

SERVICE INFORMATION

BOOTH EQUIPMENT

Each 10' x 10' blue draped booth will include an 8' high back wall, 3' high side walls, one 6' skirted table and two chairs. Show Management will provide dollies, pump jacks and forklift service during move-in and move-out.

Please call Freeman at 613-748-7180 ext 234 to schedule your move-in time.

Note: Our office will be closed April 19, 2019 for Good Friday and May 20, 2019 for Victoria Day.

IMPORTANT ELECTRICAL INFORMATION

By default, any power outlets ordered are located at the rear of the booth for inline and peninsula booths. Please see the Electrical Labour Form for rates and instructions if you require outlets in other locations, have lights or electrical items to hang or erect, have orders for power of 208v or higher, or have other electrical requirements.

EXHIBIT HALL CARPET

The exhibit areas and booths are carpeted with the existing facility carpet. To enhance the appearance of your booth, rental carpet is available through Freeman. Please refer to the Carpet Order Form in the service manual.

DISCOUNT PRICE DEADLINE DATE

Take advantage of a 30% discount by ordering online at www.freeman.com by **April 30, 2019**. Freeman cannot guarantee pricing and availability of the Specialty Furnishing items noted with the symbol (+) on the Furnishing Order Form after this deadline.

SHOW SCHEDULE

EXHIBITOR MOVE-IN

For more information and helpful hints on preshow procedures and move-in, please go to [Pre-Show FAQ](#)

Wednesday, May 22, 2019 8:30am - 8:00pm*

Thursday, May 23, 2019 8:30am - 3:00pm*

***IMPORTANT: The freight elevator will be unavailable between 11:30am - 2:00pm on Wednesday & Thursday.**

EXHIBIT HOURS

Thursday, May 23, 2019 4:00pm - 8:00pm

Friday, May 24, 2019 10:00am - 8:00pm

Saturday, May 25, 2019 9:00am - 6:00pm

EXHIBITOR MOVE-OUT

For more information and helpful hints on postshow procedures and move-out, please go to [Post-Show FAQ](#)

Saturday, May 25, 2019 6:00pm - midnight*

***Carriers and large trucks will not be permitted in the loading dock until 8pm.**

DISMANTLE AND MOVE-OUT INFORMATION

- All materials must be removed from the exhibit facility by **May 25, 2019 @ midnight**.

LABOUR INFORMATION

Booth Installation and Dismantle: If utilizing Freeman labour, please refer to the Installation & Dismantle order form to place your order for display labour. Straight time and Overtime hours are also listed on the order form. Exhibitors supervising Freeman labour will need to pick up and release their labour at the Service Desk.

All labour services performed between 4:00pm and 6:00am (Monday to Friday), between 8:00am and 4:00pm (Saturday & Sunday) will have overtime charges applied. All labour services performed between 6:00pm and 8:00am (Monday to Friday) and between 4:00pm and 8:00am (Saturday & Sunday) will have double-time charges applied. Please refer to the Labour Order form in the service manual. All material handling services performed after 4:00pm (Monday to Friday) and all day Saturday and Sunday will have overtime charges applied. Please refer to the Material Handling Order Form in the service manual.

SHIPPING INFORMATION

Show site shipping address:

Tamarack Ottawa Race Weekend Health & Fitness Expo
Exhibiting Company Name C/O Freeman
Booth # _____
Shaw Centre
55 Colonel By Drive
Ottawa, Ontario, Canada K1N9J2

Show Management will provide dollies, pump jacks and forklift service during move-in and move-out. Shipments will be received at the exhibit facility beginning **Wednesday, May 22, 2018 @ 8:30am**. Shipments arriving before this date may be refused by the facility. Any charges incurred for early freight accepted by the facility will be the responsibility of the exhibitor.

FACILITY RESTRICTIONS

Loading Bays:

4 loading bays with dock levelers can accept a vehicle up to a 77' in length with cab

Loading Areas:

3 loading areas can accept 5 ton trucks or smaller vehicles

- ground level loading/unloading

Loading bays/areas are for temporary pick-up and delivery only. Parking is prohibited.

Floor Weight Allowance*

All heavy objects to be placed on the floor in the facility must be approved by Freeman.

Elevator Specifications – Service/Freight*

For the safety of all individuals, freight elevators are not intended for passenger use. Materials cannot be transported in the public passenger elevator or on escalators.

*Please see attached Floor Weight & Elevator Spec Sheet for details.

FREEMAN ONLINE®

Take advantage of discount pricing by ordering online by **April 30, 2019**.

Using the enhanced FreemanOnline, you will enjoy easy access to added features and functions as well as the high caliber of Freeman services you've come to expect — **before, during and after** your show. Additionally, you can now access FreemanOnline from any device — **desktop, laptop, tablet** or via our new **FreemanOnline Mobile App**.

