



# W I S H E S

WHISTLER'S WEDDING & CELEBRATION SHOWCASE

EVERY SEASON ONE HUNDRED REASONS

## EXHIBIT MANUAL

### GENERAL SHOW INFORMATION

<b>Venue</b>	Wishes – Whistler's Wedding and Celebration Showcase Whistler Conference Centre 4010 Whistler Way Whistler, BC, V0N 1B0	
<b>Show Dates</b>	November 7 & 8, 2009	
<b>Move in Hours</b>	Friday 6 <sup>th</sup> November	5:00pm – 10:00pm
	Saturday 7 <sup>th</sup> November	8:00am – 9:30am
<b>Move out</b>	Sunday 8 <sup>th</sup> November	3:00pm – 5:00pm
<b>Public Show Hours</b>	Saturday 7 <sup>th</sup> November	10:00am – 5:00pm
	Sunday 8 <sup>th</sup> November	11:00am – 3:00pm
	<b>(All booths must stay open until 3.00pm)</b>	
<b>Ticket Information</b>	Adults online	\$25
	Adults at the door	\$30
<b>Show Producers</b>	Celebrate 6688 Crabapple Drive, Whistler, BC, V0N 1B6 Tel: 604 905 7775. Fax: 604 905 7773. Email <a href="mailto:Roxanne@celebrateevents.ca">Roxanne@celebrateevents.ca</a>	
<b>Logistics</b>	Hayley Beveridge Tel: 604 905 7775 <a href="mailto:hayley@wisheswhistler.com">hayley@wisheswhistler.com</a>	
<b>AV Supplier</b>	Sharp's Audio Visual Zack Veal, Bryce MacDiardid Tel: 604 905 0656 <a href="mailto:whistler@sharpsav.com">whistler@sharpsav.com</a>	

## **MOVE IN AND SET UP**

**IF YOU HAVE SPECIAL MOVE IN REQUIREMENTS OR REQUIRE THE USE OF THE LOADING BAYS TO MOVE IN YOU MUST RESERVE A TIME BY EMAILING YOUR REQUEST TO [hayley@wisheswhistler.com](mailto:hayley@wisheswhistler.com)**

**If you do not reserve a time you will not have access to the loading areas and you will be required to carry all goods in via the side doors.**

Please read the following information regarding move in and set up, as you may need to make arrangements with Wishes to have equipment available for you to use at your own expense.

Wishes cannot provide crew for materials handling or exhibit set up/bump out. If you have any large pieces that need to be moved and you need assistance or if you require a forklift for move in and move out, contact the Wishes and arrangements will be made for you at your expense.

**Please do bring your own dollies, carts, etc.** These are not provided by the venue. The Venue restricts use of any motorized equipment. If you cannot push or pull it, you may not use it! During move in/out, exhibits halls, loading dock areas and “back of house” service areas are considered hazardous work areas. As such, there shall be absolutely no alcohol consumed, no horseplay and in general, any unsafe conditions or activities are to be corrected promptly. Move in times using loading docks are done on a schedule which can only be approved by Wishes.

Larger move ins will be scheduled on November 6<sup>th</sup>. No parking is allowed in the loading areas. Once you have unloaded your vehicle please remove it from the loading area to permanent parking (see parking).

No children under the age of 16 will be allowed on the loading dock, hand carried freight or in the exhibit hall, during move-in and move-out hours. This is a Venue rule and will be strictly enforced by their security staff and Wishes.



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## **Protective Footwear**

The exhibit levels during a move in and move out are considered construction sites, therefore, all workers must wear protective footwear as stipulated in the Occupational Health and Safety Act. The Occupational Health and Safety act states "A worker exposed to the hazard of a foot injury shall wear foot protection appropriate in the circumstances" (R.R.O 1990 reg 851-S82).

All exhibitors display and show managers and exhibit/display company employees that work on the exhibit levels during a move in and move out must wear protective footwear. Anyone found not wearing approved safety shoes will be immediately asked to leave the exhibit hall. Safety in the workplace is an important issue for all of us and the Whistler Conference Centre appreciates your full cooperation and support with this important issue. Should you have any queries please feel free to contact Hayley Beveridge, Manager of Exhibitions, 604 905 7775.

## **MOVE OUT**

Move out will take place on November 8<sup>th</sup> through Loading Docks Area and side doors. The Expo ends at 3.00pm. Move out begins immediately following the show closing when all guests have left the building. All materials etc must move out during this time. Please do not begin moving your materials out before 3.00pm. The same rules apply as with move in procedures for security, material handling and vehicle access. We encourage you to tear down as quickly as possible but not before 3.00pm. If you start to tear down early, you will be asked to stop immediately.

