Stronco, see Stronco exhibitor order form in Stronco Guide.)
- Table drapery or coverings (Book directly with Stronco, see Stronco exhibitor order form in Stronco Guide.)

## **PAYMENT SCHEDULE**

All payments for booth space are to be made by the exhibitor who has contracted the space. Booth payments can be made with E-transfer, Cheque, cash or credit card. (These are to be paid in full by no later than August 10<sup>th</sup>)

Final Payments must be received by Hockey Show management on or before the due date of August 10<sup>th</sup>

If the booth payment is due and not received by the National Capital Hockey Show, the exhibitor will be deemed to have terminated the contract for exhibitor space, and booth space could be reallocated to another exhibitor, and exhibitor will forfeit their deposit.

The exhibitor is responsible for the total cost of their contracted booth space upon receiving the invoice for exhibit space. The National Capital Hockey Show must receive any request by the exhibitor to terminate the contract for exhibit space in writing. If a termination notice in writing is received, the following will apply.

If notice is received by Hockey Show 30 days or less before the first day of move-in, the exhibitor will be responsible for 100% of the total contracted booth space fees.

Under no circumstances will the amount of any refund to the exhibitor exceed the amount of the booth space fees paid up until the signed notification or termination. Terminating the contract for exhibit space will disentitle the exhibitor (or applicant) to any rights or claims against the booth space at the Hockey Show. The Exhibitor will remain responsible for paying their total contracted booth fees. All monies retained will be deemed a reasonable estimate of f=damages incurred by Hockey Show for administrative and other related costs arising from the termination.

Payment for all services requested from Hockey Show by the exhibitor must be processed fully before the move-in date.





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## INSURANCE

Insurance for all exhibitors is required before move-in begins. Exhibitors may be asked to provide a copy of their policy upon registering or throughout the event. Exhibitors must have liability insurance coverage of at least \$2,000,000 for each occurrence during the period commencing on the first move-in date and terminating on the last move-out date. The policy shall protect Epiq Hockey and the National Capital Hockey Show and insure you against all claims, demands, action, or proceedings for money, damages, costs, penalties, losses and all liability which may be imposed by law for loss of life, personal injury, or damage to or loss of property arising from or in any way connected with your presence or operation at the event.

Epiq Hockey AAA Inc. 499 Terry Fox Dr. Box 91045 Kanata, Ontario K2T 0A3 and EY Centre 4899 Uplands Drive Ottawa ON K1V 2N6 must be added as additionally insured.

For those who do not have existing coverage or are finding their present coverage more expensive. We have made arrangements with Iplay Hockey. For additional information please contact: [iplayhockey .ca](http://iplayhockey.ca)

## MOVE IN TERMS

Upon arrival, please come to the exhibitor registration desk to register and receive your exhibitor package and arrange for final accounting before setting up your booth.

Exhibitors are responsible for loading and unloading their booth's materials, inventory etc.

Exhibitors are strongly encouraged to bring dollies, carts, or means to transport their booth items from the loading area if required; carts will not be available for exhibitor use.

Due to liability and insurance concerns, please restrict your travel on the event floor to the area to and from your booth within the hall from the nearest loading area.

No vehicles are permitted on the Hockey Show floor during the move-in time.

For safety/security reasons, no children under 13 are permitted on the venue floor during move-in and/or move-out time.

Your representative should accompany all goods in transit from the loading area to your booth.

The Hockey Show management and security retain the right to inspect any box or package removed from the exhibit with notice to the booth representative.

Out of courtesy, please begin setup once all your goods have been removed from your vehicle and your vehicle is parked in the exhibitor lot.



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## MOVE OUT TERMS

- Move out is scheduled no earlier than 6:15 PM on Sunday, August 21, 2022: booth dismantling is not acceptable before 6:00 pm on Sunday, August 21, 2022.
- Please do not attempt to move out before the Hockey Show closes, as this will result in a \$100 fine.
- All items must be dismantled and removed from the building by 10 PM. Facility charges will be directed to the exhibitor if such a matter occurs.
- Any exhibitor tearing down or packing their booths before this time could also be subject to sanctions regarding future event considerations.
- Due to Liability and insurance concerns, please restrict your travel on the event floor to the area too and from your booth within the hall from the nearest loading area.
- Exhibitors are responsible for the loading and unloading their booth materials, inventory etc.
- No vehicles are permitted into the Hockey Show floor for move-out.

