The Wellness Show

The Wellness Show 2027 – Exhibitor Checklist

To help you stay on track, please review this checklist and mark off each task as you complete it. Important deadlines and contacts are included to ensure a smooth experience at The Wellness Show.

Task	Deadline	Completed (✓)
Submit final booth payment	Upon booking	
Book hotel accommodations at Pinnacle Hotel Harbourfront	December 28, 2026	
Submit Certificate of Insurance to EventWorx for those who require additional insurance (support@eventworx.ca)	January 16, 2027	
Order electrical, plumbing, internet, or telecommunication services via VCC Exhibitor Services	January 10–11, 2027	
Confirm shipping arrangements with GNS Freight Solutions (andrew@gnsfreight.com, 902-315-2750)	December 2026	
Complete and email GNS Freight Order Form,	Before shipping	



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Commercial Invoice, and CUSMA Form (for U.S./Mexico exhibitors)		
Schedule domestic pickup with GNS Freight (Toronto – Jan 21, Edmonton/Calgary – Jan 26, Vancouver – Jan 27)	January 21–27, 2027	
Ship materials to Advance Warehouse (C/O STI Transport, 1319 Derwent Way, Delta, BC)	Dec 29, 2025 – Jan 28, 2026	
Ensure all shipments are labeled with booth number and event name	Before shipping	
Notify GNS Freight of international shipments for customs clearance	Before shipping	
Confirm outbound shipping and customs arrangements with GNS Freight	During move-out	
Book material handling with Goodkey (early bird rate deadline)	January 8, 2027	
Ship materials to Goodkey's advance warehouse	January 3–24, 2027	



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Submit booth staff names for exhibitor badges	January 5, 2027	
Request additional exhibitor badges (if required)	January 5, 2027	
Request complimentary ticket link or purchase additional tickets	January 15, 2027	
Confirm move-in booking with Voyage Control (booking code provided in January 2027)	First week January 2027	
Submit Temporary Food Services or Personal Services application (if applicable)	January 8 2027	
Book cold storage (if required)	January 5 2027	
Submit Display of Products & Services Form	January 5 2027	
Send logo for customized exhibitor digital postcard to marketing@eventworx.ca	January 5 2027	
Provide prizes/gift cards for show contests (if participating)	Deliver during move-in	
Move-in and booth setup	Friday, January 29, 2027	
Show open – Saturday	January 30, 2027 (10:00am–6:00pm)	

Show open – Sunday	January 31, 2027 (10:00am–5:00pm)	
Move-out and booth removal completed	By 10:00pm, January 31, 2027	

For questions or assistance, please contact:

- EventWorx Corporation: support@eventworx.ca or (403) 971-3227
- Goodkey Show Services: exhibitorservices@Goodkey.com or (877) 726-2211
- Vancouver Convention Centre Exhibitor Services: exhibitorservices@vancouverconventioncentre.com
- GNS Freight Solutions: email andrew@gnsfreight.com or (902)-315-2750.



THE 33rd ANNUAL WELLNESS SHOW

January 30st and January 31st, 2027.

EXHIBITOR MANUAL

EVENTWORX
CORPORATION

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SHOW MANAGEMENT

Show Director	Helen Wallace
Production Manager	Kyla Arneson
Sales Manager	Wes Scott
Support Manager	Hyra Dalisay
Public Relations	Paula Arnold
Media Relations	Paula Arnold
Operations Director	Bruce Carew

ADMINISTRATION OFFICE

Mail:
EventWorx Corporation
Suite 100-342 111 5th Ave SW
Calgary Alberta T2P 3Y6
Phone: 403 970 3227
Email: support@eventworx.ca
www.thewellnessshow.com

Deliveries:
Goodkey Show Services Ltd.
Unit 9 – 3751 North Fraser Way
Burnaby, BC V5J 5G4
Phone: 780-426-2211 / 877-726-2211
Fax: 780-426-5734 / 888-726-5734
Email: exhibitorservices@Goodkey.com

SHOW DATES & OPENING HOURS

Saturday	January 30st, 2027	10:00 a.m. - 6:00 p.m.	(1000 – 1800 hours)
Sunday	January 31st, 2027	10:00 a.m. - 5:00 p.m.	(1000 – 1700 hours)

LOCATION

Vancouver Convention Centre **East Building** **Exhibit Hall A&B**
1055 Canada Place
Vancouver, BC V6C 0C3
www.vancouverconventioncentre.com

