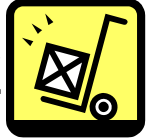


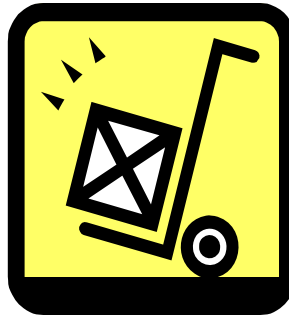


August 23 – 24, 2009  
International Centre  
Toronto, ON  
Canada

**EXHIBITOR MOVE-IN &  
MOVE-OUT**



# **EXHIBITOR MOVE-IN & MOVE-OUT**





## EXHIBITOR MOVE-IN

### DIRECTIONS TO THE INTERNATIONAL CENTRE

International Centre  
6900 Airport Road  
Mississauga, Ontario L4V 1E8

For **Directions to the International Centre** please see the map located on the manual main page.

### MOVE-IN DATES & TIMES

FRIDAY 08.21.09	SATURDAY 08.22.09
8:00 am - 6:00 pm	8:00 am - 6:00 pm

The show floor is available to all exhibitors as per the targeted move-in times. Please refer to the Colour Coded / Target Move-In Schedule located in the **Forms** section.

### TARGET MOVE-IN SCHEDULE AND PROCEDURES

Exhibitors will be informed of their targeted installation dates along with their exhibit space assignment. Every attempt will be made to ensure that exhibit materials are delivered to the exhibit booth on the day exhibitors are scheduled to arrive. Any exhibitor wishing to change their scheduled installation date must submit their request in writing to MIAC's office.

It is to the exhibitor's advantage to meet the assigned target date. Exhibitors will have priority on labour when their exhibit arrives on schedule. Exhibitors are strongly encouraged to keep their scheduled move-in time. Failure to comply with the assigned schedule could result in delays for all show participants. Shipments arriving after the exhibitor's target date will be unloaded after all of the day's on-target shipments are unloaded.

Freight may be delivered to the advance warehouse earlier than the scheduled move-in times. If you have any questions regarding your scheduled move-in date and time, please contact Angelo Conte at GES Canada at (905) 283-0606.

Exhibitor goods will not be accepted at the International Centre prior to the scheduled move-in time. The International Centre **WILL NOT** accept freight shipments. Therefore, exhibitors must arrange for shipments to arrive on the designated move-in day OR utilize the advanced warehouse service of GES.

Shipments cannot arrive before 7:00 a.m. on Friday, August 21, 2009. Shipments must be sent with freight charges prepaid, as collect shipments will not be accepted.

In order to facilitate a smooth move-in and move-out of the PAL Show 2009 exhibits, all vehicles and shipments must enter or unload at the designated docking ramp/drive-in area. Direct shipments are received at the loading dock on a first-come, first-served basis; however, delays may occur.

Label each piece and address all shipping documents, such as Bills of Lading, for product/literature shipments to the International Centre.

It is advisable that you do not indicate the contents of the cartons or crates that contain valuable items such as computers, instruments, LCD displays, etc. Instead, indicate on carton or crate (**#1 of 20, #2 of 20**) **masking all other markings except the shipping label and "THIS SIDE UP", "FRAGILE" or other handling instructions.**

The Dockmaster will greet you at your assigned door or entrance point of access.

### EXHIBIT SET-UP

**All exhibits must be fully set up by Saturday, August 22, 2009 at 10:00 p.m. Booth space not occupied by Saturday, August 22, 2009 at 6:00 p.m. will revert back to Show Management.**

All materials must be uncrated and crates tagged for removal by GES, no later than Saturday, August 22, 2009 at 6:00 p.m. All crates and cartons must be tagged with "empty" labels and placed in the aisle for pick-up and storage. **Do not place "empty" labels on containers until they are completely empty and make sure that any 'old' "empty" stickers are removed.** Cleaning of the aisles will begin on Saturday evening to ensure that the show is 100% ready for opening on Sunday.



If your exhibit requires additional set-up time, please make arrangements with Show Management by completing the **Additional Set-Up / Dismantle Form** located in the **General Forms section**.

↑  
July 10 Deadline

## STORAGE

**Due to Fire Regulations, empty crates, cartons, boxes or packing materials of any kind cannot be stored in or behind exhibit booths.**

Storage labels marked "empty" can be obtained from the GES Service Desk. Exhibitors should write the appropriate booth number(s) on the labels and affix them to all crates, trunks and bundled cartons.

