



Exhibitor Handbook

2018 MORTGAGE PROFESSIONALS CANADA NATIONAL CONFERENCE AND EXPO

**Palais des congrès de Montréal – Halls 220 AB
Montreal, PQ**

In keeping with our Green Meeting Strategy, this Exhibitor Handbook has been produced electronically. Links to all order forms are imbedded throughout the document and many suppliers now offer secure on-line ordering as well.

This manual is environmentally friendly and simple to use. If however, you would prefer a hard copy, you may download and print at your own discretion.

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QUICK REFERENCE

Show Location:	Palais des congrès de Montréal Exhibit Halls 220 AB 1001 Jean Paul Riopelle Pl, Montreal, PQ, H2Z 1M2 Tel: (514) 871-8122 www.congresmtl.com	
Expo open	Sunday, October 28 Monday, October 29	3:15 pm – 6:15 pm 12:15 pm – 2:00 pm (Lunch included)
Exhibitor move-in & set-up	Saturday, October 27 Sunday, October 28	9:00 am - 6:00 pm 7:00 am – 11:00 am
Dismantle & Removal	Monday, October 29	2:00 pm – 6:00 pm

Note: All exhibits must be removed from the show floor by 6:00 pm on Monday, October 29. If any display is not taken down by that time, Show Management reserves the right to dismantle the display and charge the Exhibitor accordingly. **THE EXHIBIT HALL MUST BE COMPLETELY CLEARED ON MONDAY EVENING.**

YOUR BOOTH SPACE

Items included with your booth space

- Booth space will be defined with pipe and drape (**black**)
- 8' high back drape and 3' high side drape
- Quad booths will be islands with no drape
- 1 skirted 6 ft. table (silver) and 2 grey side chairs (**will be provided UPON REQUEST only**)
- Booth carpeting (**grey**)
- Aisle carpet (**salt & pepper**)
- Electrical outlet -1500 watt duplex outlet (**will be provided UPON REQUEST only**)
– provides sufficient power to support the typical exhibit set-up e.g. display lighting, laptop, TV & DVD combo.

Items NOT included with your booth space

- Audio visual equipment rentals
- Internet and telephone connections
- Booth cleaning
- Booth furnishings and decor
- Customized booth design, flowers and potted plants
- Additional electrical power over and above the complimentary 1500 watt outlet
- In-booth security
- Shipping, Warehouse Services & Customs
- Material Handling
- Storage

Floor Resistance Capacity

Palais des congrès de Montréal – Exhibit Hall Room 220AB – 300 lbs. / sq.ft.

EXHIBITOR RESTRICTIONS

Any promotional material that is given to delegates must first be approved by the Mortgage Professionals' Conference Office. The purpose of this restriction is to ensure that Sponsors are given the utmost value for their sponsorship commitment. Should you wish to supply items such as lanyards, bags, etc. or supply services from outside vendors (i.e. entertainment, massage, coffee or food/beverage services), please contact Jan Raeburn at jraeburn@andlogistix.com or directly by telephone, 416-425-7287, for approval.

Height Restrictions

Show management must approve any structures that exceed 8'. If you have a quad booth, the height limit is 16', including signs, lighting, displays, balloons, etc. Nothing shall be pasted, tacked, nailed, screwed or otherwise attached to columns, ceilings, walls, floors or other parts of the building or furniture. Exhibitors violating this regulation are expressly bound, at their expense for any such damage to the venue.

SHIPPING AND DELIVERIES

To the Advanced Warehouse **BY OCTOBER 15.**

Material handling charges will apply.

