

Exhibitor Technical Manual

Dear Exhibitor,

This Exhibitor Services Manual contains valuable information and is designed to assist you in preparing for the WSC 2023 Exhibition.

The Exhibition will be held as part of the 15th World Stroke Congress, taking place in Toronto, Canada, 10-12 October 2023.

The floor plan has been designed to maximize the exhibitor's exposure to the delegates with coffee breaks taking place in the exhibition area.

Please read all the information in this manual. It will take you very little time now and could save you a great deal of time later.

Please forward this link to everyone who is working on this project, including your stand builder, as it contains useful information about the Meeting.

For further support please contact Hanna Safier: hsafier@kenes.com Each exhibitor/supporter has received an e-mail with login details to access the Portal. The Portal enables Supporters and Exhibitors to:

- Submit Company logo and profile.
- Order exhibitor badges
- Order Lead retrieval (Badge scanners)
- Submit booth drawing (for "Space Only" booths)
- Submit other deliverables as per contract.

To access the Portal, please [click here](#).

Important Notes:

- The login details have been sent to the person signing the contract. This person is responsible for passing on the login details to a third party if needed.
- Access to all Portal services will be available only after submission of your company profile and logo.
- Only deliverables as indicated in your contract, should be submitted via the Portal. Items not included in your contract will not be processed.

ACTIVITY	DATES	HOURS
Exhibition Set-up	Sunday, October 8	10:00-20:00 For Space Only Stands
		16:00-20:00 For Shell Scheme Booths
	Monday, October 9	08:00-18:00 For ALL Stands
Exhibition Opening Hours	Tuesday, October 10	09:00 - End of Welcome Reception
	Wednesday, October 11	09:00-17:45
	Thursday, October 12	09:00-17:15
Dismantling / Breakdown	Thursday, October 12	17:15-19:00 (Soft Dismantling)
		19:00-23:00 (Full Dismantling)

All exhibitors should be in their booth 30 minutes before the official opening hour.

PLEASE NOTE:

- Empty crates and packaging material must be removed no later than **Monday, October 9 at 18:00** to enable **cleaning**

of the halls.

- All aisles must be clear of exhibits and packaging materials to enable cleaning.
- Dismantling of the stands before the official hour is not permitted.
- Any equipment, display aid or other material left behind on **Thursday, October 12**, after **23:00** will be considered **discarded and abandoned**.
- During **Setup and Breakdown** times, Exhibitors and contractors are required to wear the necessary **personal protective equipment (PPE)** such as protective helmets, eye protection, and hand protection required by the specific work activity.

Opening Ceremony & Welcome Reception

You are kindly invited to the Opening Ceremony held in the plenary hall on Tuesday, October 10, at 17:15, followed by a Welcome Reception in the Exhibition Hall.

Enjoy a light buffet and drinks in a relaxed environment with your friends and colleagues.

Free to all registered delegates and exhibitors.

Action Item	Deadline	Contact Person
Company logo and profile	As soon as possible	<p>Via Kenes Exhibitor's Portal https://exhibitorportal.kenes.com</p> <p>Hanna Safier hsafier@kenes.com</p>
Booth design for approval (For 'Space Only' booths)	Friday, September 1st	
Text for Fascia (Shell Scheme booths only)	Wednesday, September 20th	
Lead Retrieval Barcode Readers Order	Friday, September 29th	
Extra Exhibitor badges	Wednesday, September 20th	
Hostesses & Temporary Staff Hire	Monday, September 25th	<p>Diana Williams Diana.Williams@executekinternational.com</p>
Electrical Power & Rigging- Exclusive Services Expresso by SHOWTECH	To take advantage of the discount pricing, please order online by Monday, September 18th	<p>info@showtech.ca</p>

Action Item	Deadline	Contact Person
Booth Construction and Fittings, Custom Rental Exhibits, Furniture Hire, Carpet, Graphic, Labour Installation & Dismantling, Plants & Floral Arrangements. Online Order: Expresso by GES	Advanced Rate “Early Bird” Discount ends on Monday, September 18th	GES torontoexhibitorservices@ges.com
Stand Catering & Beverage. Exhibitor Catering Order Form	Friday, September 15th Late orders are subject to a 25% surcharge. On-site orders are subject to additional banquet labour charge of \$125 per delivery.	MTCC catering@mtccc.com

Action Item	Deadline	Contact Person
Stand Cleaning, High-Speed Internet, Parking Passes - Exclusive Services Online Order	Advanced Rate “Early Bird” Discount ends on Monday, September 25th	MTCC exhibitor-services@mtccc.com
Audio-Visual – Encore-Claire Tse	Friday, September 22nd	claire.tse@encoreglobal.com
Floral & Plants	Monday, September 25th	Canadiana Flowers Stephen Mangos stephen@canadianaflowers.com
SHIPPING & DELIVERY		
Advance Shipments to GES warehouse May Begin Arriving at the Warehouse*	Friday, September 8th - From 9:00 AM to 3:00	GES - Customs & Logistics Department torontocl@ges.com
Last Day for Advance Shipments to Arrive at the GES Warehouse	Friday, September 29th – From 9:00 AM to 3:00 PM	

