

F R E E M A N

940 Belfast Road
Ottawa, Ontario, K1G 4A2
(613) 748-7180 • Fax: (613) 748-5977
freemanottawaES@freemanco.com



TÊTE À TÊTE 2011
JANUARY 27, 2011

WESTIN HOTEL
OTTAWA, ONTARIO

FREEMAN quick facts

SERVICE INFORMATION

BOOTH EQUIPMENT

Package 1:

Each 8' x 10' booth will include an 8' high back wall, 3' high side walls and (1) 1500 watt / 110 volt electrical outlet. Tables and supplemental furniture are to be ordered by the Exhibitor at the Exhibitor's expense.

Package 2:

Each 6' x 6' booth will include an 8' high back wall, 3' high side walls and (1) 1500 watt / 110 volt electrical outlet. Table and supplemental furniture are to be ordered by the Exhibitor at the Exhibitor's expense.

Package 3:

Each table top display area includes (1) 6' draped table, an 8" high back drop and (1) 1500 watt / 110 volt electrical outlet.

EXHIBIT HALL CARPET

The exhibit area is carpeted. Should you require individual booth carpet, please see the enclosed Carpet Order Form.

DISCOUNT PRICE DEADLINE DATE

To receive the advance discount rates listed on the order forms, we must receive your order with payment by **January 12, 2011**.

SPECIALTY FURNISHING / LABOUR DEADLINE DATE

The Specialty Furnishing items noted with the symbol (+) on the Furnishing Order Form must be submitted before **January 12, 2011**. Freeman cannot guarantee pricing and availability of these items after this deadline. Save money and order labour 48 hours in advance. All labour orders placed after **January 24, 2011** will be charged an additional 30% above the advance rate.

SHOW SCHEDULE

EXHIBITOR MOVE-IN

Thursday January 27, 2011 6:00 am - 9:00 am

EXHIBIT HOURS

Thursday January 27, 2011 9:45 am - 2:30 pm

EXHIBITOR MOVE-OUT

Thursday January 27, 2011 2:30 pm - 5:00 pm

DISMANTLE AND MOVE-OUT INFORMATION

- Freeman will begin returning empty containers as soon as the show is closed.
- All exhibitor materials must be removed from the exhibit facility by **January 27, 2011 @ 5pm**
- To ensure all exhibitor materials are removed from the exhibit facility by the Exhibitor Move-Out deadline please have all carriers check-in by **January 27, 2011 @ 4pm**.

SERVICE CONTRACTOR CONTACTS/INFORMATION

FREEMAN

940 Belfast Road
 Ottawa, Ontario, Canada K1G 4A2
 Phone: 613-748-7180 ext 234 Fax: 613-748-5977

FREEMAN TRANSPORTATION

Phone: 877-478-1113
 Fax: 905-951-3145

AVW-TELAV AUDIO VISUAL SOLUTIONS

Phone: 613-526-3121
 Fax: 613-526-0850

WESTIN HOTEL / ELECTRICAL & INTERNET

Phone: 613-560-7000
 Fax: 613-560-2703

FREEMAN ONLINE®

Our Internet online ordering service, Freeman OnLine® is available for your convenience to order all Freeman services, view show schedule, or print order forms. Once your show is available online you will receive an email which includes a direct link to Freeman OnLine®. To place online orders you will be required to enter your unique Login ID and Password. If this is your first time to use Freeman OnLine®, click on the "Login" link in the top right corner to create a new account. To access Freeman OnLine® without using the email link, visit www.freemanco.com and click on the "Login" link in the top right corner. If you need assistance with Freeman OnLine® please call our Customer Support Centre at (888-508-5054).

SHIPPING INFORMATION

Warehouse shipping address:

Tête à Tête 2011

Exhibiting Company Name

Booth # _____

C/O Freeman

940 Belfast Road

Ottawa, Ontario, Canada K1G 4A2

PLEASE NOTE: The warehouse is open from 8am until 4:30pm Monday to Friday.

Freeman will accept crated, boxed or skidded material beginning **December 23, 2010** at the above address. Material arriving after **January 20, 2011** will be received at the warehouse with an additional after deadline charge. **Please Note: The warehouse will be closed on December 24, 27, 28, 2010 and January 3, 2011 in observance of the Holiday Season, shipments will not be accepted on these dates.**

IMPORTANT NOTICE

All shipments must be directed to the Freeman warehouse. No show site shipments will be allowed.

Exhibitors may handle their own hand-carried materials, or they may arrange for this to be done by Freeman.

- Storage space is not available at the Westin Hotel.
- It is highly recommended that you contact Freeman Exhibitor Services prior to shipping.
- Any charges incurred for early freight accepted by the facility is the responsibility of the exhibitor.
- Forklifting Services are not available at the Westin Hotel.
- Pump Jacks may be used in the Westin Hotel.

RESTRICTIONS

- All crates larger than 6'8" will need to be uncrated prior to moving into the show floor and re-crated on the loading dock. Additional fees will apply, please contact Freeman Exhibitor Services for details.
- Freight Elevator: Measurements are 9.7'W x 6.10'H
- For Pick Up of Freight Only: The loading dock will accommodate trucks up to 43' in length cab included and cannot exceed 13' in height

POST SHOW PAPERWORK AND LABELS

Our Exhibitor Services Department will gladly prepare your outbound Material Handling Agreement and labels in advance. Complete the Outbound Shipping form and your paperwork will be available at show site. Be sure your carrier knows the company name and booth number when making arrangements for shipping your exhibit at the close of the show.