FEDEX & PRINTING SERVICES

- Copy House Printing, FedEx Authorized Ship Centre. 128 – 1050 W Pender St., 604-647-6662. Mon-Fri 7:00-5:00
- Staples, FedEx Authorized Ship Centre. 1055 W Georgia St., at Burrard. Mon-Fri 9:00-6:00, Week-ends 10:00 – 5:00
Fed-Ex, www.fedex.com, 1-800-GoFedEx (1-800-463-3339)

PARKING AT VCC WEST

The lot is operated by Impark on a 24-hour, 7 day a week basis (most locations). For more details, please contact them directly:

Impark Lot #1940 | Phone: +**1-866-277-5501** | lots.impark.com/imp#details=1,1940

PAYMENT POLICY

We accept VISA and MasterCard. Cheques can be made payable to EventWorx. For E-transfers, please contact us for the payment address. If you have already sent in your final payment or have specified an alternative method of payment, thank you.

EXHIBITOR CANCELLATION POLICY

The Exhibitor shall have the right to cancel this license agreement by notice in writing to be delivered to EventWorx no later than one hundred and eighty (180) days preceding the opening date of the Show. All deposits received by EventWorx up to the date of notice of cancellation are non- refundable and non-transferable. In the event that the Exhibitor (i) notifies EventWorx less than one hundred and eighty (180) days preceding the opening date of the Show that it wishes to cancel this license agreement; or (ii) fails to make payments in accordance with the payment schedule set out herein; or (iii) except as otherwise permitted herein, fails to appear at the Show; EventWorx reserves the right to (iv) cancel this license agreement without notice and all rights of the Exhibitor hereunder shall cease and terminate; (v) retain any payment made by the Exhibitor as liquidated damages (and not as a penalty) for breach of this license agreement; (vi) re-rent the said space; and (vii) bring action against the Exhibitor for payment of the full cost of the space originally licensed from EventWorx.

EVENT CANCELLATION

Should the facility be destroyed or become unavailable for occupancy for reasons beyond the control of Show Management and sponsors, or if for any reason Show Management is unable to permit the exhibitor or sponsor to occupy the facility or the space, or if the show is cancelled or curtailed, Show Management and Sponsors will not be responsible for any loss of business, loss of profits, damage or expense of whatever nature that the exhibitor may suffer, including but not limited to: acts of God, earthquakes, explosions, fires, strikes, lockouts, boycotts, acts of public enemies or public handling of materials.

MOVE-IN / MOVE-OUT

All Move-In and Move-Out times are controlled and scheduled by **Voyage Control**, an online reservation system **managed by the Vancouver Convention Centre. Voyage Control is only required for those who need access to a loading dock**. Each Exhibitor will be provided with a Booking Code. They will then be able to log in to Voyage Control and book time slots to off-load. If you are bringing multiple vehicles for move-in, you must complete one booking for each vehicle. Booking codes and instructions will be sent out in December 2025.

Exhibitors who have outsourced to third-party contractors, delivery companies and/or display houses for set-up, **must schedule bookings for these companies through Voyage Control.** Contractors of any sort must be provided with the parking pass or booking code for entry. **Any vehicle arriving without a booking will be subject to delays and may not be granted access.**

All exhibitors and drivers must unload within the allocated time slot so other exhibitors can access their booked times. **Vehicles that overstay the time allocation will be towed at the driver's expense.** Once unloaded, you can park your vehicle in the parking lot specified in page 2. Feel free to set-up at your leisure. Any exhibitors that require a significant amount of off-load time must contact Show Management in advance to make alternate arrangements.

If your booth items have been advance shipped to the event space, please arrive at any time on Friday to set up. Set-up times will be specified and sent out in December 2025.

Hand Carrying Items:
Exhibitors bringing in small items by hand do not need to book with Voyage Control. **T**hey may enter through the Main Entrance of the convention centre with materials in hand, or on a handcart, and may head directly to their booth to begin set-up**. Only upright dollies are permitted in the lobby of the Vancouver Convention Centre**. This process also applies to exhibitors making small deliveries by personal vehicle; if you are planning to park in the paid Impark Parkade and hand-carry items in the building, you do not need to book a time slot with Voyage Control.

All items must be completely removed by 10:00 pm (2200 hours) on Sunday, January 31st, 2027.