Action Item	Deadline	Contact Person
Direct Shipments May Arrive at the Show Venue starting from Sunday, October 8th	Sunday, October 8th – From 10:00 PM To 7:00 PM Monday October 9th – From 8:00 AM To 8:00 PM	GES LOGISTICS & SHIPPING SERVICES

Getting to the MTCC

Getting to the MTCC from both within and outside Toronto is easy. Simply choose the option that best suits your travel plans:

<http://www.mtccc.com/locations/getting-here/>

Freight Delivery

Access to the Level 800 exhibit floor is through fourteen loading docks and two 38 feet capacity truck elevators with a drive-on floor capacity of 1,000 lbs. per square foot.

Loading and unloading of materials via the main entrances to the facility i.e. Front Street, Internal Street or Bremner Boulevard is prohibited.

All material must be delivered and/or received through the designated loading areas.

GES has been appointed to provide Material Handling services for the WSC Congress.

Exhibitors must use GES to perform this service which includes:

- receiving, documenting, and inspecting your shipment(s) on arrival

- unloading of shipment(s) at the show site dock & delivery to booth
- removing of empty containers from booth to storage area
- storing your empty containers in the storage area
- returning of empty containers to booth after show closing
- moving your outbound shipment to the loading dock
- reloading of shipment(s) from dock on to your carrier

Move-In/Out Methods / Marshalling Yard

Move-in/out of Level 800, Halls D, E and F will be conducted through the South Loading Docks. The entrance to the docks is located on Lower Simcoe Street, south of Bremner Boulevard.

Two service elevators located on Bremner Boulevard can service Levels 600, 700, and 800 with a capacity load of 5000 lbs. each. These elevators will accommodate standard flatbed dollies only.

To further assist in the move-in/out process, a marshalling yard has been established at 130 Horner Avenue, Etobicoke. The operation of the marshalling yard is only based on event needs.

Loading Docks Map can be found [HERE](#)

How to Get to the SOUTH Building Loading Dock:

- Coming from the west, take the Spadina Ave. exit off the Gardiner Expressway and head north (by making a left turn onto Spadina). Next, turn right on Bremner Blvd., then a right onto Lower Simcoe St. The South Building Loading Dock will be on your right.
- Coming west on Lakeshore Blvd., turn left onto Rees Street, turn right on Bremner Blvd., then right on Lower Simcoe Street. The South Building Loading Dock will be on your right.
- Coming from the east, take the York Street exit off the

Gardiner Expressway and head straight onto Lakeshore Blvd. Continue on Lakeshore, then turn right onto Lower Simcoe Street. The South Building Loading Dock will be on your left.

Parking

The MTCC offer dedicated, easy access to brightly lit and security-patrolled indoor, multi-level parking for guests. Special show management and exhibitor in/out parking passes are available for patrons requiring parking on a short-term basis (two or more consecutive days). With space for over 1,700 cars and available 24 hours a day, seven days a week, guest parking is only steps away from the MTCC.

Additional information and parking rates can be found in the following link:

<https://www.mtccc.com/locations/getting-here/?tab=parking>

To take advantage on an exhibitor exclusive early bird pricing that expires on September 25, please visit: www.mtccc.com/order

Contact: Exhibitor Services Centre

Email: exhibitor-services@mtccc.com

No need to register or have any construction badges for stand contractors and staff during set up and dismantling period.

Access to the Level 800 exhibit floor is through fourteen loading docks and two 38 feet capacity truck elevators with a drive-on floor capacity of 1,000 lbs. per square foot.

Loading and unloading of materials via the main entrances to the facility i.e. Front Street, Internal Street or Bremner Boulevard is prohibited.

All material must be delivered and/or received through the

designated loading areas.

Loading and unloading of materials via the main entrances to the facility i.e. Front Street, Internal Street **Exhibition Area**

The **Exhibition** will be held in exhibit **Hall E** located at **Level 800** in the **South Building**.

Please note that **Level 500** is the **street** Level. See image below.

Virtual Tour:
<https://www.gotyoulooking.com/11mtcc/hallde/mht.html>



Registration will be at the South Building Entrance in Level 600.

Floor Finish: Concrete

We recommend covering the floor of your booth with carpet or any other floor covering.

We will provide a carpet for some of the aisles, and for the “shell scheme” booths booked via Kenes only.

Power supplies, network, and telephone cables, if ordered, will run into your stand via the floor.

MTCC Exhibitors Forms & Guidelines

<https://www.mtccc.com/exhibitors-forms-guidelines/> **Build-Up Height**

The maximum building height for the top of all structures in the booths is **5 meters** (subject to MTCC approval of booth plan).

Ceiling Hangings

Rigging is permitted. The maximum rigging height allowed is **6**

meters, measuring from the floor to the top of the suspended banner/ lighting truss. MTCC must approve any rigging project; the exhibitor must provide his project at least 12 business days before the congress.