Loading bays will not be opened fully until event staff has secured all drapery.

Exhibitors are responsible for leaving booth garbage in a neat pile next to the closest garage bin.

For safety/security reasons, children under 13 are permitted on the venue floor during move in and/or move-out time.

## PARKING

Parking at the EY Centre is charged at \$8/day with no in-and-out privileges.

Parking passes will also be available on the online exhibitor services portal <https://eycentre.boomerecommerce.com/>.

## SECURITY

The event floor is secured with 24-hour security. At the end of each day, staff will escort all exhibitors out in a systematic exit plan to ensure all booths are vacated. Any exhibitor on site after this process will be directed to security.

Exhibitors are required to exit the hall no later than 30 minutes after the scheduled close on Saturday, August 20<sup>st</sup>, 2021

Security is provided for your protection; however, we are not responsible for the theft. We suggest you take precautions and not leave valuable items in your booth overnight. Door guards and perimeter guards are on duty during the hours that the doors open, with overnight guards throughout the event. As a safety precaution, your exhibit space should not be left unattended during the show hours. Doors will be locked at the end of each day.



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## SHIPMENTS

The Event staff can receive shipments delivered to the hall anytime between 10:00 Am – 3:00 Pm on Friday, August 19, 2022. The product will be moved to your booth if pre-arranged.

Please contact our office for any shipping inquiries

Pre-Arranged Post-event shipments to go out after the closing of the tear-down will require specific arrangements with the facility and Hockey Show office.

## HANGING SIGNS FROM THE CEILING (RIGGING)

Fees associated with any banner hanging are \$400.00. Banners are to be double-sided with only participating exhibitors branded.

Banners are not to be larger than 10 x 10 and are recommended to have a 2.5 sleeve on the top for the support hanging bar/





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## COPYRIGHT / MATERIAL

Each exhibitor is responsible for obtaining all necessary licences and permits to use music, photographs or other copyrighted material in their booth or display. Event Management reserves the right to remove any part of a booth or display from the exhibit hall that incorporates music, photographs, or other copyrighted material and for which the exhibitor fails to produce proof they hold all required licences.

## DRAW, LOTTERY, PRIZES

The use of gaming, gambling, lottery, draws or any exchange of money, or promise of money for prizes, cash or goods is prohibited at the NATIONAL CAPITAL HOCKEY SHOW. We will follow the rules of the Alcohol and Gaming Commission of Ontario. Please refer to [www.agco.ca](http://www.agco.ca) for further information on charitable lottery licencing overview.

## SOLICITING

Soliciting business is only acceptable within your booth square footage. Solicitation is not permitted to interfere with any other Exhibitors throughout the Show.

## ELECTRICAL SAFETY CODE REQUIREMENTS

Exhibitors who display or offer for sale any electrical equipment in the province of Ontario are subject to the requirements of the Electrical Safety Code of Ontario, and compliance with these regulations is mandatory.

No person shall advertise, display, or offer for sale or other disposal or sell or dispose of any electrical equipment unless it has been approved in accordance with RULE 2-024 of the Ontario electrical safety code. The noted rule 2-024 in the code describes the process to have this equipment satisfy the requirements of regulation 2-022, which states that all equipment must bear proof of certification acceptable to the Code or the equipment must be approved by an acceptable agency which the Code accredits.

Any accredited certification agency or approval agency can approve this equipment for use or sale in this Province. To be accredited, the agency must be recognized under the Electrical safety code of Ontario as such an agency and be accepted by the Standards Council of Canada. The two most common methods for dealing with unapproved equipment is to have it approved by one of the following agencies.

Electrical Safety Authority

Canadian Standards Association



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4899 Uplands Drive Ottawa ON K1V 2N6

1 Terrance Mathews Cres Ste 130

Ottawa, Ontario K2M 2G3

613-271-1489 or 1-800-559-5956

Esapa.biz

178 Rexdale Blvd

Toronto, Ontario M9W 1R3

416-747-4000 or 1-866-797-4272

csa-international.org

Inspectors from the Electrical from the Electrical Safety Authority will visit the show to ensure compliance with the code. They will identify any unapproved equipment in evidence and offer information to Exhibitors detailing the steps required to have the unapproved equipment accepted.