All items marked "empty" will be removed from exhibitor booths by the Official General Contractor for storage and returned to the designated booth(s) at the end of the show. This service is provided at no cost to the exhibitor.

## MATERIAL HANDLING AND DRAYAGE

**FREE up to  
5,000 lbs**

The PAL Show 2009 **FREE** Material Handling service includes the unloading of in-bound shipments, movement of the exhibit material to the exhibitor booth, crate storage and return, and movement of exhibit material from the booth to the loading docks. (Does not include assembly and disassembly).

Forklifts with drivers and crate storage are provided at no cost to the exhibitor. Dollies and hand trucks are also available for exhibitor use at receiving entrances on a first-come, first-served basis **without charge**. The capacity of show forklift trucks is 5,000 lbs. Exhibitors with heavier materials may order a special forklift through GES Canada, or by completing the order form located in the **GES Exposition Services section**. (Additional charges may apply). It is recommended that heavy equipment and awkward displays be delivered on the first day of move-in.

It is strongly recommended that exhibitors have representatives on hand to supervise the unloading and delivery of exhibit materials to the booth.

Shipments arriving during exhibitor's absence will be accepted and stamped. However, Show Management, the International Centre, and GES Canada are not responsible for lost or missing freight, piece counts and/or damaged articles arriving at show site.

Materials handling staff will be on duty from:

FRIDAY 08.21.09	SATURDAY 08.22.09
7:00 am - 7:00 pm	7:00 am - 7:00 pm

**Request for material handling services outside of the official move-in / move-out hours will be charged directly to the exhibitor by the Official Material Handling contractor, GES Canada Exposition Services.**

The receiving docks and exhibitor services will close at 6:00 p.m. on Friday, August 21, and 6:30 p.m. on Saturday, August 22, 2009. However, exhibitors may continue to work on their booth set-up after the designated material handling hours. Show Management will **NOT** be responsible for any additional move-in costs after 6:00 p.m. on the move-in days. Access to the exhibition hall by vehicle ends at 6:00 p.m. each move-in day.

## HAND CARRIED MATERIALS

If you do not require a forklift to move your materials to/from the show, push dollies will be available at the loading doors. A crew is available if you require help.

For security reasons, you will be required to wear your **Exhibitor Badge** when entering and/or leaving the building. **No exceptions will be made.**

## CUSTOMS CLEARANCE – CANADA / U.S.

Exhibitors who are shipping goods to PAL 2009 from outside of Canada are strongly urged to use the show's Official Customs Broker who will maintain specialized staff on site during move-in and move-out days. However, exhibitors are free to use their own customs brokers. If you plan to use your own customs broker, you will be required to post your own bond or cash deposit with Canada Customs. For more information refer to the **Shipping & Customs section**.

Customs clearance for show freight shipped last minute cannot be guaranteed if freight is shipped without appropriate customs papers.



## GRATUITIES TO EXHIBIT LABOUR

Show Management and service contractors have established a strict “no tipping” rule. Exhibitors must observe this rule during the entire period of the show, from the commencement of installation until the completion of dismantling.

This rule provides that no exhibitor, or representative of any exhibitor, may give any amount of gratuities, tips or gifts of any kind to workers, foremen or anyone else connected with the hauling of equipment or setting up or removal of exhibits for any reason whatsoever. Any infractions should be reported to Show Management or a Floor Manager. The Official General Contractor has agreed to refuse acceptance of any time card to which a tip has been added. There will be no gratuities included on any drayage invoice.

Any exhibitor who pays gratuities to labour is acting not only against his/her own interest, but against the interest of the show. Any exhibitor who is solicited for a gratuity should report such solicitation immediately either to Show Management or to the Official General Contractor.

## EXHIBITOR MOVE-OUT

### MOVE-OUT DATES & TIMES

MONDAY 08.24.09	TUESDAY 08.25.09
6:30 pm - Midnight	7:00 am - 1:00 pm

Exhibits **must** remain in place until 6:00 p.m. on Monday, August 24, 2009. Dismantling may begin at 6:01 p.m. The aisle carpet will not be removed until 6:30 p.m. and will take approximately one hour. Once aisle carpet has been rolled, empty cartons and crates will be returned to your booth. All stored crates, trunks and cartons will be delivered to exhibitor booths as quickly as possible. Exhibitors are reminded that this process will take place over a period of hours (up to 3 hours) after the close of the show.

It is important that exhibitors do not leave their booths unattended during this period as it is almost impossible to protect against pilferage. Exhibitors removing merchandise must wear their exhibitor badge. Further instructions regarding dismantling will be distributed during the show.