Subject to compliance with the conditions of use of the steel structure.

All rigging must be done by SHOWTECH

Please find relevant information in **MTCC Guidelines for Rigging Service** [Here](#).

Partitions

Partitions overlooking neighboring stands must be smooth, plain, painted white or covered in white or grey wall fabric, without signs of any kind.

Openings onto aisles

Stands' sides opening onto an aisle must have a minimal opening of 50%. Each open stand side must comply with this requirement. Decoration and installations must be designed to allow full access to aisles and to avoid visibility troubles for neighboring stands as well as allowing a maximum amount of the visibility of the show through the stands.

Stand boundaries

No items of decoration, furniture, signage, floor covering, or light fittings may project beyond the boundaries of the stand.

Signage/ Structure

By sign, the organizers mean an open-work superstructure featuring the exhibitor's illuminated name or logo. Signs must be suspended from a sling or attached to the stand framework with a light frame.

The sign structure may not exceed a height of 6 meters from

the ground and must be set back at least one meter from the edges of the stand.

Events, sound systems and illuminated signs

All forms of stand events and the distribution of advertising materials outside the stand boundaries are strictly prohibited unless the exhibitor has prior authorization from the organizer.

Any advertising using lighting or sound must be submitted for the approval of Kenes, who may withdraw such permission once granted if the item in question causes a nuisance to neighboring exhibitors, causes an obstruction, or mars the appearance of the exhibition.

Flashing signs and the like are not permitted. Illuminated signs are permitted but they must, under no circumstances, be of an intermittent or flashing nature.

Double Story Booths

Double-Decker stands on two levels are not permitted.

Decorations

The following materials require prior authorization:

- Helium balloons, glitter and confetti
- Decals on floors, escalators, windows, walls and pillars.

Helium Authorization Request – [Download Now](#)

Raised Flooring

Low-rise platform flooring is allowable in standard booths, islands, and peninsula islands for covering utility lines (wiring, cabling, piping, etc.), for elevating product displays and for other purposes. All concealed wiring must be quickly accessible for emergency service. **Raised floors are**

limited to a maximum height of **6 inches (15 cm)**.

If people will be standing on raised areas, they must be non-hazardous and wheelchair accessible. Wheelchair ramps must be at least 3 feet wide (915 mm) with a maximum slope of 1:12 (a 6-inch rise would require a 6-foot run). Landings must be provided at the tops and bottoms of ramps and must be at least 36 inches (915 mm) wide by 60 inches (1525 mm) and free of obstructions. Ramps must be curbed or guarded at their edges and surfaces must be firm and slip-resistant (if carpet is used, it must be unpadded, low pile carpet). There must be a ramp at every 100 feet. The edges of raised floors must be ramped or guarded sufficiently to prevent people from tripping or falling at the transitions. Exhibits 600 square feet or more must have a wheelchair access ramp.

Rigging Installation

Rigging installation affixed to any facility structure is an exclusive service provided by SHOWTECH Power & Lighting.

Rigging Policy – [Download Now](#)

Rigging Plots are not required for banners, signs or other small loads that will be installed by SHOWTECH Power & Lighting. Please contact SHOWTECH Power & Lighting at (416) 585-8500 or e-mail sales@showtech.ca

Display / Drapes / Hangings

All decorations, drapes, signs, banners, acoustical materials, hay, straw, moss, split bamboo, plastic cloth, and similar decorative materials shall be flame retardant to the satisfaction of the Centre. Canvas, cloth, cardboard, leaves, or similar combustible materials shall be completely flame retardant. Oilcloth, tarpaper, sisal paper, nylon, and certain other plastic materials cannot be made flame retardant and hence, their use is prohibited. An Official Fire Resistance Certificate must accompany all materials.

Fire Regulations

A copy of the Fire Regulations for exhibitors is provided in this manual. Please review the regulations to ensure that your exhibit meets the Ontario Building and Fire Code.

Fire Regulations for Exhibitors can be found [HERE](#)

It is mandatory to fill in the **Fire Safety Reply Form** and send the completed form to the MTCC by **Friday, September 8th**.

Download *Fire Safety Reply Form* [HERE](#)

Email: FSR@mtccc.com **Electrical Equipment and Connections**

Rule 2-022 of the Electrical Safety Code, a provincial regulation, requires that all electrical equipment must be approved before it may legally be advertised, displayed, offered for sale or other disposal, sold or otherwise disposed of or used in the province of Ontario.

It is the responsibility of each exhibitor to ensure that all electrical equipment in, on, or about the booth comply with these requirements. This includes electrical merchandise as well as lighting and display equipment.

Electrical equipment is approved if it bears the certification mark or field approval label of an organization which has been accredited by the Standards Council of Canada to approve electrical equipment.

You may only display unapproved equipment at trade shows in Ontario or use it for demonstration purposes; you may not sell it. You must first get permission from ESA to show or to energize this equipment. Download the application forms "Permission to Show" and "Permission to Energize" from the ESA Website.