Items should be addressed and marked as follows:

NAME OF EXHIBITING COMPANY BOOTH NUMBER MORTGAGE PROFESSIONALS CONFERENCE & EXPO STRONCO LOGISTICS C/O YRC Montreal 1725 Chemin St. François Dorval, PQ H9P 2S1
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- Be sure to use the Stronco shipping label in the [Stronco Exhibitor Kit](#)
- Arrange to have your shipments arrive at the Advanced Warehouse **between September 28 and October 15, 2018. No shipments will be accepted after October 19, 2018.**
- Advance Shipments will be placed directly at your booth location prior to your arrival on Saturday, October 27.
- Please refer to the Stronco Exhibitor Kit for specific details regarding costs, deadline dates and labelling your shipments
- Material handling charges will apply for delivery to your booth space. For information and costs [contact Stronco Show Services](#)

Shipping directly to the Palais des congrès de Montréal – accepted on October 27 only.

Items should be addressed as follows:

NAME OF EXHIBITING COMPANY BOOTH NUMBER MORTGAGE PROFESSIONALS CONFERENCE & EXPO – October 28 and 29, 2018 Palais des congrès de Montréal – Halls 220 AB 163 Saint-Antoine St. West Montreal, Quebec, Canada, H2Z 1X8
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- Items WILL NOT be accepted prior to Saturday, October 27
- You must be onsite to accept the delivery – or your shipment may be refused
- Arrange for your delivery to arrive between 9:00 am and 11:00 am
- Items received at the loading dock will incur material handling charges

OUTBOUND SHIPPING

Please make the appropriate arrangements with your carrier for shipping following the close of the show. You are responsible for clearly marking and labelling each piece of freight to be shipped.

Overnight storage is not available at the Palais des congrès de Montréal

STRONCO can arrange for your outbound shipment if your courier cannot guarantee pick-up on Monday afternoon or evening.

NOTE: FedEx, UPS and Purolator will not guarantee pick-up after business hours. Therefore someone must be designated to wait with the shipment until your courier arrives.

Mortgage Professionals, aNd Logistix, Stronco and the Palais des congrès de Montréal will not be held responsible for the security of unlabelled items left following the show.

- No equipment, such as dollies or other transport devices, may be used in the common and public areas of the Palais des congrès de Montréal.
- Only vehicles designated to transport the material/equipment will be admitted to the loading dock once the material is ready to be loaded.

ON-SITE SERVICES

Stronco and the Palais des congrès de Montréal will staff Exhibitor Service Desks during Move-In & Set-Up on Saturday, October 27 and Sunday, October 28. Onsite orders will be processed at that time as long as items are available. **Save money by ordering before the discount deadline dates.**

INTERNET ACCESS

Order directly from the Palais des congrès de Montréal . [Click here](#) to access the on-line ordering portal.

BOOTH STAFF REGISTRATIONS

- Two complimentary Conference and Expo registrations are included per 10' x 10' booth
- You may purchase two additional Expo Only passes for \$395 each + HST (see conference website for details)
- If you would like to purchase additional full conference passes, please register these individuals as attendees at the regular attendee rate.
- If booth staff names were not known when completing the Application for Exhibit Space, please email the names to exhibitor@mortgageconference.ca by October 15, 2018.

Access - Exhibitor and Booth Set-up Personnel

- Exhibitor and Booth Set-up personnel will be allowed access to the Exhibit Hall during set-up hours.
- Exhibitors requiring access earlier or later than these times for technical reasons must make arrangements in advance with the Exhibits Manager, **Jan Raeburn** at aNd Logistix, jraeburn@andlogistix.com or 416-425-7287.

Exhibitor Identification

- All exhibitor personnel must register prior to booth set-up and wear an identification badge to gain admittance to the Exhibit Hall area.
- All exhibitors can collect their exhibitor identification badge from the Exhibitor Registration Desk, located on Level 5 at the Palais des congrès de Montréal outside room 517.

FOOD & BEVERAGE AT YOUR BOOTH

Should you wish to offer an incentive of food and beverage service from your booth (e.g. snacks, coffee, cappuccino, ice cream, canapés, etc.), you must first receive approval from the MORTGAGE PROFESSIONALS' conference office (see Exhibitor Restrictions information). Food & beverage items must be ordered from the Capital Catering, exclusive supplier of food & beverage services at the Palais des congrès de Montréal. Outside caterers are not permitted. [Click here](#) to download order form. Customized options are available upon request.