Dismantling will continue on Tuesday, August 25, 2009. All materials must be packed and crated by 10:00 a.m. on Tuesday, August 25, 2009. All drivers/carriers must check in with the Dock Master at the Loading Docks. All exhibitor materials must be removed from the exhibit facility by Tuesday, August 25, 2009 at 1:00 p.m. Exhibitor materials left after 1:00 p.m. on Tuesday, August 25, 2009 will become forced freight and shipped to either one of the official transportation companies' warehouses at the exhibitor's expense.



If you are unable to dismantle your exhibit by 1:00 pm on Tuesday, August 25, 2009, please call GES 30 days prior to move in and make alternative arrangements.

## DISMANTLING

**Dismantling will begin promptly at 6:01 p.m. on Monday, August 24, 2009. Exhibit breakdown prior to 6:00 p.m. is NOT ALLOWED.**

Exhibitors are urged to remove small cartons and open cases of products from the building immediately after the close of the show. While Show Management will take all reasonable security measures to safeguard small items, immediate removal of such items will minimize the possibility of loss by pilferage. Show Management is not responsible for the loss of any item from an exhibitor's booth, nor is the facility. It is advisable to have a representative from your company remain with the booth until all goods/merchandise have been picked up by the Official General Contractor. Removal of goods in bond must first be cleared with Canada Customs through your Customs Broker. See the **Shipping & Customs section** for more information.

Boxes, crates, signs, and other merchandise, especially brochures that are to be shipped back to your headquarters, must be clearly marked so that they are not mistaken for garbage. At the end of the move-out, the floor will be checked; all miscellaneous unmarked goods that are not in crates will be disposed of by the International Centre.

## REMOVAL OF AISLE CARPET

At 6:30 p.m., ½ hour after the official closing, the show's Official General Contractor will begin removal of the aisle carpet. Exhibitors are requested to co-operate with the labourers so that exhibits can be moved out expediently.

Dismantling of exhibit display and product packing is permitted after 6:00 p.m. on Monday. Do not place equipment, crates or display parts in the aisles until all of the carpet has been removed.

Do not leave your exhibit unattended during the initial dismantling period. There is a lot of activity, in and out of the buildings, during the initial phase of dismantling which increases the risk of having your products and booth equipment misdirected or lost.



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## FIRE AISLES

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The Mississauga Fire Department has designated certain aisles as FIRE AISLES. All fire aisles must be kept clear of freight throughout move-out. The show's Official General Contractor has been instructed to remove any exhibit materials found blocking these fire aisles.

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## RENTAL EQUIPMENT–PICK UP/DROP OFF

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If you have rented audio-visual equipment, a display booth, furniture, plants and/or lead retrievals, be sure to make arrangements in advance to have the equipment picked up immediately at the close of the show.

Make certain that your staff or other personnel know what equipment is company-owned and what equipment is rented. It is your responsibility to ensure that all rented equipment is returned to and/or picked up by the show supplier. Failure to return items can result in loss of your deposit or payment for the replacement item.

Telephones rented from the International Centre should be disconnected and returned to the International Centre Event Services Desk.

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## RETURN OF CRATES, CARTONS, ETC.

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### Priority Exhibit Storage

Last-In, First-Out (LIFO) priority exhibits are those that are in designated areas that require them to be the last ones to set up and/or the first ones to be removed from the buildings.

The LIFO exhibits will be the first companies to receive their crates, etc. They will be returned to the booths no later than 8:00 pm on Monday, August 24, 2009.

LIFOs must have dismantling completed and shipments removed from the building no later than 1:00 p.m. on Tuesday, August 25, 2009.

**For equipment and materials left on the premises after 1:00 p.m. on Tuesday, the International Centre will charge exhibitor(s) for removal expenses.**

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## ALL OTHER EXHIBITS STORAGE

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Exhibitors other than LIFO's will receive their crates once LIFO exhibitors have all of their crates back in their booths. It is expected that all cartons and crates will be returned by approximately 8:00 p.m. on Monday, August 24, 2009.

If you **require special consideration** (i.e. need to get your shipment to another show) please advise the Floor Manager in advance of your move-in so that arrangements can be made to have your crates stored for easy access. Failure to make these arrangements in advance will result in waiting on a first-come, first-served basis for your crates.

**Note:** Exhibitors, contractors and transport companies **WILL NOT** be allowed access to the crate storage areas. Any requests for special treatment will be handled on a first-come, first-served basis. These requests should be channelled and signed for at the Freight Manager's desk located at the back of Hall 5.