For further information, please visit: esasafe.com/electrical-products/product-approval-exceptions/.

Electrical Power

SHOWTECH Power & Lighting provides all electrical, display-feature lighting, mechanical, plumbing, gas and air services on an exclusive supplier basis. SHOWTECH also exclusively hangs all decorative material, signs and banners that are required to be attached to the facility structure.

For questions or to place your electrical order, please contact SHOWTECH directly.

To order electricity, you need to create a new account with a username and password to log in first.

Please access the direct online ordering link below with **Google Chrome** to view pricing and/or order online. To take advantage of the discount pricing, please order online by Monday, September 18, 2023.

<https://e.showtechordering.com/ST-00064307>

Phone: (905) 283-0550; Email: sales@showtech.ca
K-Lead Application (no device is included)

WHAT IS K-LEAD APP?

Lead Retrieval systems are a helpful tool for receiving participants' contact information when they visit your booth or attend your symposium. The information obtained by lead retrieval system enables Exhibitors and symposium to enhance their database by securing valuable leads for further marketing and communication.

HOW DOES IT WORK?

Exhibitors and supporters can download the "K-Lead" app onto their **own smart phone or company tablet** and transform their device into an instant, easy lead retrieval system and capture participants' full contact information with a quick scan of their badge (Exact operational guidelines will be shared in

due course).

The advantages of the “K-Lead” application:

- Effortless process using registration badge barcode.
- Allows to immediately view the leads information.
- Ability to insert exhibitor’s comments for each lead
- Ability to quickly scan delegates as they enter the session hall by using the “Quick Scan” function
- Application is available for download from Apple store or Google play: “K-Lead App”.

COST

Cost per license – **600 USD** (4% credit card charges fees, excluding VAT if applicable) **device is not included – Order deadline is Monday, September 25th, 2023.**

HOW TO PLACE AN ORDER?

To order “K-Lead” Application, please access the [Exhibitor’s Portal](#)

Login details to the Portal have already been sent to the primary contact listed in our system upon signing the sponsorship agreement.

IMPORTANT TO KNOW: In accordance with the **general data protection regulation** (GDPR), Kenes Group has updated its Privacy Policy. You can view our updated [Privacy Notice](#).

Kenes will not share delegate’s personal data with third parties without their consent.

Please note that similarly to sharing a business card, presenting delegate badge for scanning at exhibition booths or industry symposia constitutes an expression of consent to share their personal details with the company that is scanning their badge so that it may contact them in the future.

Barcodes on delegate’s badges contain contact information as

supplied by the delegate or the agency responsible for the registration process of the delegate. We regret that in some cases, as when group registration is completed by a company, we may not be in possession of the full contact details.

In addition, please note that neither Kenes Group nor the Organizing Committee is responsible for the content of the information.

If further assistance is required to place your order, or you have not received your login details please contact the Exhibition Coordinator: hsafier@kenes.com

- **All Exhibitors are required to be registered** and will receive a badge displaying the exhibiting **company's name**. Individual participant names will **not** appear on badges and may be used interchangeably between staff members.
- **Two complementary exhibitor badges** will be given for the first 9 sqm booked, and one additional for each 9 sqm thereafter. Any additional exhibitor badges will be charged an exhibitor registration fee of **195 USD**.
- To place an **order** for **additional badges**, please complete the form in the exhibitor's portal or via this link: <https://kenes.eventsair.com/wsc23/exhibitor>
- **Deadline** for ordering badges: **Monday, September 25th, 2023**.
- Exhibitors' badges give free access to the exhibition area only, including refreshments for registered exhibitors.
- All personnel are required to wear badges to access the venue. Company representatives not wearing their badges will not be allowed to access the exhibition.
- Company name badges are for the use of company personnel for stand staff purposes only and should not be used by companies to bring visitors into the Exhibition.
- Exhibitor's badges will **not** be mailed in advance and may be collected at the **Registration Desk** upon arrival.

Access to the Exhibition Hall During Set-up and Dismantling

There is no need for a special pass onsite for stand builders and exhibitors during set-up and dismantling times.

Visas / Electronic Travel Authorization (eTA)

Some participants may need a vis or a new eTA to enter Canada. Please check on the [Canadian Government Website](#) or with your local Canadian Embassy. It is the responsibility of the congress participant to obtain a visa if required.

Official letters of invitation

Official letters of invitation designed to help overcome administrative difficulties in certain countries will be sent on request. It must be understood that such letters do not represent a commitment on the part of the Organizing Committee or Congress to provide any financial assistance. For an invitation letter, please send your request via the [Contact Us page](#) on the WSC 2023 website. Please make sure to send us your full name (as printed in your passport), full postal address and passport number. An official invitation letter will be created and sent to you by e-mail within 5-7 working days.

Exhibition Floor Plan & List of Exhibitors

The exhibition floor plan has been designed to maximize the exhibitor's exposure to the delegates.

For most updated floor plan and exhibitor list, please see the [online floorplan](#)**Shell Booth Package**

To ensure the smooth and efficient installation and dismantling of your Booth, an official Booth contractor has been appointed: GES.

