



# **Exhibitor Handbook**

## **2019 MORTGAGE PROFESSIONALS CANADA NATIONAL CONFERENCE AND EXPO**

**Metro Toronto Convention Centre  
North Building – Level 300 – Hall A  
Toronto Ontario**

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.

# TABLE OF CONTENTS

Just click on a section to be directed there.

TABLE OF CONTENTS.....	2
QUICK REFERENCE.....	3
YOUR BOOTH SPACE.....	3
EXHIBITOR RESTRICTIONS.....	4
SHIPPING AND DELIVERIES.....	4
OUTBOUND SHIPPING.....	5
ON-SITE SERVICES.....	5
INTERNET ACCESS.....	5
BOOTH STAFF REGISTRATIONS.....	5
FOOD & BEVERAGE AT YOUR BOOTH.....	6
PARKING.....	6
Refund and Cancellation Policy.....	6
Security.....	6
INSURANCE.....	6
MOVE-OUT.....	6
Hotel Information.....	7
LEAD RETRIEVAL and SCANNERS.....	7
ELECTRICAL, TABLES & CHAIRS.....	7
SUPPLIERS, CONTACTS & DEADLINES.....	8
Exhibits Coordinator.....	8
Show Services.....	8
Metro Toronto Convention Centre.....	8
Transportation, Customs & Advanced Warehouse Storage.....	8
Audio Visual Equipment.....	8
Electrical / Mechanical / Plumbing / Water & Drain Services.....	9
Lead Retrieval Scanner Rental.....	9

## QUICK REFERENCE

Show Location: Metro Toronto Convention Centre  
North Building | Level 300 – Hall A  
255 Front Street West  
Toronto, Ontario, M5V 2W6  
Tel: (416) 585-8000  
[www.mtccc.com](http://www.mtccc.com)

Expo open	Sunday, November 17 Monday, November 18	3:00 pm – 6:00 pm 12:15 pm – 2:15 pm (Lunch included)
Exhibitor move-in & set-up	Saturday, November 16 Sunday, November 17	9:00 am - 6:00 pm 7:00 am – 11:00 am
Dismantle & Removal	Monday, November 18	2:15 pm – 6:00 pm

**Note:** All exhibits must be removed from the show floor by 6:00 pm on Monday, November 18. 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

Metro Toronto Convention Centre – Exhibit Hall A – 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](mailto:jraeburn@andlogistix.com) or directly by telephone, 416-425-7287, for approval.

**Please note that amplified sound from within your booth is not permitted.**

### 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 NOVEMBER 4, 2019.**

Material handling charges will apply.

Items should be addressed and marked as follows:

<b>NAME OF EXHIBITING COMPANY</b> <b>BOOTH NUMBER</b> <b>NATIONAL MORTGAGE CONFERENCE &amp; EXPO</b> <b>STRONCO LOGISTICS</b> <b>1510B Caterpillar Road</b> <b>Mississauga Ontario L4X 2W9</b>
---

- Be sure to use the Stronco shipping label in the [Stronco Exhibitor Kit](#)
- Arrange to have your shipments arrive at the Advanced Warehouse **between October 18 and November 4, 2019. No shipments will be accepted after November 11, 2019.**
- Advance Shipments will be placed directly at your booth location prior to your arrival on Saturday, November 16.
- 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 Metro Toronto Convention Centre – accepted on November 16 only.**

Items should be addressed as follows:

<b>NAME OF EXHIBITING COMPANY</b> <b>BOOTH NUMBER</b> <b>NATIONAL MORTGAGE CONFERENCE &amp; EXPO – November 17 &amp; 18, 2019.</b> <b>Metro Toronto Convention Centre – Level 300 – Hall A</b> <b>255 Front Street West</b> <b>Toronto, Ontario, Canada, M5V 2W6</b>
---

- Items WILL NOT be accepted prior to Saturday, November 16, 2019
- 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 Metro Toronto Convention Centre.**

**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 Canada, aNd Logistix, Stronco and the **Metro Toronto Convention Centre** 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 Metro Toronto Convention Centre.
- Only vehicles designated to transport the material/equipment will be admitted to the loading dock area once the material is ready to be loaded.

## ON-SITE SERVICES

Stronco and the Metro Toronto Convention Centre will staff Exhibitor Service Desks during Move-In & Set-Up on Saturday, November 16 and Sunday, November 17. 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 Metro Toronto Convention Centre. [Click here](#) for order form.

## BOOTH STAFF REGISTRATIONS

- Two complimentary Full Conference passes are included per 10' x 10' booth
- You may purchase two additional Expo Only passes for \$395 each + HST (email [exhibitor@mortgageconference.ca](mailto:exhibitor@mortgageconference.ca) 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](mailto:exhibitor@mortgageconference.ca) by November 1, 2019.

## 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](mailto: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 at Street Level of the MTCC north building.

## 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 Banquets Department at the Metro Toronto Convention Centre. Outside caterers are not permitted. [Click here](#) for order form. Customized options are available upon request.

## PARKING

- The MTCC has indoor, multi-level parking for over 1,200 cars, available 24 hours a day, and 7 days a week. We recommend using the North Building parking lot (access from Lower Simcoe Street)
- Discount Parking Passes are available for purchase from the MTCC **if ordered 14 days prior to move-in date**. [Click here](#) for order form.

## REFUND AND CANCELLATION POLICY

- Notice of cancellation must be made in writing (no exceptions) and sent to the Registration Manager, [exhibitor@mortgageconference.ca](mailto:exhibitor@mortgageconference.ca)
- Cancellations received by 5:00 pm EST, **Sunday, November 3<sup>rd</sup>, 2019** 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, November 16 at 9:00 am to Monday, November 18 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 Metro Toronto Convention Centre **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 Metro Toronto Convention Centre 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 the 2019 Mortgage Professionals National Conference. Your booth personnel need to have a copy onsite.