Please note: All items not ordered through the Official Show Vendors may be subject to Material Handling Charges and are the responsibility of the Exhibitor.

MATERIAL HANDLING

Exhibitors may hand-carry their own freight into the exhibit facility. All exhibitors handling their own freight will be responsible to arrange their own storage of empty containers during the show. No storage will be available on the show floor. The use of pump trucks and other mechanical equipment however, is not permitted.

If you do not wish Freeman to handle your freight, please complete the Material Handling Exemption Form contained in the service manual and return to exhibitor services. As well, a representative of your company is required on the loading dock to receive and sign for your shipments at the time of arrival or you will be charged accordingly. Freeman will control access to the loading docks in order to provide for a safe and orderly move in/move out.

Any material handled by Freeman will be charged according to the rates listed within the service manual. **Please refer to the Material Handling Order Form contained in this service manual for charges.**

EXHIBIT TRANSPORTATION

As part of the Freeman service and to make your shipping and transportation experience as seamless as possible, Freeman Exhibit Transportation has been appointed as the official carrier for **Tête à Tête 2011**. Our Exhibit Transportation Department will be in contact with you to discuss your shipping requirements, however if you wish to contact us, please call our toll free number at 877- 478-1113 to speak to a Customer Service Representative.

AS A REMINDER

All shipments originating outside Canada require Canada Customs Clearance and U.S Customs/Homeland Security (if applicable) on the return.

SMALL PACKAGES/BOXES DELIVERIES (Including Portable Display Cases)

Canada is an international destination and, as such, duties, taxes and customs clearance fees applies. If you are shipping Air or Ground with the following small packages companies, Fed-ex, UPS, Airborne, DHL, or any other small package/boxes carriers please confirm that all ancillary charges(duties, taxes & Customs clearance fees) are PREPAID. This includes 3rd Party Shippers (ie:Fullfillment Centres, etc.). Any shipments that are sent collect will not be accepted by Freeman and they will be refused.

In some instances, carriers do not declare ancillary collect charges upon delivery to our warehouse and Freeman is billed 30-90 days after the event has closed. In these situations, any charges (duties, taxes & Customs clearance fees) are re-billed to the corresponding exhibitors plus "Advancement Fees".

LABOUR INFORMATION

Booth Installation and Dismantle: If utilizing Freeman labour, please refer to the Installation & Dismantle order form to place your order for display labour. Straight time and Overtime hours are also listed on the order form. Exhibitors supervising Freeman labour will need to pick up and release their labour at the Service Desk

PRIVACY POLICY

Pursuant to the Personal Information Protection and Electronic Documents Act, Freeman has formalized its current practices into a privacy policy. A copy of our full privacy policy is available on request or by visiting our website at <http://www.freemanco.com/freeman/privacy.jsp#Canada>

Freeman collects business information from its customers to enable us to perform contracted services. Only very infrequently will any identifiable personal information be collected. If any personal information is collected, Freeman will obtain consent at the time of the collection, disclosure and /or use. You then would have the right to access any of the information we have collected and withdraw your consent for the above at any time. If you have any questions or would like more information on our privacy policy, please contact us at (416)252-3361, or you may contact our privacy officer at barbara.baird@freemanco.com.

ASSISTANCE

We want you to have a successful show. If we can be of assistance, please call our Exhibitor Services Department at (613) 748-7180 ext 234. We can also be contacted via email at freemanottawaes@freemanco.com

French order forms are available upon request.

WE APPRECIATE YOUR BUSINESS.

FREEMAN GENERAL INFORMATION

TRANSLATION SERVICE

Freeman is pleased to offer a new service for our international exhibitors that provides quick interpretation and translation in 150 languages. This service will not only interpret for us on a three-way conversation, but also translate emails from customers. To access this service you may contact Freeman Ottawa Exhibitor Services at (613) 748-7180 or Freeman’s Customer Support Center at (888) 508-5054.

HELPFUL HINTS

SAVE MONEY

Take advantage of the advance discount rates by placing your order by **January 12, 2011**.

AVOID DELAY

Ship early to avoid delays. Shipments arriving late at show site will cost you money, time and business!

SAFETY TIPS

Use a ladder, not a chair. Standing on chairs, tables and other rental furniture is unsafe and can cause injury to you or to others. These objects are not designed to support your standing weight.

Be aware of your surroundings. You are in an active work area with changing conditions during move-in and move-out. Pay attention. Look for obstacles, and machinery and equipment that are in use.

Keep your eyes open for scooters and forklifts. The drivers of these vehicles may not be able to see you.

Stay clear of dock areas, trucks and trailers. These areas can be particularly dangerous.

Prevent electrical shocks, falling items and damage to materials. Do not attach items or equipment to the drapes or metal framework provided for you booth. This can cause serious injury or damage to materials.

We discourage children from being in the exhibit hall during installation and dismantle. If children are present during installation and dismantle, they must be supervised by an adult at all times.

You are not allowed to ship Hazardous Materials. If you do so, you may be subject to fines or penalties for each offence.

Operation or use of all mortorized lifts and motorized material handling equipment for installation/dismantle of exhibits is NOT permitted by exhibitors or by their exhibitor appointed contractors (EAC’s). Thank you for your cooperation.

EXHIBITOR ASSISTANCE

For more information and helpful hints on preshow procedures and move-in, please go to www.freemanco.com/preshowFAQ.

For more information and helpful hints on postshow procedures and move-out, please go to www.freemanco.com/postshowFAQ.

Call Freeman’s Exhibitor Services department at (613) 748-7180 ext 234 with any questions or needs you may have.