Please remember if you do need to use the loading bay, you will need to book a time with Wishes.

## **Audio Visual**

If you would like any Audio Visual in your booth please contact Sharp's Audio Visual to plan and coordinate. Please note additional charges will apply.

## **RULES AND GUIDELINES**

### **Adhesives and Securing Materials**

There are things you cannot use on the carpet or floor.

***Vinyl double backed tape, commonly used to secure floor coverings is NOT permitted for use in the facility.*** ALL other masking tapes, clear tapes, packaging tape, duct tape, single or double stick foam tape are PROHIBITED from use at the Venue. Please note that cleaning and removal of non-approved adhesives on venue Property by venue staff will be charged to your company. *You may not: Drill holes, insert nails, screws, hooks or push pins or attach anything including promotional materials decals or such to any VENUE PROPERTY without written approval by the Venue. Please request permission from Wishes.*

### **Food**

Food sampling is permitted however is by approval only by Wishes. Please contact Wishes if you want to sample food at the event.

### **Animals**

Animals or pets, with exception of Seeing Eye dogs, are not permitted in the venue except as an approved exhibit by Wishes.

### **Balloons/Confetti**

Due to the complexities and costs involved in retrieving balloons, helium filled balloons or other filled inflatable's are not permitted. Confetti, glitter, snow or pine needles are not permitted in the exhibit area under any circumstances.

### **Signs/Banner Hanging**

If you require suspended signage, you must contact Hayley [hayley@wisheswhistler.com](mailto:hayley@wisheswhistler.com) Exhibitors are not permitted to rig signage from the ceiling themselves. Each exhibitor is responsible for the costs involved in the hanging and the break down of the signs, scissor lifts, man power etc. There are weight and location restrictions that apply.

### **Best Booth**

There will be awards given out for the Best Booth. Judging will be based on how good the booth looks and how creative the design is. The award is being given out to encourage exhibitors to make their booth as attractive as possible. Awards will be presented during the Fashion Show on November 8<sup>th</sup>.



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## **Motorized Vehicles in Exhibits**

If your exhibit includes ATV's, Snowmobiles or any powered vehicle these can only be brought into the centre on a cart. Under no circumstances may you start or move the machine inside the centre. To arrange load in and out times for use of the loading bay please contact Hayley Beveridge [hayley@wisheswhistler.com](mailto:hayley@wisheswhistler.com), All vehicles must have a plastic sheet and pads placed underneath the vehicle and it's tires at all times during the event. If your vehicle in any way damages the venue including flooring you will be charged the applicable cleaning costs.

## **Decorations**

Decorations may not be nailed, screwed or taped to walls or ceiling.

## **Booth Security**

It is the responsibility of each exhibitor to assign a representative to protect your booth and property in event hours. If you require additional security, contact Hayley Beveridge [hayley@wisheswhistler.com](mailto:hayley@wisheswhistler.com)

## **Booth Specifications**

The rental of the exhibit space for Wishes 2009 provides you with the following:

- Booth space is 10' X 8' unless otherwise **specified on your receipt**. Booths will be outlined on the floor with your company name inside.

## **Electrical**

Each exhibitor is responsible for ordering your own power. Please fill out the power **REQUEST FORM** (included in this manual). **Please pre order your outlets at least 14 days prior to the event to avoid any complications during set up.**

## **Exhibit Restrictions**

Wishes reserves the right to restrict exhibits that, because of noise or any other reason become objectionable, without just cause. Wishes reserves the right to close, without indemnity, the exhibit of any other person or exhibitor who refuses, after notice, to conform to the rules and regulations set out by Wishes. Karaoke and audio equipment exhibitors are reminded that their volume level must be reasonable so that they do not interfere with their fellow exhibitors.

## **First Aid**

If you require any First aid assistance please see the registration desk.

### **Floor Management**

The Floor will be managed by Celebrate staff members during event hours, on event days. If you need assistance please contact 604 902 6114. When you ring please state your name, company and booth number.

