



CANADIAN NATIONAL EXHIBITION

AUG 19 to SEPT 5 | 2016

LET'S GO TO THE EX!  THEEX.COM

EXHIBITOR HANDBOOK

AT HOME PAVILION
2016 Edition

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EXHIBITOR CHECKLIST

CHECK	FORM	SEND TO	DATE DUE
	Move In Questionnaire (Mandatory Form)	CNE Management exhibitorforms@theex.com F: 416-263-3863	June 15, 2016
	Show Directory Form (Mandatory Form)	CNE Management exhibitorforms@theex.com F: 416-263-3863	June 15, 2016
	Sales Policy Request Form (Mandatory Form)	CNE Management exhibitorforms@theex.com F: 416-263-3863	June 15, 2016
	Copyright & Trademark Infringements Acknowledgement Form (Mandatory Form)	CNE Management exhibitorforms@theex.com F: 416-263-3863	June 15, 2016
	Emergency Contact Information (Mandatory Form)	CNE Management exhibitorforms@theex.com F: 416-263-3863	June 15, 2016
	Health & Safety Form (Mandatory Form)	CNE Management exhibitorforms@theex.com F: 416-263-3863	June 15, 2016
	Contests & Draws (Approval Required)	Jeannette Mintz: jmintz@theex.com	June 15, 2016
	Certificate of Insurance (Mandatory Form)	CNE Management exhibitorforms@theex.com F: 416-263-3863	June 28, 2016
	Exhibition Place Forms (Internet, Phone, Lighting)	Exhibition Place exhibitorservices@directenergycentre.com PH: 416-263-3064	June 28, 2016
	GES Order Forms (Booth Upgrades, Chairs, Tables etc.)	GES www.gesexpo.ca PH: 905-283-0500	June 28, 2016

	Customs Brokerage/ Transportation & Warehousing	TWI Group Inc. PH: 905-812-1124 F: 905-812-0133	June 28, 2016
	SHOWTECH (Power & Lighting)	SHOWTECH https://e.showtechordering.com/ST-00045700 905-283-0550	June 28, 2016
	Admission Passes Order	CNE Management PH: 416-263-3960	August 7, 2016
	Parking Passes Order	CNE Management PH: 416-263-3960	August 7, 2016

GENERAL INFORMATION

CNE Permanent Office

Our permanent offices are located in the Press Building, near the Princess Margaret Fountain, Canadian National Exhibition.

210 Prince's Boulevard, Press Building
Toronto, ON M6K 3C3
Tel. 416-263-3800 | Fax. 416-263-3863
www.theex.com

CNE Dates & Hours

August 19 to September 5:

Buildings Daily 10:00am – 10:00pm
Grounds Daily 10:00am – 12 midnight

Labour Day Closing Time:

Gates close	5:00pm
Buildings close	7:00pm
Casino closes	8:00pm
Grounds close	9.00pm

CNE Exhibitor Passes

All exhibitors and their staff must purchase photo ID passes for daily entry onto the CNE grounds.

Exhibitors who purchase their admission and parking passes online by **August 7, 2016** will be given the **“EARLY BIRD SPECIAL”**.

Exhibitor Passes

18-Day Admission (Photo ID).....	Early Bird \$50 each (\$60 after Aug. 7)
9 Day Admission (Photo ID).....	Early Bird \$30 each (\$40 after Aug. 7)
3 Day Admission (Photo ID).....	\$25.00 each
1-Day Admission.....	\$13.00 each
Parking Pass.....	Early Bird \$225 each (\$250 after Aug. 7)

If you do purchase Early bird Passes, they will only be issued when accounts are paid in full

Please Note: If exhibitors forget their passes, they must pay General Admission at the gate.

General Admission.....	\$18.00 each
Adults 65 & Better	\$15.00 each

Photo ID passes can also be purchased in the Enercare Centre, Salon 101 (enter via Galleria) starting August 8, 2016 from 8:00am – 6:00pm and throughout the 18 day fair. (Dates & Times may vary)

Information for ALL Passes

- These passes can only be scanned once per day
- If a staff member needs to leave the site and come back, they must get their hand stamped upon exiting the grounds (credential badges will only scan once)
- Passes must be worn and visible at all times while on the grounds
- Exhibitors may be asked to show identification along with CNE Exhibitor Pass
- Replacement cost for lost passes is **\$35.00**