To place online orders you will be required to enter your unique username and password. To access FreemanOnline for **Tamarack Ottawa Race Weekend Health & Fitness Expo** go to: <http://www.freemanco.com/store/show/showInformation.jsp?showID=468616&nav=02> Click on the "Login" link in the top right corner to proceed.

If this is your first time using Freeman Online® click on the "Create an Account" link in the top right corner. You can also download and use the FOL Mobile App from the Apple or Android store, or here: folmobile.freemanco.com. A mobile web version of the FreemanOnline Mobile App is available to extend mobile use for those users that do not have an Apple or Android device or who do not want to download the app.

If you need assistance with FreemanOnline please call our Customer Support Centre toll free at (888) 508-5054 for Canada & U.S. exhibitors or (512) 982-4186 for local and International exhibitors.

For French speaking exhibitors that require assistance, please contact the Ottawa office directly at 613-748-7180 ext. 234. Our office hours are Monday to Friday from 8:30am to 5:00pm.

Les exposants francophones qui ont besoin d'aide sont priés de communiquer directement avec le bureau d'Ottawa au 613-748-7180 poste 234. Veuillez noter que nos heures d'ouverture sont de 8h30 à 17h00 du lundi au vendredi.

ASSISTANCE

We want you to have a successful show. If we can be of assistance, please call our Exhibitor Services Department at (613) 748-7180 ext 234.

We can also be contacted via email at freemanottawaes@freeman.com

FREEMAN GENERAL INFORMATION

TRANSLATION SERVICE

Freeman is pleased to offer a new service for our international exhibitors that provides quick interpretation and translation in 150 languages. This service will not only interpret for us on a three-way conversation, but also translate emails from customers. To access this service you may contact Freeman Ottawa Exhibitor Services at (613) 748-7180 or Freeman's Customer Support Center at (888) 508-5054 for Canada and U.S. exhibitors or (512) 982-4186 for international exhibitors.

SAVE MONEY

Take advantage of a 30% discount by ordering online at www.freeman.com by **April 30, 2019**.

SAFETY TIPS

Use a ladder, not a chair. Standing on chairs, tables and other rental furniture is unsafe and can cause injury to you or to others. These objects are not designed to support your standing weight.

Be aware of your surroundings. You are in an active work area with changing conditions during move-in and move-out. Pay attention. Look for obstacles, and machinery and equipment that are in use.

Keep your eyes open for scooters and forklifts. The drivers of these vehicles may not be able to see you.

Stay clear of dock areas, trucks and trailers. These areas can be particularly dangerous.

Prevent electrical shocks, falling items and damage to materials. Do not attach items or equipment to the drapes or metal framework provided for your booth. This can cause serious injury or damage to materials.

We discourage children from being in the exhibit hall during installation and dismantle. If children are present during installation and dismantle, they must be supervised by an adult at all times.

Freeman does not ship or handle Hazardous Materials. If any materials you are shipping to the event fall into this category, please contact Freeman to be sure that the material will be allowed at the facility and by the association. In addition, if authorized by the facility and the association, you will need to make separate arrangements for the transport and handling of the approved materials, since Freeman will not transport or handle them.

Operation or use of all motorized lifts and motorized material handling equipment for installation/dismantle of exhibits is NOT permitted by exhibitors or by their exhibitor appointed contractors (EAC's). Thank you for your cooperation.

EXHIBITOR ASSISTANCE

For more information and helpful hints on preshow procedures and move-in, please go to [Pre-Show FAQ](#)

For more information and helpful hints on postshow procedures and move-out, please go to [Post-Show FAQ](#)

Should you have any questions or require assistance, please contact Freeman Exhibitor Services at 613-748-7180 ext. 234 or via email at FreemanOttawaES@freeman.com.

French order forms are available upon request.

WE APPRECIATE YOUR BUSINESS.

SERVICE CONTRACTOR CONTACTS / INFORMATION

FREEMAN AUDIO VISUAL CANADA

55 Colonel By Drive

Ottawa, Ontario K1N 9J2

Phone: (613) 688-9063 Fax: (613) 688-9069

Email: yanna.crawford@freeman.com

***Automated Internet Service at the Shaw Centre:**

Please see below for the instructions on how to purchase a wireless internet connection on-site at the Shaw Centre. This connection is up to 3Mbps

- Search the available wireless networks once you are in the Convention Centre
- Connect to 'FREEMAN AV WIFI'
- Open your preferred web browser (You will be automatically re-directed to a logon page)
- Select 'Credit Card' as your method of payment in the drop down menu
- Enter the required information
- Select your preferred service package (\$16.95/3hrs; \$22.60/1 day; \$67.80/Event up to 5 days)
- Accept the Terms & Conditions and click 'Continue'

Should you require a wired connection, higher speed or professional services, please the attached order forms.

SHAW CENTRE

(Booth Cleaning, Sampling Guidelines, Temporary Cold Water Service, Vehicle Display)

Phone: (613) 563-1984 Fax: (613) 563-7646

Email: eventservices@shaw-centre.com