Note: The floor plan is subject to change.

To create a booking, update a booking or view up-to-date booth availability please visit [www.ottawahockeyshow.com](http://www.ottawahockeyshow.com)



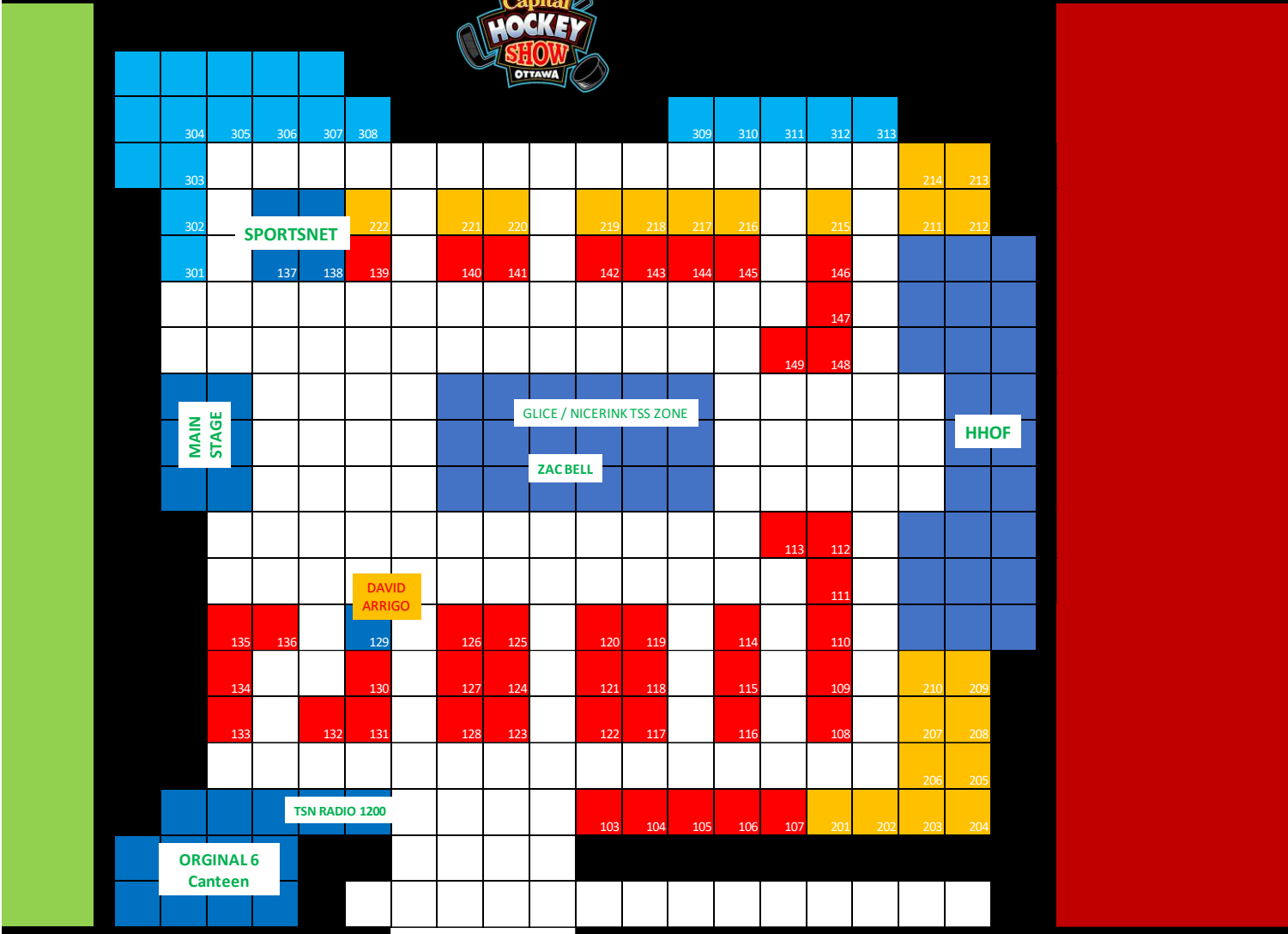
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## National Capital Hockey Show Floor EY Centre STRONCO

Update July 25 2022



SNACK BAR	EVENT SECURITY OFFICE	EVENT ENTRANCE	COUNTER SERVICES
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