Pass Office Hours of Operation

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
7 AUGUST	8 8 AM – 6 PM	9 8 AM – 6 PM	10 8 AM – 6 PM	11 8 AM – 6 PM	12 8 AM – 6 PM	13 8 AM – 6 PM
14 8 AM – 6 PM	15 8 AM - 8 PM	16 8 AM - 8 PM	17 8 AM – 10 PM	18 8 AM – 10 PM	19 8 AM – 10 PM 	20 8 AM – 10 PM 
21 8 AM – 10 PM 	22 8 AM – 6 PM 	23 8 AM – 6 PM 	24 8 AM – 6 PM 	25 8 AM – 6 PM 	26 8 AM – 6 PM 	27 8 AM – 6 PM 
28 8 AM – 5 PM 	29 8 AM – 5 PM 	30 8 AM - 5 PM 	31 8 AM – 5 PM 	1 SEPTEMBER 8 AM – 5 PM 	2 8 AM – 5 PM 	3 8 AM – 5 PM 
4 8 AM – 4 PM 	5 8 AM – 4 PM 	6	7	8	9	10

CNE Team

Jeannette Mintz	Exhibit Sales Manger Arts, Crafts & Hobbies, At Home, Gourmet Kitchen & Food Building	jmintz@theex.com	416-263-3849
Mark Montpetit	Exhibit Sales Manger Shoppers' Market, International Pavilion, Wheels Pavilion & Warehouse	mmontpetit@theex.com	416-263-3847
Brenda Holden	Show Operations Coordinator	bholden@theex.com	416-263-3848
Montana Speed	Exhibit Sales Assistant	mspeed@theex.com	416-263-3848
Marianne Mailer	Onsite Branding and Promotional Opportunities	mmailer@theex.com	416-263-3708
Gilbert Estephan	Director, Sponsorships, Partnerships & Exhibit Sales	gestephan@theex.com	416-263-3846

AT HOME PAVILION

Enercare Centre – Hall A

Onsite Office

A show office will be set up in the Enercare Centre, Hall A – Salon 103 from August 15 until September 8, 2016.

	ACH Show Office	Enercare Centre Show Office Headquarters
Hours of Operation:	Daily 7am-10pm	Daily 7am-10pm
Phone:	416-263-3121	416-263-3207

Space Rental Includes

Hard backed wall system, electrical outlet, carpet and booth number sign. **DOES NOT APPLY FOR EXHIBITORS WITH BULK SPACE, booths that are 400 sq. ft. or greater. Please refer to the Exhibitor Booth Guidelines.**

Dollies

Dollies are available on a limited, first come, first served basis. Exhibitors will be asked to leave a license or other form of identification during the loan period. Dollies will not be allowed on the show floor between 10:00am and 10:00pm. Please ensure all dollies are returned to original location by no later than 9:45am.

Move-In & Set-up Procedures

All Exhibitors participating in the At Home Pavilion and Gourmet Kitchen (Enercare Centre) **will be assigned a specific move-in day and time.**

All vehicles are asked to report to the Vehicle Marshalling Yard located at Fleet and Strachan Avenue. Limitations on the types of vehicles entering the buildings will be restricted. Trailer cabins and hitched trailers are strictly prohibited from entering the building.

Important: **Vehicles will not be allowed drive-in access into the building on Thursday August 18, 2016.** All product and booth displays are to be placed onto a dolly or pump truck or hand-carried.

Stay tuned for more information on your scheduled move-in time. Notifications are expected to be advised by the end of June 2016, by Kevin Legallais who will be handling your move-in and move-out.

Move-Out

The Enercare Centre will be open for tear down:

Monday, September 5	7:00pm – 12:00am
Tuesday, September 6	8:00am – 6:00pm
Wednesday, September 7	8:00am – 6:00pm

Exhibitors must be completely moved out by Wednesday, September 7, no later than 6:00 pm. If you are not moved out by this time, we will have no choice but remove your products and booth at your expense. Stay tuned for detailed information on move-out.

If you have any questions, please contact Kevin Legallais at 416-938-1063 and email klegallais@theex.com

Shipping Information

Goods may be shipped directly to the CNE but not before August 15, 2016. If goods are shipped independently, exhibitors must be onsite to take delivery of the shipments. **The CNE will not sign for, or take responsibility for, any shipments arriving in advance of the exhibitor.** Shipments may only be received during move-in hours. All shipments should be clearly marked and labeled as follows:

Name of Exhibitor (as shown on exhibitor contract)
Booth Number _____
C/O At Home/Gourmet Kitchen
Enercare Centre, Hall A
Exhibition Place, 100 Princes' Blvd
Toronto, Ontario M6K 3C3 CANADA

Exhibit Booth Guidelines

The Exhibit Booth Guidelines found in the Rules and Regulations are applicable to all buildings. Please ensure you are familiar with all of Exhibit Guidelines.