### **Furniture and Accessories for your booth**

You will be provided with one 6ft banquet table, one chair and one linen of your choice. Please visit [www.uprightdecor.com](http://www.uprightdecor.com) to determine your chosen linen, you may also order any extra furniture from the website (additional charges may apply). Please email Hayley at [hayley@wisheswhistler.com](mailto:hayley@wisheswhistler.com) with your chosen linen selection before the 29<sup>th</sup> of October. Please note: If you would like to bring in your own exhibit booth and show furniture please contact Wishes. If you cannot carry all your items into the venue and require loading bays please contact Hayley Beveridge [hayley@wisheswhistler.com](mailto:hayley@wisheswhistler.com) to reserve a time.

### **Indemnification**

By exhibiting in Wishes you agree to pay all costs and fees arising from the use of patented, trademarked, copy written or franchised materials, devices, processes, music, dramatic and other rights used in connection with the Wishes Expo 2009 and shall indemnify and save the event from any and all claims, damages costs or expenses including legal fees suffered or incurred by the exhibitor in connection with their participation in the Event.

### **Internet**

If you would like internet in your booth during set up and show days please fill out the internet **REQUEST FORM** (included in this manual). Please apply at least 14 days prior to the event.

### **Lost and Found**

The Venue will handle Lost and Found. If you find a lost item please bring it to the registration counter on the convention level and show staff will take it to Security.

### **Booth Information**

You are required to email Hayley Beveridge [hayley@wisheswhistler.com](mailto:hayley@wisheswhistler.com) **before October 9th** to advise of your set up plan and requirements.

### **On site Storage**

On site storage is **NOT available**. Please make arrangements to store expensive cases off site or in your booth. It is advised to make arrangements to store your larger items off site.



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## **Parking**

On site parking is available at the Whistler Conference Centre underground parking facility. Please note it is a 3 hour maximum. Please note there are the Day Lots available for all day parking if you require.

## **Payments**

Any exhibitor with outstanding exhibit fees on show day will not be permitted to set up until payment arrangements have been made in cash.

## **Responsibility for Loss**

Celebrate and Wishes and/or the Whistler Conference Centre shall not be responsible for injury, loss or damage to persons, goods, equipment or decorations, caused by accident, loss or any other cause during move in and move out preparations or during show hours, while in the Venue or while transporting goods. In the event that Wishes 2009 is cancelled or is not held by any reasons of acts of Nature, strikes, lockouts or other labor or industrial disturbances, interruptions by government or court order, future valid orders of any regulatory body having jurisdiction, acts of the public enemy, wars, riots, failure or inability to secure materials or labor, fire, lightening, tempest, flood, explosion and/or other cause beyond the control of Wishes or Wishes, then Wishes shall be in no way whatsoever liable to the Exhibitor other than to return to the Exhibitor without interest such sums if any as have been paid to Wishes as a deposit or advance in connection with the said Wishes 2009 less any legitimate expensed on a pro rated basis of costs involved in advance preparation of facilities, services, and/or promotion and publicity directly related to Wishes 2009.

## **Security**

Exhibitors are responsible for their own booth security and should have their booths attended at all times during the move in, move out and show hours. We ask that exhibitors take whatever possible precautions are necessary to protect valuable materials and equipment. Neither Wishes nor the Venue is responsible for the loss of property of any kind from booth locations or exhibit areas.

## **Shipping arrangements**

If you require to arrange shipping to the venue please contact Hayley Beveridge [hayley@wisheswhistler.com](mailto:hayley@wisheswhistler.com) before October 9th. Please note additional handling fees will apply

### **Dispensing of Advertising Materials**

No exhibitor will be allowed to distribute literature or merchandise outside their exhibit area. Exhibitors may only display signs and dispense literature and advertising materials pertaining to their contracted business and service. Wishes will remove signs, literature, and business cards of businesses or persons not contracted with the Show, and may eliminate the offending exhibitor from future shows. Prize/raffle boxes not directly approved by Wishes are not allowed.

### **Occupancy of Booth Space**

Your exhibit space must be staffed during advertised show hours (November 7<sup>th</sup>, 2009 10.00am – 5.00pm and November 8<sup>th</sup>, 2009 11.00am – 3.00pm). Only the exhibitor's goods and services contracted with the show can be exhibited in the booth space. No non-contracted service or business can be represented in your booth space.

### **Aisle Restrictions**

No exhibit can obstruct the aisles, encroach on neighboring booths, or operate its exhibit causing interference, annoyance or endangerment to other exhibitors or visitors. This restriction applies to, but is not limited to, volume of P.A. systems, person, musical instruments or any device which volume might be objectionable to Wishes. Exhibitors, their agents, employees, and business invitees may only conduct business within their assigned exhibit space.