## MOVE-OUT

- **Exhibits must not be disturbed, dismantled or removed before 2:15 pm on Monday, November 18, 2019.**
- Exhibits must be completely cleared **no later than 7:00 pm on Monday, November 18, 2019.**
- **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, November 18, Show Management reserves the right to dismantle the display and charge the Exhibitor accordingly.

## **HOTEL INFORMATION**

Accommodation costs are not included in your conference registration. For your convenience, hotel rooms at three hotels are blocked for the 2019 National Mortgage Conference. [Click here](#) for complete details – click on Delegates and then Accommodations

## **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 2019) - \$115.00 plus applicable taxes

Regular Price (after October 19 to November 15, 2019) - \$140.00 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](mailto:info@naldainah.com).

## **ELECTRICAL, TABLES & CHAIRS**

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

Contact Jan Raeburn to order these items at [jraeburn@andlogistix.com](mailto:jraeburn@andlogistix.com), 416-425-7287.

## SUPPLIERS, CONTACTS & DEADLINES

SUPPLIER	CONTACT	DEADLINE
<p><b>Exhibits Coordinator</b></p> <ul style="list-style-type: none"> <li>General questions related to your booth or move-in/out</li> </ul>	<p><b>Jan Raeburn aNd Logistix Inc.</b> 1345 St. Clair Avenue West Tel: 416-425-7287 Email: <a href="mailto:jraeburn@andlogistix.com">jraeburn@andlogistix.com</a></p>	
<p><b>Show Services</b> Advanced orders for:</p> <ul style="list-style-type: none"> <li>Furniture Rental, Plants</li> <li>Booth Rentals &amp; Accessories</li> <li>Material Handling</li> <li>Warehouse storage</li> </ul>	<p><b>Stronco Exhibitor Services</b> Tel: 905-270-6767 Ext. 2236 Or 1-800-665-2621 Email: <a href="mailto:exhibitorservices@stronco.com">exhibitorservices@stronco.com</a></p> <p><a href="#">Click here</a> to Download Stronco Exhibitor Kit</p>	October 24 for advanced ordering discount
<p><b>Metro Toronto Convention Centre</b></p> <p><a href="#">Click here</a> to download MTCC order forms.</p>	<p><b>Metro Toronto Convention Centre</b></p> <p><b>Exhibitor Services</b> Janka Dragicevic 416.585.8383 <a href="mailto:jdragicevic@mtccc.com">jdragicevic@mtccc.com</a> <a href="mailto:exhibitor-services@mtccc.com">exhibitor-services@mtccc.com</a></p> <p><b>Food &amp; Beverage Catering Services</b> Megan Lowdon 416.585.8502 <a href="mailto:mldowd@MTCCC.com">mldowd@MTCCC.com</a></p>	November 1 for advanced parking order
<p><b>Transportation, Customs &amp; Advanced Warehouse Storage</b></p> <p>Please refer to the <a href="#">Stronco Exhibitor Kit</a> for labelling procedures and other details.</p>	<p><b>Gerrit Watson</b> <b>Stronco Logistics Services</b> Tel: 1-800-665-2621 Ext. 2269 Fax: 905-271-6771 Email: <a href="mailto:gerrit.w@stronco.com">gerrit.w@stronco.com</a></p> <p><b>Note: No shipments will be accepted at the Advanced Warehouse after November 11, 2019.</b></p> <p>Please refer to the <b>Advance Show Receiving Order Form</b> in the <b>Stronco Kit</b> for details.</p>	<p><b>Note:</b> Shipments will be accepted at the Advanced Warehouse between October 18 and November 4, 2019.</p>
<p><b>Audio Visual Equipment</b> Monitors, televisions, data projectors, etc.</p> <p><a href="#">Click here</a> to download AV order form.</p>	<p><b>Freeman Audio Visual Canada</b> Stephen Andrews Tel: 416-575-7062 Or email scanned order form to: <a href="mailto:stephent.andrews@freeman.com">stephent.andrews@freeman.com</a></p>	



SUPPLIER	CONTACT	DEADLINE
<p><b>Electrical / Mechanical / Plumbing / Water &amp; Drain Services</b></p> <ul style="list-style-type: none"> <li>- Electrical outlets</li> <li>- Specialized lighting</li> <li>- Overhead sign hanging</li> <li>- Plumbing incl.: water, drains, sinks</li> <li>- Compressed air and gas</li> <li>- Electrical safety form</li> </ul> <p><a href="#">Click here</a> for Showtech on-line ordering.</p>	<p><b>Showtech Power &amp; Lighting</b>  416.585.8109  <a href="mailto:info@showtech.ca">info@showtech.ca</a>  <a href="http://www.showtech.ca">www.showtech.ca</a></p> <p><b>Note:</b> Showtech is the exclusive provider of electrical/mechanical services at MTCC.</p> <p>All electrical equipment is CSA approved and installed by qualified trades people, trained specifically for the show service industry.</p> <p><b>NOTE: A complimentary basic power drop is provided (UPON REQUEST) for each 10x10 booth. Only order if you need additional power.</b></p>	<p>October 31 for discount price.</p>
<p><b>Lead Retrieval Scanner Rental</b></p> <p><a href="#">Click here</a> to download order form.</p>	<p><b>Naldainah Logistic</b>  Nathaniel Archibald  Tel: 514-744-3313 Ext. 5  Fax: 514-744-3313  Email: <a href="mailto:info@naldainah.com">info@naldainah.com</a></p>	<p>Prior to October 10 for early bird discount</p>