At Home Pavilion Floorplan

See following page for pavilion floorplan.



GENERAL GUIDELINES

Accommodations

Official Host Hotel — The Westin Harbour Castle Toronto

Reserve your stay with the Official Hotel partner of the Canadian National Exhibition.

The Westin Harbour Castle is located on Lake Ontario only 8 minutes away from Exhibition Place where all of the events will take place.

Book our exclusive **Canadian National Exhibition package:**

- Luxurious accommodations with breathtaking views of downtown Toronto or Lake Ontario
- Breakfast for two in the Lobby Café (CAD \$10 value)
- Two adult tickets to the Canadian National Exhibition (CAD \$36 value)
- Package is available for arrivals from August 12 – September 7
- Rate of CAD \$199 per night + taxes - based on availability

OR

Book a Standard Room at \$149.00 per night + taxes - based on availability

Book online at <http://www.westinharbourcastletoronto.com/CNE> or call 1-866-716-8101 and reference rate plan **CNEPKG** for our package or **CNESPEC** for our room only rate.

Age Limits

Provincial regulations under the Ontario Health and Safety Act require that no one under the age of 16 be on the show floor during set up and tear down hours. **Do not bring under aged children to the building during those hours as there are no care facilities for them.**

Banking Services

Please note that there are no full-service banks on the CNE grounds. The closest branches of local financial institutions are located north of the Exhibition grounds at the corners of King & Dufferin Streets. There will, however, be a number of automated banking machines for withdrawals only located throughout the CNE grounds (in the Enercare Centre, on the Midway, Better Living Centre, Queen Elizabeth Building, the Casino and Food Building).

Booth Guidelines

The following guidelines are part of the “Rules and Regulations Governing Exhibits and Licenses” which you received with your contract.

- Exhibits must be fully staffed and operational no later than fifteen (15) minutes prior to the designated opening time of the Fair and must be staffed during all hours of the event.
- Exhibitors must install, arrange and conduct their exhibits only in the space allotted to them in a neat and orderly manner

- Exhibitors must confine their exhibit and all other exhibit activities within the limits of their allotted space. Salespeople and demonstrators are prohibited from operating in the aisle or in any other location on the Exhibition site that is not specified in the contract.
- Noise levels should not cause a disturbance to any neighboring exhibitors. Undue noise made in the operation of exhibits, or unseemly methods employed in sales or demonstration activities is not permitted.
- Tables must be professionally skirted.
- All exhibitors must have carpeting or a suitable floor covering

Booth Payments

ALL BOOTHS MUST BE PAID IN FULL PRIOR TO MOVE-IN. No one will be permitted to set up their booth space until their account has been settled. If you have any questions regarding your outstanding balance, please contact your Exhibit Sales Account Manager at:

Jeannette Mintz – 416-263-3849 or jmintz@theex.com

Booth Restocking

The buildings (ECC and Queen Elizabeth) will be open to EXHIBITORS ONLY from **8:00am to 10:00am**. All restocking of booths, cleaning etc. must be done during these hours. Dollies **MUST** be returned to designated area by 9:45am

Booths Requiring Special Permission

- Specially constructed booths – must meet Ontario Building Code
- Booths with demonstrations and use of open flames
- Platform exceeding 100 sq. ft. in projected floor area
- Displays with a canopy or tent structure **(must have a portable fire extinguisher available)**
- Two story or mezzanine booths
- Enclosed office or showroom space with an occupancy of 60 or more people
- Any type of vehicle or trailer displayed in booth
- Booths that contain stairs or risers
- Booths that contain propane or natural gas equipment

To obtain approval, please contact Brenda Holden at 416-263-3848 or bholden@theex.com

Building Security

General security will be on site during non-show hours to provide basic building security, commencing August 15 up to and including September 7, 2016. **Buildings will be locked down between the hours of 10:30pm and 8:00am, during which time no one, including exhibitors, will be given access.**

Contests & Draws

All contests must be approved by Exhibitors Sales Management to ensure compliance. A copy of the ballot and contest rules must accompany the request and sent to Management by no later than June 15, 2016. Some contests may be denied due to Exhibitorship conflicts.