The Shell Booth Package includes the following:

Standard Shell Scheme system *

Fascia standard lettering

Carpet (Blue)

1 X Table 6' long X 30" high with black skirting

2 X chairs

1 X small waste bin

**Graphic panel size:*

38 $\frac{1}{4}$ "X 86 $\frac{1}{4}$ "high

Booth Package does not include:

- Electricity, lighting, Stand cleaning.

Technical Information and Regulations for Shell Scheme Booths

All booths will be designed and built by the official stand contractor.

- Exhibitors are not allowed to make any alterations to the structure of the booths or remove any integral parts from the booths. Exhibitors wishing to remove or change the location of any standard equipment within the booth should indicate clearly on the location plan and forward it together with clear instructions to the official stand contractor and the Exhibition Manager before **September 25th, 2023**.
- No free-standing stand-fitting or display(s) may exceed a height of **2.5m** or extend beyond the boundaries of your booth. This includes company names, advertising materials, flags and logos provided by the exhibitor.
- It is not allowed under any circumstances to cut, nail or drill into or through the walls, fascia, floor or ceiling.
- Please do not use any adhesive products that may leave

marks or cause damage to the panels and booth structure. **Booth must be returned in the same condition in which it was received. Any damage to booth structure will be invoiced to the exhibitor.**

- An exhibitor occupying a **corner** booth will have 2 sides open.
- Excess stock, literature or packing cases may not be stored on, around or behind booths, unless contained within a lockable storeroom.
- Exhibitors requiring additional equipment may contact the official stand contractor – as per published deadlines (see section “Deadlines & Key dates”).

Exhibitors using **independent contractors** are required to submit a copy of the booth design including measurements for the organizer approval:

1. **A scaled drawing (including elevation views)** of the proposed booth to be built.
 2. **A list of all Electrical / gas powered devices / appliances** to be installed in the booth.
- All exhibits are to be displayed to avoid blocking aisles, obstructing adjoining booths, or damaging the premises.
 - Exhibitors are kindly requested to allow sufficient see-through areas that ensure clear views of surrounding exhibits.
 - **Construction finish** must be perfect in all the stand's visible areas, including rear sides.
 - Advertising on the boundary with other stands is prohibited.
 - All raw space booth to install plywood underlay for construction.
 - Any part facing neighbouring stands that is above 2.50 m in height needs to be designed with neutral surfaces (white or grey).
 - Double Storey Booths on two levels is not allowed.

- Please submit your booth layout for approval via the Kenes Exhibitors Portal by **Friday, September 1st, 2023.**
- The Organizers will not approve stands that do not comply with the accepted standards until the necessary changes have been made.
- Each exhibiting company should submit the name and **details of their construction company.** Please submit it via the Kenes Exhibitors Portal by **Friday, September 1st, 2023.**

Internet

Public Wi-Fi service: This complimentary basic offering is available during all events and is available in the public spaces outside of meeting rooms and exhibit halls.

Each user is allotted a maximum upload and download speed of 512 kbps. User sessions are terminated after three hours elapsed time but may be restarted immediately. The service is restricted to convention attendee functions, such as web browsing, e-mail and social networking, It does not permit advanced services including Remote Desktop, peer-to-peer downloading or Virtual Private Network connections.

Internet services are available from the MTCC on an exclusive basis. Please contact one of the MTCC specialists to discuss your requirements or for any technical questions.

Discounted services are available for orders placed ONLINE ONLY up to **Monday, September 25th.**

To order please visit:
<https://www.mtccc.com/online-ordering-tool/>

Phone: (416) 585-3596; Email: telecommunications@mtccc.com

Hostesses & Temporary Staff Hire

Executive Staffing & Events offers a full range of services

including professionally uniformed security, hosts, hostesses, models, mascots and much more.

Diana Williams

Tel: 416.256.3199

Mobile: 416.564.8244

Email: Diana.Williams@executekinternational.com

Refreshments

Coffee/Tea will be served in the exhibit hall during official coffee breaks.

Security

The organizers will provide security guard services in the Exhibition Hall during closing hours.

Neither the organizers nor the MTCC can accept responsibility for security of the stands and their contents or damage to and theft of any goods. Exhibitors are responsible for the security of their stand and equipment.

To order security for the booth, please contact Diana.Williams@executekinternational.com

Smoking Policy

Smoking is NOT PERMITTED anywhere inside the Convention Centre, including e-cigarettes and vaporizing.

Stand Catering

The Metro Toronto Convention Centre (MTCC) retains the exclusive right to provide, control and retain all food and beverage services throughout the facility for events.

All food and beverage items must be supplied and prepared by MTCC's Food & Beverage Department.

No food, beverage, bottled water or alcohol will be permitted to be brought into or removed from MTCC's facility by the licensee or any of the licensee's guests or invitees without the written approval of the Food & Beverage Department.

This includes any "food sponsorship" and/or "food vendors" within the premises. Sample food or beverage products may be distributed within an exhibit area with written authorization. Please contact the Catering department for further information.