PARKING

- There are several parking lots at or near the in close proximity to the Palais des congrès de Montréal. [Click here](#) for more details and parking rates and click on "Car".

REFUND AND CANCELLATION POLICY

- Notice of cancellation must be made in writing (no exceptions) and sent to the Registration Manager, exhibitor@mortgageconference.ca
- Cancellations received by 5:00 pm EST, Friday, September 28, 2018 will be refunded 50% of the cost of the booth. A decrease in rental space is considered to be the equivalent of a cancellation. Cancellations made after this date will not receive a refund.

SECURITY

- Security personnel will be onsite 24 hours from Saturday, October 27 at 9:00 am to Monday, October 29 at 7:00 pm.
- It is especially important that you exercise due and proper care of your own personal effects.
- Do not leave personal items of value (e.g. laptop computers) in your booth overnight, even in locked offices or hospitality areas.
- Lost and found enquiries should be addressed to aNd Logistix located at the registration desk.
- Should any theft or loss occur, it must be reported immediately to aNd Logistix so that security can be notified.
- Please remember that Mortgage Professionals Canada, aNd Logistix and the Palais des congrès de Montréal **are not** responsible for lost or stolen, equipment, goods and personal effects.

INSURANCE

Exhibitors should arrange their own commercial general liability insurance, including personal and bodily injury liability, in the amount of \$3 million. If you already have insurance coverage for these items, ask your insurer to issue a Certificate of Insurance naming the Société du Palais des congrès de Montréal and aNd Logistix as co-insured.

VERY IMPORTANT: Please ensure that the Certificate of Insurance indicates the Exhibitor's name and that the policy is extended to cover you during your participation at Mortgage Professionals National Conference. Your booth personnel need to have a copy onsite.

MOVE-OUT

- **Exhibits must not be disturbed, dismantled or removed before 2:00 pm on Monday, October 29.**
- Exhibits must be completely cleared **no later than 7:00 pm on Monday, October 29.**
- **If longer dismantling time is needed, please advise Show Management in advance.** If any display is not taken down by **6:00 pm** on Monday, October 29, Show Management reserves the right to dismantle the display and charge the Exhibitor accordingly.

HOTEL INFORMATION

Rooms are currently blocked for the Mortgage Professions Conference and Expo at several hotels within easy walking distance to the Palais des congrès de Montréal. The cost of accommodation is your personal responsibility. Hotels will be available on a first-come first-served basis. [Click here](#) for complete details and click on **Hotel Accommodation**.

LEAD RETRIEVAL AND SCANNERS

NALDAINAH, the official lead retrieval service provider for the event, offers you a fast, easy and reliable electronic method of capturing sales leads. Simply scan a barcode on the attendee's badge and the registration information from that attendee is recorded in your system. No need to collect business cards. **NALDAINAH** lead retrieval personnel will be on-site throughout the show with fast and friendly service. Their staff will be available on the show floor during Expo hours and visit booths several times a day in order to serve you.

Scanner Prices

Early Bird Special (before October 4 2018) - \$110.00 plus applicable taxes

Regular Price (after October 4 to October 26, 2018) - \$135.00 plus applicable taxes

On-site price (subject to availability) - \$190.00 plus applicable taxes

The attendee data retrieved from your personal scanner, will be provided free of charge. Just [click here](#) to download the order form to secure your unit from **NALDAINAH**. If you have any questions call Nathaniel Archibald at 514-744-3313 Ext. 5 or info@naldainah.com.

ELECTRICAL, TABLES & CHAIRS

One basic electrical outlet, one 6ft. table and two chairs will be provided **UPON REQUEST ONLY**. The 1500 watt duplex outlet provides sufficient power to support the typical exhibit set-up e.g. display lighting, laptop, TV & DVD combo.