You are reminded that free draws will only be permitted when the actual draw takes place within Exhibition Place before 7:00pm on Monday, September 5, 2016. In addition you are further reminded that you are NOT to send a letter out or telephone at a later date to those who took part in the draw with any reference whatsoever to Canadian National Exhibition. (Refer to clause 1.10.07 of your Contract Rules & regulations)

Copyrighted Materials & Trademark Infringements

The exhibitor is responsible for obtaining all required licenses and permits to use music, photographs or other copyrighted materials in their booth. **CNEA Management reserves the right to remove any materials which are not accompanied by the proper documentation.** The exhibitor will indemnify and hold harmless CNEA Management, the facility, their agents and employees from all loss, costs, claims, causes of action, suits, damages and liabilities.

Customs & Shipping

TWI Group has been appointed as the Canadian customs broker and international freight forwarder for the Canadian National Exhibition. They can assist you with all your transport requirements including pick up, ocean & air freight to port/airport or destination, and delivery to show site. Experienced personnel will assist and advise correct methods for completion of all necessary documents in order to effect an efficient transition through Customs at destination. They can be reached at (905) 812-1124, fax (905) 812-0133 or by e-mail at pdalessandro@twigroup.com or zvili@twigroup.com. Mr. Pat D'Alessandro and Mr. Zaza Vili will be pleased to help you.

Damages/Cleaning Costs (stickers, tape, etc.)

It is expected that the booth space will be left the way it was found. Use of non-official tape could result in additional cleaning charges. Duct tape is not permitted to affix your floor covering to the floor. Double sided cloth tape is the preferred type of tape to use. It can be purchased onsite from our Show decorator – GES – if needed. The distribution of stickers is not recommended as any removal of these stickers will be the responsibility of the exhibitor. It is prohibited to affix anything to the building pillars, pipes, flooring or supports at any time.

Delivery of Goods

During the Exhibition, all buildings will be open for deliveries from 8:30am to 10:00 am. All vehicles delivering goods to exhibitors must enter and leave via Manitoba Blvd. (enter from Strachan Avenue). The driver of the vehicle will be asked to leave a \$35 deposit upon entering and, provided that the driver leaves the grounds via that same gate prior to 10:00 am, the deposit will be returned.

Any vehicle found inside Exhibition Place after 10:00am will be subject to towing and will be barred from the park for the duration of the CNE and the \$35 deposit will be withheld. No vehicles will be allowed through any barrier between 10:00am and 2:00am.

Directions to Exhibition Place

Transit – TTC

The following TTC routes are available:

The 511 Bathurst and 509 Harbourfront streetcars will continue to operate in the same manner. Frequency on the 509/511 route will operate as follows, Monday-Friday, every 5 to 6 minutes, Saturdays, every 6-7 minutes and Sundays, every 7-8 minutes.

Transit – GO

The GO schedule can be seen at: <http://www.gotransit.ca/publicroot/en/default.aspx> or call Go Transit at (416) 869-3200.

Driving

From the Northwest and West - Highway 401 east to Highway 427 south, to QEW (Queen Elizabeth Way)/Gardiner Expressway

eastbound. Exit at Jameson Avenue. Follow along Lakeshore Blvd. east to Ontario Drive and turn left to park for Queen Elizabeth Building. To park at the Enercare Centre, continue past Ontario Drive, turn left at Strachan Avenue, then left on Fleet Blvd. to park below ground at the Enercare Centre.

From the Northeast and East - Highway 404 south, or 401 west to Don Valley Parkway south, to the Gardiner Expressway west. Exit at

Spadina/Lakeshore Blvd. Follow along Lakeshore Blvd. West to Strachan Avenue. Turn right on Strachan, then left on Fleet Blvd. to park

for the Enercare Centre, . For the Queen Elizabeth Building turn right on Ontario Drive.