Current menus are available on MTCC's website at www.mtccc.com/food-beverage.

Access the Exhibitor Catering Daily Order Form [here](#)

Please note, MTCC food & beverage pricing is scheduled for review and updating this coming Aug 1, 2023. Food & beverage pricing for the two attached menus may increase 3%-5% on any of the items listed.

Please contact the Catering department for further information.

Tel: (416) 585-8144

Email: catering@mtccc.com

Food and/or Beverage Distribution Sampling Request Form

Metro Toronto Convention Centre Corporation (MTCC) has exclusive food and beverage distribution rights within the Convention Centre. Exposition sponsoring organizations and/or exhibitors may distribute SAMPLE food and/or beverage products ONLY upon written authorization to the Metro Toronto Convention Centre and adherence to ALL the conditions outlined below. For those exhibitors that produce or bring to market a food and/or beverage product and wish to provide sampling at your booth, please complete this form to request authorization from the Metro Toronto Convention Centre.

Download the Request Form [HERE](#)

Stand Cleaning

The Organizers will arrange for general floor cleaning of the Exhibition premises (excluding exhibits and displays) prior to the opening of the Exhibition and daily prior to opening thereafter.

Interior booth cleaning is available from the MTCC on an exclusive basis from our highly efficient Cleaning Services Department. Interior booth cleaning services include vacuuming, dusting, emptying wastebaskets and cleaning of tables. Additional exhibit booth cleaning options are available upon request. Advanced Rate “**Early Bird**” Discount ends on **Monday, September 25th**.

MTCC Exhibitors Forms & Guidelines

<https://www.mtccc.com/exhibitors-forms-guidelines/> Having conducted a thorough examination of Canadian compliance and food restrictions, we would like to bring to your attention the following rules and regulations:

For Industry Sessions:

6.3.1.1 The provision of reasonable meals and refreshments to Stakeholders is considered acceptable as long as the primary objective of the interaction is to facilitate business discussions.

9.2.10 Where meals and refreshments are provided at learning programs, Members must follow the standards as outlined in Section 6 of this Code.

For Exhibition Area:

We would like to draw your attention to the guidelines

governing refreshment provisions at booths.

As indicated on **page 65, line 11.2.5** of the Code of Ethical Practices, it is strictly prohibited for companies to offer meals and refreshments at their displays.

This includes items such as coffee, cappuccino, smoothies, tea, water, candies, and any form of food, even in a self-service station.

In line with Section 10.1.3.2.3 of the Code, any gifts, offers, or enticements provided by a Member to encourage a Stakeholder's visit to a display are also deemed prohibited.

We understand the significance of adhering to these regulations, as they play a pivotal role in ensuring the integrity and ethical standards of our industry. To gain a comprehensive understanding of the stipulations, we encourage you to review the complete Code of Ethical Practices document, accessible via the following link: <https://innovativemedicines.ca/wp-content/uploads/2022/01/2022-Code-of-Ethical-Practices-EN-Final.pdf> Kenes International is offering exhibitors specially reduced rates for various hotels around the Congress venue.

Information, pictures, location and rates are available [ONLINE](#) or email us to: booking@kenes.com

rangelova@kenes.com

Different payment and cancellation conditions apply. **Delivery & Logistic Services**

GES has been appointed the official forwarding agent and clearance agent for this Congress and offers the following services: customs clearance, delivery to the stand, freight forwarding, manpower & trolleys for un-loading/loading during build-up and dismantling, storage of empty crates, transportation to and from the Exhibition Hall.

For security, insurance, and efficiency reasons, GES is the sole official agent to handle cargo inside the venue.

Booth builders are prohibited from using trolleys during set-up and dismantling periods.

Kindly note that the official agent is the exclusive agent for move in and move out of the venue.

Exhibitors and Booth builders are free to deliver their goods or to pick their goods up from outside the venue. Those who use their own facilities up to the venue are requested to coordinate their time schedule and unloading of their cargo into the venue with the official logistics agent.

Insurance of Goods

All cargo should be insured from point of origin.

Exhibition Goods and Display Materials

Please Note: All advanced shipments and deliveries to the GES warehouse, including by courier, must be coordinated with GES.

In order to assure receipt of sent materials, please contact GES at:

GES – Customs & Logistics Department

Tel: 905.283.0500 or 1.877.437.4247

Email: torontocl@ges.com

Advance Shipment to Warehouse

GES c/o North American Logistic Services Inc.

15th World Stroke Congress 2023

Exhibiting Company Name, Booth # _____

49 Simpson Road

Bolton, Ontario L7E 2R6

Canada

Shipments should arrive on or between business days:

- Friday, September 8, 2023 – Friday, September 29, 2023

Warehouse receiving hours are:

- Monday – Friday, 9:00 AM to 3:00 PM; Closed Holidays.

Please Note: Shipments arriving before Friday, September 8 will incur a storage fee, and shipments arriving after Friday, September 29 will incur a Late to Warehouse Fee.

