

# 4. MOVE-IN & MOVE-OUT



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MIAC 2011  
May 15-16, 2011  
Direct Energy Centre  
Toronto

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## EXHIBITOR MOVE-IN

### DIRECTIONS TO DIRECT ENERGY CENTRE

Direct Energy Centre  
100 Princes' Blvd, Exhibition Place  
Toronto, Ontario M6K 3C3

For **Directions to Direct Energy Centre** please see the map located on the manual section of the website.

### MOVE-IN DATES & TIMES

FRIDAY 05.13.11	SATURDAY 05.14.11
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. No goods are to arrive after 6:00 pm, however exhibitors may remain on the show floor to set-up their exhibits. Please note that the exterior doors of the facility will be locked and re-entering will not be allowed.

### 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 complete and return the **Move-In Schedule Change Request Form** to MIAC's office by April 29, 2011.

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. Please refer to the Advance Warehouse form provided by Lange Transportation in the **Forms** Section.

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 Direct Energy Centre prior to the scheduled move-in time. Direct Energy 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 Lange Transportation.

Shipments cannot arrive before 7:00 a.m. on Friday, May 13, 2011. 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 MIAC 2011 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 Direct Energy 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.

### MARSHALLING YARD

All delivery vehicles must check in at the Marshalling Yard between the hours of 7:00 a.m. and 5:00 p.m. on your designated move-in day. The Marshalling Yard is located in Gore Lot, also known as Lot A. (See site plan for marshalling yard location). Privately Owned Vehicles must also check in at the Marshalling Yard. POV's will promptly be dispatched to the appropriate off load point. Please note: POV's parked illegally will be ticketed and towed at the owner's expense.

# MOVE-IN & MOVE-OUT

## EXHIBIT SET-UP

All exhibits must be fully set up by Saturday, May 14, 2011 at 10:00 p.m. Booth space not occupied by Saturday, May 14, 2011 at 6:00 p.m. will revert back to Show Management.

The receiving docks and exhibitor services will close at 6:00 p.m. on Friday, May 13, 2011, and 6:30 p.m. on Saturday, May 14, 2011. 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 ends at 6:00 p.m. each move-in day.**

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**.

All materials must be uncrated and crates tagged for removal by GES, no later than Saturday, May 14, 2011 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 Saturday evening to ensure that the show is 100% ready for opening on Sunday.

## MATERIAL HANDLING & DRAYAGE - FREE

**FREE up to  
5,000 lbs**

The MIAC 2011 **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 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.

Shipments arriving during exhibitor's absence will be accepted and stamped. However, Show Management, Direct Energy Centre, and GES Canada are not responsible for lost or missing freight, piece counts and/or damaged articles arriving at show site. It is **strongly recommended** that exhibitors have representatives on hand to supervise the unloading and delivery of exhibit materials to the booth.

**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 Services.**

## 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.**

## LABOUR

Full time employees of the exhibiting companies may set up their own exhibits without assistance from union employees, providing the use of power tools are not required. Manual tools such as hammers, screwdrivers, ratchets, pry bars, etc. are allowable for exhibitor use within size and time limitations. Exhibitors may not borrow tools, ladders or other equipment from the exhibit facility and/or GES. Labour can be ordered by completing the labour form in GES order package in the **Forms section**.

Union labour may be required for certain aspects of your Installation/Dismantling. Please review the Union Jurisdiction information found in the Rules & Regulations section of this manual.

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## SCHEDULING LABOUR

Establish realistic starting times when scheduling installation labour. If you order labour for 8:00 a.m. and your display doesn't arrive until 11:00 a.m., your labour will be reassigned to another exhibitor and you will have to wait your turn for labour to become available again. Carefully consider the number of labourers you will need to do the job in the time frame planned and order accordingly. It is difficult to add to a crew on short notice.

## PLANNING YOUR EXHIBIT INSTALLATION

Think through the installation of your exhibit. For example, don't order carpet after your crates have been delivered to your booth. If hired labour is required, the crates will have to be moved before the carpet is laid. Plan for the move-in and set-up of your exhibit the same way you would if you were moving into a house. Order and time your requirements accordingly. This will save you a lot of money and unnecessary headaches.

## 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.

## CUSTOMS CLEARANCE – CANADA / U.S.

Exhibitors who are shipping goods to MIAC 2011 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.

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## EXHIBITOR MOVE-OUT


### MOVE-OUT DATES & TIMES

MONDAY 05.16.11	TUESDAY 05.17.11
6:30 pm - Midnight	7:00 am - 1:00 pm

Exhibits **must** remain in place until 6:00 p.m. on Monday, May 16, 2011. 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, May 17, 2011. All materials must be packed and crated by 10:00 a.m. on Tuesday, May 17, 2011. 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, May 17, 2011 at 1:00 p.m. *Exhibitor materials left after 1:00 p.m. on Tuesday, May 17, 2011 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, May 17, 2011, 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, May 16, 2011. 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 Direct Energy Centre.

Full time employees of the exhibiting companies may dismantle their own exhibits without assistance from union

employees, providing the use of power tools are not required. Manual tools such as hammers, screwdrivers, ratchets, pry bars, etc. are allowable for exhibitor use within size and time limitations. Exhibitors may not borrow tools, ladders or other equipment from the exhibit facility and/or GES. Labour can be ordered by completing the labour form in GES order package in the **Forms section**.

Union labour may be required for certain aspects of your Installation/Dismantling. Please review the Union Jurisdiction information found in the Rules & Regulations section of this manual.

### 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

The Toronto 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.

## RENTAL EQUIPMENT RETURN

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.

## RETURN OF CRATES, CARTONS, ETC.

### 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 building.

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, May 16, 2011.

## ALL OTHER EXHIBITS STORAGE

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, May 16, 2011.

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.

**FYI** **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 A.

## LOADING OF MERCHANDISE

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, May 17, 2011.

## LOADING DOORS

All vehicles are to report to the Marshalling Yard, at which time they will be directed to an available loading door. A map showing the Marshalling Yard is available in the **Forms section**. The Floor Manager, material handling crews, as well as representatives from Show Management will be working with the facility and exhibitors to ensure a smooth and trouble-free **move-in and 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.

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, May 16, 2011, security guards will be posted at the main exits.

Once your shipment is packed and ready to go, notify the Freight Desk at the back of Hall A. 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, May 16, 2011 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

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responsibility to make special security arrangements for the safety of your property.

A **Removal of Property Pass** is required for items being removed from the show floor during show hours and move-out. The **Removal of Property Pass** form will be available at the Show Office located in Meeting Room A1, and is also available in the **Forms section** of this manual. For more information please refer to **Merchandise Removal in General Rules & Regulations**.

## REMOVAL OF BONDED SHIPMENTS

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, May 17, 2011.

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@commercetradehsows.com](mailto:beverlyc@commercetradehsows.com)

## OUTBOUND SHIPMENTS

### **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 MIAC 2011 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.

- All vehicles are to report to the Marshalling Yard, at which time they will be directed to an available loading door. A map showing the Marshalling Yard is available in the **Forms section**.
- 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.