Display Vehicles

Exhibitors who are planning to have a vehicle in their booth must contact CNEA Management with the intent and purpose. Safety precautions are needed and Exhibitorship regulations may prohibit certain types of vehicles, pending existing exclusivities. All vehicles must be equipped with a locking gas cap and batteries must be disconnected. **Special move-in and move-out timings may be required, please contact Brenda Holden at 416-263-3848 or bholden@theex.com.**

Driving Into Halls

All vehicles entering and exiting the Enercare Centre must abide by the following procedures:

- 10 KM speed while driving inside the halls
- Windows MUST be lowered at all times
- Headlights MUST be turned on at all times when vehicle is moving
- FOUR WAY flashers MUST BE TURNED ON AT ALL TIMES WHEN VEHICLE IS MOVING
- Unload your vehicle and exit the building immediately
- NO IDLING allowed
- NO MUSIC to be played inside vehicle
- While in REVERSE, be mindful of exhibits, product and people at all times!

Any vehicle found not in compliance of the drive-in rules will be subject to removal and further drive-in privileges revoked.

Electrical Safety

Exhibitors are not permitted to install any electrical wiring device on site other than regular extension cords. All on site wiring and connections must be done by facility electricians to ensure safety. All equipment on the show floor must be CSA approved with the appropriate visible stickers. Any unapproved equipment must have an ESA Permit to Show properly displayed.

Emergency Evacuation Procedures

The Enercare Centre has a two stage alarm system.

Stage One Alarm – you will hear a slow bell and see flashing lights - you are to remain calm and listen for instructions over the public address system. There is no need to evacuate at this stage, but you are to stand by and listen for further instructions.

Stage Two Alarm – you will hear a series of fast bells and the lights will continue to flash – this is the signal to evacuate the building. Remain calm and exit the building using the nearest fire exit.

Re-entry Following Evacuation - The "All Clear" report will be determined by the Fire Department in conjunction with the Enercare Centre. Security will advise you of the "all clear" and then you may re-enter the facility.

Exhibitor Lounge – NEW LOCATION

The Exhibitor Lounge is located in the Enercare Centre in **Room B1, Hall B**. Escape the hustle & bustle of the exhibit floor and relax in the exclusive lounge for exhibitors – complete with all convenient amenities.

Exhibitor Services & Suppliers

Exhibition Place/Enercare Centre has several in-house services to offer exhibitors at the Canadian National Exhibition. Some of these services are outlined below and order forms will be available on our web site. Advance ordering of all required items is greatly to your advantage. Advance pre-paid orders receive significant discounts. To ensure an adequate labour force, appropriate equipment supply and a smooth set-up please complete and return all requests to the appropriate suppliers.

DO NOT SEND YOUR FORMS TO THE EXHIBITOR SALES DEPARTMENT.

Note: To avoid duplication with orders please ensure you are familiar with the items that are included with your space rental.

For all your booth set-up requirements please contact:

- **Enercare Centre Service Desk (phone/internet)** at (416)-263-3064, Fax (416)-263-2069. Online log-in information is included with your Exhibitor package.
- **GES Exhibitor Services (equipment rentals)** at 905-283-0500. Please refer to the GES package for your convenience.
- **SHOWTECH (electrical/plumbing)** at 905-283-0550. Please see SHOWTECH package for your convenience.

Fire Safety

- Decorative materials used in displays must meet the requirements of the Toronto Fire Department.
- The following materials should be flame proof if used for displays: artificial flowers, paper, cardboard or compressed paper less than 1/8", plastic materials, split wood, textiles.
- The use of the following materials shall be prohibited: acetate fabrics, Styrofoam/foam core, and corrugated paper box board.
- The use of open flame is limited to directly helping promote the sale of an approved appliance or device. Authorization must be approved prior to move-in. Equipment must comply with approved safety standards. A suitable fire extinguisher shall be provided at exhibitor's expense on recommendation. This privilege may be revoked at any time that the operation of such equipment is deemed to be dangerous or hazardous.
- Flame shall not be used strictly for attracting attention.
- Flammable liquids or gases shall not be stored inside the building.
- Construction or ceiling decorations of the show booths must not impede the operation of the sprinkler system.
- All tented or covered booths must have a portable fire extinguisher with booth.

Free Company Listing

Once your booth assignment is confirmed, a free listing of your company name will appear on the CNE website and on the "You Are Here" Boards located throughout the halls.

Submit your **Show Directory Listing Form** by June 15, 2016 to exhibitorforms@theex.com or fax 416-263-3863.

Freight-Free Aisles

Freight-free aisles are required for emergency access throughout the hall and to expedite freight and empty crate removal. These aisles must be clear of crates and exhibit materials at all times during installation and dismantling. CNE Exhibitor Sales & Services will mark all main and centre aisles located throughout the Halls in the Enercare Centre as required.