Direct Shipment to Exhibit Site

GES

15th World Stroke Congress 2023

Exhibiting Company Name, Booth # _____

MTCC – SOUTH BUILDING, HALL E

222 Bremner Blvd.

Toronto, Ontario M5V 3L9

Canada

Shipments should arrive on or between:

- Sunday, October 8, 2023 – Sunday, October 8, 2023

Please Note: Shipments not arriving on the above designated time frame, on a holiday, or on overtime will incur additional charges.

SHIPPING INSTRUCTIONS

Rules and Regulations –*Binding for all exhibitors and their subcontractors*

Build-Up & Dismantling Period

- During the period of build-up and dismantling, it is prohibited to consume **alcoholic beverages** in the working area as well as to perform work under the influence of alcohol, drugs or any other type of substances that could alter the perception of risk.
- The Partners and contractors are required to wear the necessary **personal protective equipment (PPE)** such as

protective helmets, eye protection, and hand protection required by the specific work activity.

- The use of cutting machines, welding machines, sanders and a spray gun is **forbidden**.

Health & Safety

- It is the responsibility of the booth holder to ensure the health, safety and welfare of all employees, contractors and visitors as far as is reasonably practicable throughout the event.
- It is recommended that the booth holders appoint a supervisor for the booth, with the specific responsibility for ensuring the health & safety of their staff.

Children

No person under the age of 18 years can be admitted to the Exhibition Area, either during build-up, opening days or breakdown. This rule also applies to Exhibitors' children and must be strictly enforced to comply with the safety regulations of the Exhibition Area.

Compressed Gases

Use of compressed gases is not allowed.

Damage to the Building

Boring, screwing, nailing, or the use of paint, glue, adhesive stickers, fixtures of any kind or anything that can damage the structural elements of the building (floor, walls, ceiling, pillars, etc.) are not allowed. In case of damage of the facilities, the cost of repair or replacement will be charged to the exhibitor.

Disposal of Material

It is obligatory to collect and dispose of all material during the build-up or dismantling of the event.

When the dismantling period is over, the exhibitor loses any right to claim losses or damage to property left behind.

Any costs incurred by the builder and venue in removing this property will be charged to the exhibitor.

Fire Regulations

- Material and fittings must be non-flammable or impregnated with fire-retardant chemicals.
- As a general rule, easily inflammable synthetic substances, foam polyester, and no fireproof straw and reeds **are prohibited**.
- Storage paint liquids, gas or other inflammable substances in the booth space **is forbidden**.
- The use/storage of inflammable substances is forbidden (liquids, gas or other). For any doubt for these substances contact the organizers, or the venue.
- Exhibitors are prohibited from covering displays with drop cloths, sheets, tablecloths or other non-flame-resistant material.

Fire Insurance (compulsory)

Partners must be insured against fire.

Fire Safety Reply Form

A copy of the Fire Regulations for exhibitors is provided in this manual. Please review the regulations to ensure that your exhibit meets the Ontario Building and Fire Code.

Fire Regulations for Exhibitors can be found [HERE](#)

It is mandatory to fill in the **Fire Safety Reply Form** and send the completed form to the MTCC by **Friday, September 8th**.

Download *Fire Safety Reply Form* [HERE](#)

Email: FSR@mtccc.com

Smoke

It is not permitted the operation of any machine in the Engagement Area that emanate fumes, gases or steam, or any item or device that generates or contains flame.

Hanging of Posters, Banners etc.

Hanging of posters, banners or decals, stickers, or similar items, on the walls, floors, ceilings, or pillars within or outside the installations of the MTCC **are not allowed**.

Insurance (compulsory)

- Exhibitors are required to take out appropriate Insurance. Third part liability insurance is obligatory. It remains the Exhibitors full responsibility to insure themselves appropriately.
- Neither the organizers nor the MTCC, their representatives or agents will be held responsible for any loss or damage to exhibitor's property. Exhibitors must take precautions to protect their property against pilferage.
- The organizers do not provide insurance for exhibitors and their property. The exhibitor is responsible for his property and person and for the property and persons of his employees through full and comprehensive insurance and shall hold harmless the organizers for any and all damage claims arising from theft and those perils usually covered by a fire and extended-coverage policy. Therefore, you are obliged to have a **public liability insurance** that covers all injuries to persons and damages that might cover in connection with the exhibition.
- Exhibitors are personally liable for all expenses incurred by the organizers or by third parties in regard to technical services provide.
- We also recommend that you have additional coverage against loss or damage to exhibition material during transport and during exhibition times. Please make

arrangements for insurance coverage through your company's insurer.

Liability

- Exhibitors are responsible for all property damage as well as any loss or injury caused by their property, agents or employees. Companies will indemnify the organizers against all claims and expenses arising from any damages.
- If for any reason whatsoever the Exhibition needs to be abandoned, postponed, or altered in any way, either in whole or part, or if the organizers find it necessary to change the dates of the Exhibition, the organizers shall not be liable for any expenditures, damages or loss incurred in connection with the Exhibition.
- The organizers shall further not be liable for any loss which the Exhibition or Exhibition contractors may incur due to the intervention of any authority which prevents or restricts the use of the Hynes or any part thereof in any manner whatsoever.

