

SERVICE INFORMATION

IMPORTANT NOTE:

- **Hanging Signs & Banners are permitted however must be submitted to CSAE for approval prior to move-in. Applicable for 100sqft. and larger booth spaces only.**
- **The loading dock will be closed to deliveries. Should you require access, please contact Freeman to arrange dock access, material handling or cart service. Please refer to the forms in the service manual for rates.**
- **Floor covering for your booth space is mandatory. Please refer to the Carpet Order form in the service manual for rental options.**

BOOTH EQUIPMENT

Each 10' x 10' black draped booth will include an 8' high back wall and 3' high side walls. Tables, supplemental furniture and mandatory carpeting are to be ordered by the Exhibitor at Exhibitor's expense.

Mini Booth Displays:

Each 6'x6' black draped mini booth will include an 8' high back wall and 3' high side walls. Tables, supplemental furniture and mandatory carpeting are to be ordered by the Exhibitor at Exhibitor's expense.

Table Top Displays:

Each table top display includes an 8'H black draped back wall and one 6' skirted table. The table top display area is carpeted.

Note: Our office will be closed December 23-27, 2019 & January 1, 2020 for the Holiday Season.

IMPORTANT ELECTRICAL INFORMATION

Electricity is not included in the booth space. By default, any power outlets ordered are located at the rear of the booth for inline and peninsula booths. Please see the Electrical Labour Form for rates and instructions if you require outlets in other locations, have lights or electrical items to hang or erect, have orders for power of 208v or higher, or have other electrical requirements.

EXHIBIT HALL CARPET

Floor covering for your exhibit space is mandatory. The exhibit area is not carpeted; however the aisles will be carpeted in Tuxedo. To enhance the appearance of your booth, rental carpet is available through Freeman. Please refer to the Carpet Order Form in the service manual.

DISCOUNT PRICE DEADLINE DATE

Take advantage of a 30% discount by ordering online at www.freeman.com by **January 6, 2020**. Freeman cannot guarantee pricing and availability of the Specialty Furnishing items noted with the symbol (+) on the Furnishing Order Form after this deadline.

*For Material Handling Information, please see page 2 & 3

SHOW SCHEDULE

EXHIBITOR MOVE-IN

For more information and helpful hints on preshow procedures and move-in, please go to [Pre-Show FAQ](#)

Tuesday, January 28, 2020 2:00pm - 9:00pm*

Wednesday, January 29, 2020 6:00am - 8:30am** - Hand Carry Only

* Exhibitors are not permitted on the show floor past 9pm.

** Forklifts and carts will not be available during Wednesday morning move-in.

EXHIBIT HOURS

Wednesday, January 29, 2020 9:00am - 2:00pm*

* Tête-à-Tête show hours are 7:30am - 4:00pm

EXHIBITOR MOVE-OUT

For more information and helpful hints on postshow procedures and move-out, please go to [Post-Show FAQ](#)

Wednesday, January 29, 2020 4:00pm - 6:00pm

DISMANTLE AND MOVE-OUT INFORMATION

- Freeman will begin returning empty containers as soon as the show is closed.
- 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 29, 2020 @ 5pm with Freeman.**

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.

All labour services performed between 4:00 pm and 6:00 pm (M-F), between 8:00 am and 4:00 pm (Sat-Sun) will have overtime charges applied. All labour services performed between 6:00 pm and 8:00 am (M-F) and between 4:00 pm and 8:00 am (Sat-Sun) will have double-time charges applied. Please refer to the enclosed Labour Order Form.

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.

MATERIAL HANDLING

Freeman is the exclusive supplier for material handling services at the EY Centre for **Tête-à-Tête**. All items & materials that must be brought into the facility are subject to material handling charges and are the responsibility of the exhibitor. This also applies to items not ordered through the official show vendors. Please refer to the enclosed Material Handling order form.

Exhibitors are not permitted to hand-carry through the front doors of the EY Centre and must be done through the designated area at the loading dock. Additional charges may apply for items that are not deemed to be hand carry items by Freeman, including items that are on wheels or dragged. Cart Service is available for a fee, please see section below. 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 or other mechanical equipment is not permitted.

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 for rates.

Note: Vehicles are not permitted to remain in the loading dock area unattended at any time and Freeman is not responsible for any lost, stolen or damaged items. If you have any questions or inquires in reference to any of these services or procedures please feel free to contact us.

CART SERVICE IS A FEATURE FOR PRIVATELY OWNED VEHICLES

A self unloading and reloading area for all exhibitors who do not require forklifting assistance during move-in and move-out will be available.

- Freeman staff will guide you to this area once you arrive at the dock.
- This service is aimed for exhibitors that require minimal assistance.
- Type of vehicles accepted are cars, pickup trucks, small mini-van or SUV only.
- Exhibitors that require 20 minutes or less to offload and reload. Any vehicles left unattended will be towed at owner's expense.
- The service includes storage of cardboard/product boxes and empty stickers.
- This is a chargeable service, please refer to the Material Handling Order Form contained in this service manual for the cart service charges.