Garbage Removal

Exhibitors are required to dispose of their garbage in the proper Garbage Bins and Recycling Bins located throughout the CNE grounds and buildings. Cardboard boxes must be flattened first. Please do not use the garbage containers that are for the use of the public. Please store garbage behind your booth and bring it out for collection at the end of day, or you can bring it directly to the loading docks garbage compactor located at Door 20.

Note: All Entrances and Fire Exits must be clear and unobstructed at all times.

Government Inspectors

A number of inspectors from various groups – Toronto Public Health, the Toronto Standards Safety Association, Health & Safety groups, Health Canada inspectors or agents may approach you at your booth for the purpose of administering the Acts & Regulations and conduct an inspection of your activities to verify compliance. It is an offence to obstruct, hinder or make a false or misleading statement to an inspector. It is important that you provide all government inspectors or agents all information required in the

conduct of their investigations and will not impede or overrule the work of any government inspector in any area of their jurisdiction.

Giveaways and Handouts

Free distribution of book matches, helium balloons and all forms of adhesive stickers is not permitted. All other types of give-aways must be approved in writing by the CNE.

Hanging Signs/ Banners

Hanging signs are only permitted for island exhibits a minimum of 400 square feet in size. Exhibit booth signs, banners, booth ceilings or canopies, lighting grids or other exhibit related equipment should be free standing and floor supported where possible.

Hanging signs or banners may not exceed 8 feet in height and should stay within a 2 foot perimeter of the island, and have a height limit of 20 feet and the top of all hanging signs should be placed within this limitation. **Requests for approval to hang signs or banners must be submitted to CNE Exhibitor Sales & Services Management no later than July 23, 2016 and before exhibitor move-in.**

Health and Safety

The Canadian National Exhibition Association reminds all CNE Exhibitors, Concessionaires and Suppliers that they are responsible to comply with all applicable Ontario laws and particularly the *Occupational Health and Safety Act* R.S.O. 1990, Chapter O.1 and regulations under the Act for both Construction Projects and Industrial Establishments. Parties should have particular regard to the provisions in Ontario Regulation 851 (Amended to O. Reg. 629/05) with respect to Industrial Establishments and Ontario Regulation 213/9 (Amended to O. Reg. 628/05) with respect to Construction Projects. The Act and its regulations are hereinafter collectively referred to as "OHSA".

Please review the 'Health and Safety at the 2016 Canadian National Exhibition' document for more details.

Submit the **Health & Safety Form** by June 15, 2016 to exhibitorforms@theex.com or fax 416-263-3863. Unless the form is received, exhibitors will not be able to open their booth.

Helium

The use of helium is strictly prohibited at the Enercare Centre, Queen Elizabeth Building, Food Building and Industry Buildings.

Height Restrictions

Interior, corner and priority booths have a height restriction of 8 feet, side rails of 3 feet. Islands must be accessible from All 4 sides, no drape or back wall permitted. Island structure is limited to **20 feet** in height. Refer to Exhibit Booth Guidelines.

International and Foreign Exhibitors

Work Permits/Entry Visas

If not already done, exhibitors and artisans living outside Canada who are not Canadian citizens must complete a **Foreign Worker Information Sheet** and return it to our offices as soon as possible. Once we

have received your Information Sheet, we will forward a letter of invitation to you, confirming your participation in the 2016 CNE. The invitation letter is required in order to assist you in obtaining a visa to enter Canada. Please complete one form for each person coming to Canada for the CNE and return the form(s) to us as soon as possible. For more information please contact Mark Montpetit at (416) 263-3847 or e-mail mmontpetit@theex.com.

Insurance

As a condition of exhibiting, you are required to have insurance coverage for your booth. The CNE maintains coverage for the neutral areas, such as aisles and feature areas. It is the responsibility of the exhibitor to ensure their booth is insured against thefts, damage and personal injury. The Canadian National Exhibition does not carry insurance of any kind on any exhibits. Each exhibitor is required to provide evidence of public liability insurance with the CNE in the form of an insurance certificate or certified copy of a liability insurance policy providing limits of no less than **\$ 2 million** in respect of each person and/or any one occurrence. Exhibitors selling or sampling food products are required to provide evidence of public liability insurance with the CNE in the form of an insurance certificate or certified copy of a liability insurance policy providing limits of no less than **\$ 5 million** in respect of each person and/or any one occurrence. If your broker cannot provide the proper coverage, you may contact our recommended insurance broker:

ExhibitorInsurance.com

Attn: John Neofotistos
434 North Rivermede Road, Suite 3
Concord, ON, L4K 3M9

Phone: 905-695-2971
Fax: 905-760-2260
Online: www.exhibitorinsurance.com

This insurance certificate should be submitted with final payment, by no later than June 28, 2016. Unless this certificate is received, exhibitors will not be allowed to open their booth. If you have your own insurance, please be sure your carrier is licensed in Ontario.