Sound equipment and Music

In general, the use of sound equipment/music in booths is permitted as long as the noise level does not disrupt the activities of neighboring exhibitors.

Speakers and other sound devices should be positioned to direct sound inward (to be contained within the booth) rather than outward (toward aisles and other exhibitor booths).

It is difficult to establish decibel level restrictions. If an exhibitor or attendee is standing within ~3 meters of an exhibitor's booth and cannot carry on a normal voice-level conversation, the noise source is too loud.

Further guidelines:

- Live music is not allowed.
- The organizers reserve the right to require the

exhibitor to discontinue any activity, noise, or music that is too loud.

- The organizers reserve the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.
- Exhibitors are reminded that third party copyrights should not be infringed. The organizers have no copyright responsibility in respect of any exhibiting company.

Proper dispensation must be obtained and any royalties due, paid prior to the use of materials.

- Should any copyright dispute arise, the organizers will not be liable for any resulting loss or damages, sustained by any exhibitor or third party.

Security

- Please do not leave any bags, boxes, suitcases, or any type of product unattended at any time, whether inside or outside the exhibition area. The organizers and the MTCC cannot accept liability for loss of or damage to private property or goods.
- Neither the MTCC, nor the organizers can accept responsibility for the security of the booths and their contents. The **MTCC**, as well as the organizers are not liable for any possible loss, theft and/or damage occurred during the rental period of any goods. Exhibitors are fully responsible for the security of their booth and equipment.
- Please consider hiring extra security for your booth if needed. This can be done via service order form.

Personal Transportation Vehicles

Bikes, skates, electric scooter, and any personal transport by wheels are not permitted inside the building.

Promotional Activities

- All demonstrations or instructional activities must be confined to the limits of the Exhibition booth.
- Advertising material and signs may not be distributed or displayed outside the exhibitor's booths.
- Advertising activities must not cause obstructions or disturbances in the gangways or at neighboring booths.
- The Exhibition Manager reserves the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.

Smoking Policy

The MTCC operates a **NO SMOKING** policy anywhere inside the building.

Special Effects

Special effects lighting, live music, smoke and laser projection can't be used in the booths.

No permission will be given for projection in the aisles or on the walls of the booths.

Waste Removal During assembling and /or dismantling time

Exhibitors are responsible for the removal of all refuse/waste from the exhibition area during setup and dismantling. Any discarded waste, including promotional material, left behind will be removed by the organizers at the expense of the exhibitor concerned.

Participation by exhibitors is dependent upon compliance with all rules, regulations and conditions stated herein.

IMPORTANT:

Please read thoroughly the **MTCC Exhibitors Forms & Guidelines**

<https://www.mtccc.com/exhibitors-forms-guidelines/>

Please note that these regulations are in addition to the

exhibition Rules and Regulations found above.

Exhibitors must comply with MTCC technical guidelines including operation, fire safety, construction, and other security regulations.

Exhibitors must also comply with rules and regulations as specified by work health safety laws.

These technical guidelines are contractually binding and are to be followed by the Organizers and exhibitors, including the exhibition service and stand construction companies commissioned by them to perform work on site.

Booth Construction and Fittings, Custom Rental Exhibits, Furniture Hire, Carpet, Graphic, Labour Installation & Dismantling

GES – Exhibitor Services Department

Tel: 905 283 0500

Email: torontoexhibitorservices@ges.com

Online Ordering: [Expresso by GES](#)

Stand Cleaning, High-Speed Internet, Parking Passes

MTCC – Exhibitor Services Center

Tel: (416) 585-8387

Email: exhibitor-services@mtccc.com

Online

Ordering

tool:

<https://www.mtccc.com/online-ordering-tool/>

Stand Catering & Beverage

MTCC

T: (416) 585-8144

Email: catering@mtccc.com

Access the Exhibitor Catering Daily Order Form [HERE](#)

Electrical Power & Rigging

SHOWTECH

Tel: (905) 283-0550

Email: sales@showtech.ca

Online Order: <https://e.showtechordering.com/ST-00064307>

Audio-Visual

ENCORE

Claire Tse

Tel: +1 416 585 8312

Email: claire.tse@encoreglobal.com

Order Form [HERE](#)

Hostesses & Temporary Staff Hire

Executive Staffing & Events

Diana Williams

Tel: 416.256.3199

Mobile: 416.564.8244

Email: Diana.Williams@executekinternational.com

Plants & Floral Arrangements

Canadiana Flowers

Stephen Mangos

Tel: 416.265.6867

Email: stephen@canadianaflowers.com

Freight Handling & Onsite Logistic

GES – Customs & Logistics Department

Tel: 905.283.0500 or 1.877.437.4247

Email: torontocl@ges.com

[GES LOGISTICS & SHIPPING SERVICES](#)

 Print  PDF  Email