SHIPPING INFORMATION

Advanced Warehouse Shipping Address:

Tête-à-Tête
 Exhibiting Company Name C/O Freeman
 Booth # _____
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 30, 2019** at the above address. All full load trailer shipments must be accompanied by a Certified Weight Ticket. Full Load trailers without a Certified Weight Ticket may be refused and sent to obtain requested documents. To avoid additional late arrival charges, materials must arrive by **January 20, 2020**. Warehouse materials are accepted Monday through Friday between the hours of 8:00am to 4:30pm. **Please Note: The warehouse will be closed on December 23-27, 2019 & January 1, 2020 for the Holiday Season therefore shipments will not be accepted on these dates.**

Show site shipping address:**Tête-à-Tête**

Exhibiting Company Name C/O Freeman

Booth # _____

EY Centre**4899 Uplands Drive**

Ottawa, Ontario, Canada K1V 2N6

Please call Freeman to schedule your move-in time. Freeman material handling services are available for show site shipping of materials starting **January 28, 2020 from 2:00 pm – 9:00 pm and January 29, 2020 from 6:00 am – 8:30am (Hand Carry Only)**. This service will include receiving your freight at the dock, delivering to your booth space and storage during the show, return of empties at the end of the show and reloading onto your assigned carrier. Any freight received outside of the posted times will be subject to additional charges. If you are planning to ship booth materials to either the Freeman preshow warehouse or directly to show site please refer to the material handling form supplied in the Freeman Exhibitor service manual.

Please be aware that disposal of exhibit properties is not included as part of your material handling charges. Please contact Freeman for your quoted rates and rules applicable to disposal of your exhibit properties.

FACILITY RESTRICTIONS

Notice to Carriers : The Ottawa Airport Parkway is completely restricted to all commercial vehicles and will be subject to severe fines.

BUILDING LOADING AREAS:

Hall 2: Loading dock (7'11"H x 8'W)

Hall 2: Outside doors & inside roll up doors (15'11W X 13'11"H).

Exhibitors are not allowed to bring freight by the front doors of the building.

FREEMAN ONLINE®

Take advantage of discount pricing by ordering online by **January 6, 2020**.

Using the enhanced FreemanOnline, you will enjoy easy access to added features and functions as well as the high caliber of Freeman services you've come to expect — **before, during and after** your show. Additionally, you can now access FreemanOnline from any device — **desktop, laptop, tablet**.

To place online orders you will be required to enter your unique username and password. To access FreemanOnLine for **Tête-à-Tête** go to: <http://www.freemanco.com/store/show/showInformation.jsp?showID=487091> Click on the "Login" link in the top right corner to proceed.

If this is your first time using Freeman Online® click on the "Create an Account" link in the top right corner.

If you need assistance with FreemanOnLine please call our Customer Support Centre toll free at (888) 508-5054 for Canada & U.S. exhibitors or (512) 982-4186 for local and International exhibitors.

EXHIBIT TRANSPORTATION

As a 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 the **Tête-à-Tête**. Our Exhibit Transportation Department will be in contact with you to discuss your shipping requirements, however you are able to reach a Customer Service Representative:

Phone Toll Free (U.S. & Canadian Exhibitors): (877) 478-1113

Phone (Int'l/Overseas Exhibitors): Country Code: +1-817-607-5183

Fax: (905) 951-3145

Email: exhibitrans.canada@freemanco.com**AS A REMINDER**

All shipments originating outside Canada require Canada Customs Clearance and US 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: FedEx, UPS, DHL or any other small packages/boxes carriers, please confirm that all ancillary charges (duties, taxes and customs clearance fees) are PREPAID. This includes 3rd Party Shippers (ie: Fulfillment Centres, etc). Any shipments that are sent collect will not be accepted by Freeman and they will be refused.

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 for Canada and U.S. exhibitors or (512) 982-4186 for international exhibitors.

SAVE MONEY

Take advantage of a 30% discount by ordering online at www.freeman.com by **January 6, 2020**.

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 your 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.

Freeman does not ship or handle Hazardous Materials. If any materials you are shipping to the event fall into this category, please contact Freeman to be sure that the material will be allowed at the facility and by the association. In addition, if authorized by the facility and the association, you will need to make separate arrangements for the transport and handling of the approved materials, since Freeman will not transport or handle them.

Operation or use of all motorized 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.

WE APPRECIATE YOUR BUSINESS.

SERVICE CONTRACTOR CONTACTS / INFORMATION

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@freeman.com

FREEMAN TRANSPORTATION

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Phone (Int'l/Overseas Exhibitors): Country Code: +1-817-607-5183
Fax: (905) 951-3145
Email: exhibittrans.canada@freemanco.com

EY CENTRE SERVICE PROVIDERS

This link will take you to all the service providers at the EY Centre:
eycentre.ca/facility/service-partners