Medical Emergencies

All accidents that occur on-site must be reported to Show Management immediately. First aid services/paramedics are on-site during move-in, move-out and on show days to respond to medical emergencies and can be quickly contacted by Show Management. If the accident results in a serious or critical injury, the local Provincial health and safety enforcement agency may need to be contacted immediately. It is the exhibitor's responsibility to comply with the local Provincial health and safety enforcement agency reporting requirements.

Money Collection

It is recommended that cash collection and movement routines be changed on a regular basis so as not to draw attention to these activities. All staff handling collecting or moving cash should be aware of their surroundings and should be vigilant in reporting any irregularities or suspicious person concerns to Toronto Police Service at 416.808.1500 or 911 in the case of an emergency.

Parcel Check

10:00am to 10:00pm daily except for Labour Day 10:00am to 7:00pm.

Located in the Enercare Centre in Salon 103, Hall A (next to Show Office), customers can check in their purchases conveniently at the CNE Parcel Check Service. **Hours are from 10am to 10pm, daily.** Product restrictions do apply, refer to guidelines on-site in parcel check room.

Payment of Account

All booths **must be paid in full prior to move-in.** No one will be permitted to set up their booth space until their account has been settled.

PROHIBITED PRODUCTS (SHOW or SALE or PRIZING)

The display, sales, distribution or use of weapons including, but not limited to firearms, knives, whips, martial art items, chains, water pistols, pea & rubber band shooters, fireworks, drug paraphernalia, laser pointers & pens or pornographic material of any type is prohibited.

The sale and/or promotion of any of the following products or services are strictly prohibited:

- | | | |
|---------------------------------------|----------------------|--------------------------------------|
| • Ivory | • Illegal Products | • Product Recalls or Seized Products |
| • Tobacco | • E-Cigarettes | • Toxic |
| • Drugs | • Drug Paraphernalia | • Weapons |
| • Secondhand or Rebuilt Goods | • Firearms | • Flammable |
| • Jequirity Beans (abrus precatorius) | • Hazardous | • Counterfeit Goods |
| | • Tobacco Cessation | |
| | • Ammunition | |

Including all and any products listed in the Canada Consumer Product Safety Act.

The Canada Consumer Product Safety Act applies to suppliers of consumer products in Canada, including manufacturers, importers, distributors, advertisers and retailers. The Act, which replaces Part I and Schedule I of the Hazardous Products Act, recognizes that suppliers of consumer products have an essential role to play in addressing any dangers to human health or safety that may be posed by these products in today's global marketplace.

For more information: <http://healthycanadians.gc.ca/product-safety-securite-produits/index-eng.php>

Raffles

No raffles of any kind are allowed for sale during the Canadian National Exhibition.

Reimbursement Policy

In the interest of Public Relations & Customer Service, CNE Management reserves the right to, at its discretion, to request an exhibitor to reimburse the full amount of any customer purchase, if deemed in contravention of Retail Sales Policy Guidelines. Your full cooperation is appreciated.

Safety Guidelines

All exhibitors, suppliers, contractors and staff are advised to wear steel toe shoes that are CSA approved when on-site during the move-in and move-out.

- Open toe shoes, sandals or barefoot are prohibited on the show floor during set up and tear down.
- No children under the age of 16 are permitted on the show floor during set up and tear down.
- Watch out for moving vehicles, forklifts and heavy machinery at all times

Sales and Receipts

Any consumer complaints regarding the sale of exhibitor goods or services will immediately be brought to the exhibitor's attention. All sales including credit card sales must be in Canadian funds. Currency must be clearly marked on the sales receipt. It is necessary that exhibitors provide a proof of purchase receipt to their customers at all times.

Please submit your **Sales Policy Request Form** by June 15, 2016 to exhibitorforms@theex.com or fax 416-263-3863.