### **Microphones, Amplification, & P.A. Systems**

No exhibitor will be allowed to use a microphone, music amplification, or a P.A. system in their display area unless approved by Wishes.

### **Consumer Complaints**

Wishes is not a mediator for consumer complaints and will not get involved with them. Exhibitors that have complaints levied against them by consumers to Wishes will be contacted by Wishes about the complaint. An exhibitor may lose participation in the show, if they receive complaints of unethical business practices or for not providing the service or product that they promoted.

### **Food Samples**

Exhibitors who wish to distribute food or beverages may do so with these restrictions. Food samples can be no larger than bite-size, and beverage samples no larger than 2 ounces. You must also meet Health Department food preparation and distribution regulations.



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## **Garbage**

It is your responsibility to remove your own garbage before, during and after the show. There is a dumpster and recycle area on the loading dock. Please do not leave garbage in the aisles before or after the show. You are responsible for emptying your wastebasket provided in your exhibit space during the show. The show decorator will empty the wastebasket during move out.

## **Dress Code**

We require all exhibitors to be dressed professionally. Please no jeans or t-shirts. Business or formal attire is preferred to help create a more attractive show.



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## ELECTRICAL ORDER FORM

Event / Group Name					
Event Dates		Booth #			
Company Name					
Contact Name		Phone			
Fax		E-mail			
Billing Address					
Service Description	Quantity Required	Advance Order (7 days prior to move-in)	Floor Order (Under 7 days prior to move-in)	Number of Days Required	Total Amount
12 volt, 15 amp (One standard power outlet)	x	\$60.00	\$70.00	x	=
120 volt, 20amp	x	\$65.00	\$75.00	x	=
120 volt, 30 amp	x	\$90.00	\$100.00	x	=
208 volt, single phase, 15 amp	x	\$120.00	\$130.00	x	=
208 volt, single phase, 20 amp	x	\$120.00	\$130.00	x	=
208 volt, single phase, 30 amp	x	\$125.00	\$130.00	x	=
208 volt, single phase, 50 amp, stove plug	x	\$155.00	\$165	x	=
208 volt, three phase, 100 amp	x	\$390.00	\$400.00	x	=
208 volt, three phase, 200 amp	x	\$530.00	\$540.00	x	=
Stand-by Electrician – Weekday Hourly Rate <i>*Please contact conference services to confirm specific requirements</i>	x	\$80.00	\$80.00	x	=
				Sub Total	
				5% GST	
				7% PST	
				Grand Total	
Card Type	Card Number			Expiry Date	3 Digit Security Code
Name on Card			Cardholder Signature		

\*I hereby authorize the Whistler Conference Centre at Whistler to install the service(s) described above and agree to assume complete responsibility for all charges for the service.

Print name and title of authorized representative: \_\_\_\_\_

Authorized signature: \_\_\_\_\_

Please fax completed form to the attention of Conference Services @ 604-932-7231

ALL ORDERS MUST BE ACCOMPANIED BY PAYMENT



# W I S H E S

WHISTLER'S WEDDING & CELEBRATION SHOWCASE

EVERY SEASON ONE HUNDRED REASONS



## INTERNET & TELEPHONE ORDER FORM

Event / Group Name					
Event Dates		Booth #			
Company Name					
Contact Name		Phone			
Fax		E-mail			
Billing Address					
Service Description	Quantity Required	Daily Rate	Multi-Day Rates	Number of Days Required	Total Amount
High Speed Wired Internet Connection <i>(Electrical connection at trade show booth not included)</i>	x	\$50.00	\$100.00 / 3 Days	x	=
Wireless Internet <i>(Includes on-site technical support services)</i>	x	\$20.00	\$40.00 / Week	x	=
Digital Telephone with Handset	x	\$75.00	\$160.00 / 3 Days	x	=
Analogue Phone Line (Fax Machines)	x	\$75.00	\$160.00 / 3 Days	x	=
Long Distance Capabilities (North America)	x	\$50.00	N/A	x	=
				Sub Total	
				5% GST	
				7% PST	
				Grand Total	
Card Type	Card Number			Expiry Date	3 Digit Security Code
Name on Card			Cardholder Signature		

\*I hereby authorize the Whistler Conference Centre at Whistler to install the service(s) described above and agree to assume complete responsibility for all charges for the service.

Print name and title of authorized representative: \_\_\_\_\_

Authorized signature: \_\_\_\_\_

Please fax completed form to the attention of Conference Services @ 604-932-7231

ALL ORDERS MUST BE ACCOMPANIED BY PAYMENT