Contact Jan Raeburn at jraeburn@andlogistix.com, 416-425-7287.

SUPPLIERS, CONTACTS & DEADLINES

SUPPLIER	CONTACT	DEADLINE
<p>Exhibits Coordinator</p> <ul style="list-style-type: none"> General questions related to your booth or move-in/out 	<p>Jan Raeburn aNd Logistix Inc. 1345 St. Clair Avenue West Tel: 416-425-7287 Email: jraeburn@andlogistix.com</p>	
<p>Show Services Advanced orders for:</p> <ul style="list-style-type: none"> Furniture Rental, Plants Booth Rentals & Accessories Material Handling Warehouse storage 	<p>Stronco Exhibitor Services Tel: 905-270-6767 Ext. 2236 Or 1-800-665-2621 Email: exhibitorservices@stronco.com</p> <p>Click here to Download Stronco Exhibitor Kit</p>	<p>October 5 for advanced ordering discount</p>
<p>Palais des congrès de Montréal</p> <p>Click here to download the on-line ordering portal.</p>	<p>Exhibitor Services Team Palais des congrès de Montréal Tel: 514-871-5871 Email: portailclient@congresmtl.com</p>	<p>October 15th for discount price</p>
<p>Food & Beverage at your Booth</p> <p>Click here for menu options.</p>	<p>Sarine Lebrun, Director Sales & Development Capital Catering Tel: 514-871-3111 ext. 4014 Email: sarine.lebrun@capitaltraiteur.com</p>	<p>Place order by October 5</p>
<p>Transportation, Customs & Advanced Warehouse Storage</p> <p>Please refer to the Stronco Exhibitor Kit for labelling procedures and other details.</p>	<p>Gerrit Watson Stronco Logistics Services Tel: 1-800-665-2621 Ext. 2269 Fax: 905-271-6771 Email: gerrit.w@stronco.com</p> <p>Note: No shipments will be accepted at the Advanced Warehouse after October 19, 2018.</p> <p>Please refer to the Advance Show Receiving Order Form in the Stronco Kit for details.</p>	<p>Note: Shipments will be accepted at the Advanced Warehouse between September 28 and October 15.</p>

SUPPLIER	CONTACT	DEADLINE
<p>Audio Visual Equipment Monitors, televisions, data projectors, etc.</p> <p>Click here to download AV order form.</p>	<p>Freeman Audio Visual Canada Kyle Smith Tel: 647-234-8804 Or email scanned order form to: kyle.smith@freemanco.com</p>	
<p>Overhead Sign Hanging and Rigging</p> <p>Click here for on-line ordering portal</p>	<p>Exhibitor Services Team Palais des congrès de Montréal Tel: 514-871-5871 Email: portailclient@congresmtl.com</p>	<p>October 5 for discount price.</p>
<p>Internet Access and Telephone Line</p> <p>Click here for on-line ordering portal.</p>	<p>Exhibitor Services Team Palais des congrès de Montréal Tel: 514-871-5871 Email: portailclient@congresmtl.com</p>	
<p>Booth Cleaning Services</p> <p>Click here for on-line ordering portal.</p>	<p>Exhibitor Services Team Palais des congrès de Montréal Tel: 514-871-5871 Email: portailclient@congresmtl.com</p>	
<p>Lead Retrieval Scanner Rental</p> <p>Click here to download order form.</p>	<p>Naldainah Logistic Nathaniel Archibald Tel: 514-744-3313 Ext. 5 Fax: 514-744-3313 Email: info@naldainah.com</p>	<p>October 4 for early bird discount</p>
<p>Electrical</p> <p>Click here for on-line ordering portal.</p>	<p>NOTE: One standard complimentary electrical drop per 10 x 10 booth can be provided UPON REQUEST. Only order electrical if you need additional power.</p> <p>Exhibitor Services Team Palais des congrès de Montréal Tel: 514-871-5871 Email: portailclient@congresmtl.com</p>	