Security

The Canadian National Exhibition will provide general security which will monitor common aisles and doorways for the buildings. If required, exhibitors may arrange additional booth security at their own expense through the CNE approved Security. Contact: Chris Botting at Intelligarde (416) 469-0684 or e-mail: chrisbotting@intelligarde.org. No outside Security firms will be allowed on the event floor. Do not leave valuables unattended and ensure that the show floor is clear of customers before exiting your booth.

Smoking By-Laws

Under the City of Toronto Workplace Bylaw 23-88, there are strict laws against smoking in public places. There is no smoking in public places unless there is a designated smoking section. **Note: There is no smoking in any building at the CNE at any time!!**

Soliciting

Soliciting of business and distribution of samples, souvenirs and literature including solicitation by costumed personnel, must be confined to the exhibitors' space. Soliciting is not permitted in the aisles, in other exhibitor's booths, at any building entrance/exits or anywhere on the grounds during the fair or Exhibition Place grounds. Any person caught, will be asked to cease and desist all operation, unless approved through the Onsite Branding & Promotional program. Contact Marianne Mailer at 416-263-3708 or mmailer@theex.com.

Sound Levels

Any exhibitors who require microphone systems must be approved in advance by CNEA Management. Music and other sounds will be monitored throughout the fair by Show Management. Show Management reserves the right to make necessary adjustments to control the sound levels in the event that it is becoming a nuisance to surrounding exhibitors.

Storage

Exhibitors are reminded that storage facilities do not exist in most buildings. Storage should be incorporated into the exhibit sales area; however, it must not be visible to the public. Where possible and if required, non-secure storage areas can be rented/built (at the exhibitor's expense). **For more information on renting storage, contact Brenda Holden at 416-263-3848 or bholden@theex.com**

Exhibit Booth Staff & Promotional Ambassadors

Exhibitors who require Brand Specialists/Models/Ambassadors can contact Reef Moxie who has access to Brand Ambassadors and Booth Sales Staff.

Contact Shawn Smith Email: shawn@reefmoxie.ca Telephone: 416-888-6890

Exhibitors who require Booth Assistants
Contact BBW International www.bbwinternational.com Telephone: 416-767-3036

Theft Prevention

Reduce the opportunity – Reduce the risk!

What can you do?

- Divide the display area into sections and make specific employees responsible for each section
- Develop a warning system that alerts employees in all sections when someone suspects a thief
- Never leave one section of the display unattended
- Give customers receipts for all purchases
- Set up a proper refund policy and ensure that all your staff follows the procedure. Provide signage if no exchanges or all sales are final
- Keep your display merchandise neat and in order. Empty hangers and shelves can become a signal a thief is at work
- If clothes are hung on hangers, reverse every second hanger to prevent an entire row being stolen at once
- Keep an accurate inventory

Finally, should you observe a visitor, exhibitor or suspicious person committing a crime, report it to the show office, floor manager or show security immediately.

Unions

The Enercare Centre has agreements in place with various unions. Carpentry and booth assembly work could fall under these arrangements. Contact your sales representative if you have any questions on how these could affect your set up. All booth construction and painting needs to be done off site prior to move-in. It is generally permitted to use your full time staff to assemble prefab displays. If you hire an outside company to install your booth, it must be a recognized company that has an agreement with the proper union. Any questions about these regulations should be directed to CNEA Management.

Vehicle Traffic

In order to avoid congestion, freight free aisles must remain clear at all times. For safety reasons the number of vehicles allowed on the show floor will be restricted by Show Management,

- Ensure all equipment on the show floor is in safe operating condition ie: headlights working and turned on, with backup beepers working.
- Vehicles such as, but not restricted to forklifts, lifts, booms where the operator does not have full view of the intended path of travel should have a trained spotter guide them to ensure pedestrian safety and protection of the facility and materials on the show floor.
- Show Management will be monitoring vehicle traffic conditions during move-in/move-out.
- Exhibitors must reinforce with on-site employees and/or suppliers/contractors that the safe operation of all vehicles is adhered to.
- Vehicles inside the building must be shut off immediately. No idling is permitted.
- Vehicles may not be re-fueled inside the building

Wash Stations

For washing and cleaning of utensils, complimentary dishwashing stations for those exhibitors with food and beverage related items, are located in the **Gourmet Kitchen Section, Hall A at Booth 1034**. Please ensure that you turn off all water faucets after use.

Cleaning supplies are the responsibility of each exhibitor. The area must be kept clean at all times. Thank you for your corporation.