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## LOADING OF MERCHANDISE

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The General Service Contractor's first priority is to return crates and boxes to exhibitor's booths. When this is done, they will be available to move goods to exit doors. Dollies and hand trucks will be available near the exits to assist exhibitors in the move-out process. Forklift trucks will be available after 8:00 a.m. on Tuesday, August 25, 2009.

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## LOADING DOORS

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All vehicles are to report to the Marshalling Yard, at which time they will be directed to an available loading door. The floor will have material handling crews, as well as representatives from Show Management who will be working with the facility and exhibitors to ensure a smooth and trouble-free **move-out**.

When the show closes, remember you are responsible for your product, display and freight. Show Management will provide **material handling from your booth to the loading dock at no cost**. Gratuities to material handlers are strongly discouraged, and could result in disciplinary actions against those accepting gratuities.



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## EXHIBITOR MOVE-IN & MOVE-OUT



Exhibitors who engage Lange Transportation, The Commerce Trade Show Logistics Group Ltd., or designated carrier will be provided with the appropriate **Carrier Bill of Lading**.

Commencing at 6:01 p.m. on Monday, August 24, 2009, security guards will be posted at the main exits.

A **Removal of Property Pass** will be available at the Exhibitor Service Centre Desk located at the back of Hall 5, and is also available in the **General Forms section** of this manual.

The **Removal of Property** Form must be submitted to security for tracking your crates and boxes. Therefore, it is imperative that you complete the form accurately and turn it in at the Show Service Centre/Security Desk upon your departure.

Once your shipment is packed and ready to go, notify the Freight Desk at the back of Hall 5. The freight clerk will arrange for your vehicle to be brought to the appropriate loading dock at which time, if required, forklifts will be arranged to load your crates onto your vehicle and/or designated carrier's vehicle.

We suggest that you organize a move-out crew to take over at 6:30 p.m. on Monday, August 24, 2009 and that they work shifts until all goods are fully packed and ready for shipment. We further suggest that you delegate one of your employees to see that a truck is ordered and that the driver remains with your goods until the shipment is loaded and on its way.

Please impress upon your staff that their responsibilities do not end until all of your display goods have been safely returned to your warehouse.

The highest rate of property losses occurs on the last night of set-up and the first night of dismantling. It is your responsibility to make special security arrangements for the safety of your property.

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### REMOVAL OF BONDED SHIPMENTS

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Please contact your customs broker to ensure that all necessary steps have been taken to release bonded shipments from the exhibit hall before 1:00 pm on Tuesday, August 25, 2009.

A Canada Customs Official and representatives of The Commerce Trade Show Logistics Group Ltd. will be stationed in the Exhibitor Service Centre area. They are available to assist you with your customs documentation or answer any questions or concerns you may have. You may also wish to contact them at:

**The Commerce Trade Show Logistics Group Ltd.**

3405 American Drive, Unit 7  
Mississauga, ON L4V 1T6  
Phone: (905) 673-5445  
Toll Free: 1+ (888) 827-7469  
Fax: (905) 673-2574  
E-mail: [beverlyc@commerctradehsows.com](mailto:beverlyc@commerctradehsows.com)

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### OUTBOUND SHIPMENTS

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#### Official Carriers

If you are using Lange Transportation, or The Commerce Trade Show Logistics Group Ltd. the Official Common Carriers for your outbound freight, a representative will contact you in your booth prior to show closing. They will assist you in filling out your Bills of Lading and advise you on warehousing of shipments or freight forwarding to other shows. They also have a service desk located in the Exhibitor Service Centre area.

#### Company Truck/Common Carriers

If you are using a company vehicle or common carrier other than the PAL Show 2009 official show carriers and require materials handling assistance, please follow the procedures outlined below.

- Advise your carrier as to the date and time your freight must be removed from the building.
- Confirm that your carrier can guarantee pick-up on the specified date and time.
- Complete the Carrier order form and a Bill of Lading.
- Include the number of pieces, the name and telephone number of your carrier and the address to which the freight is being shipped.
- Present a copy of the Bill of Lading to the Freight Manager. The Freight Manager will co-ordinate the loading of your merchandise on your vehicle and will have the documentation to assist in tracking your shipment if the carrier does not show up on time to pick up your freight.
- Keep one copy for your records.
- Be sure that all outbound shipments are pre-paid.

Your co-operation in expediting the removal of your display and freight is appreciated. Any exhibits, displays or goods remaining in the building after the dismantling of the show will be cleared and shipped at your expense to the general contractor's warehouse.