MOVE-IN / MOVE-OUT (cont'd)

DO NOT begin packing up before 5:00 p.m. on Sunday, January 31st.

For the safety and consideration of everyone involved, wait until the general public has cleared the Exhibit Hall, and for the announcement that the show is closed, before beginning to pack for move-out.

Any garbage remaining on the premises after the above-noted time will be removed by the Vancouver Convention Centre and this service will be charged to the exhibitor. VCC, Goodkey and Show Management are not responsible for items left at the VCC after scheduled move-out times.

MATERIAL HANDLING

Goodkey has been contracted to receive and sign for shipments arriving for the Wellness Show on behalf of exhibitors who are not present to receive their freight at the VCC receiving area. The same applies for loading of, and signing for, any return shipments off the show floor after show close.

Exhibitors are directly responsible for any material handling charges incurred at the Wellness Show, as described above. A description of Goodkey's show site material handling services and rates, net of applicable taxes, are as follows:

Advanced Material Handling:
Includes: Receive and store equipment up to 30 days prior to show opening, delivery of shipment from advanced warehouse to show site, first priority unloading status, delivery of shipment from shipping area to booth, removing of empty containers from booth to storage area, removing of empty containers to booth upon show closing, reloading of shipment from booth to exhibitor arranged outbound carrier.

Starting: January 3, 2027 | Deadline: January 8, 2027

Rate: $96.00 per skid.

Onsite Material Handling:
Includes: Offloading shipment from trucking company, signing off on delivery receipts, delivering exhibitor materials to booth/s, storing empty boxes, skids or crates as required.

Rate: First skid is $78.00, additional skids available at $57.00 per skid.

Post Show Site Shipping:
Includes: return of empty boxes, skids or crates from storage, loading exhibitor materials onto their trucking company vehicles, transferring to the exhibitor completed forms, and bills of lading to drivers.

Rate: $80 for the first skid, crate, or piece shipped, plus $59 per additional skid, crate, or piece.

Please note: any shipments or items remaining and not picked up by 10:00pm on the evening of show close Sunday, January 31st, 2027 will be sent back to the Goodkey warehouse at the exhibitor's expense.

It is **strongly recommended** that exhibitors **contact Goodkey directly** to place their material handling orders in advance and avoid on-site delays. The deadline for **early bird prices is January 8, 2027.**

Please refer to the Goodkey Manual for forms and further information, **or contact Goodkey directly at 780-426-2211 or 877-726-2211.**

HIRING INSTALLATION AND DISMANTLING LABOUR

If you require additional skilled or unskilled labour during move-in and move-out, Goodkey can provide it at the required rate of $77/hr (time and a half is $115/hr, double time is $153/hr).

VCC security and safety regulations insist that **NO children under the age of 14 may be present during the move-in or move-out periods**. Exhibitors with children during move-in or move-out periods will be escorted out immediately. For more information and booking, please refer to page 14 of the Goodkey Manual.

BOOTH PRESENTATION

It is essential that your booth presents a polished, professional image. We ask that each exhibitor, as a representative of the Wellness Show, make every effort to have display materials prepared by experienced professionals. **Paper signs are not permitted**; at minimum, table-top signage or business cards must be used.

Display booths and other exhibits may not be placed in such a manner as to interfere with sight lines and other exhibits. No displays or materials associated with any booth may encroach into the minimum aisle width. Any constructed exhibit booth in excess of 4 feet in height must be kept within 4 feet of rear of booth. This guideline must be followed so that no booth interferes with other exhibits to the right or left of it.

An exhibit of four or more booths with aisles on at least three sides may go up to a height of 12 feet and extend to this height for the entire booth space. All other booths must not exceed the 8 feet height backwall.

Exhibitors must staff their booth for the entirety of the show. Exhibitors and/or staff must be in place in their booths until closing hours on both days.

Dismantling is permitted *only after* 5:00 pm (1700 hours) on Sunday, February 2nd, 2025 and must be completed by 10:00pm (2200 hours).

EXHIBITOR BOOTHS

Booths are supplied with daily aisle cleaning, and the following furniture *(per booth size):*

Booth Size (wide x deep)	Complimentary Furniture Supplied
6½′ x 10′	Carpeting, one 4 ′x 2′ x 30″ draped table (standard draping), and two chairs
8′ x 10′; 10′ x 10′	Carpeting, one 6′ x 2′ x 30″ draped table (standard draping), and two chairs

BACKWALL/SIDEWALL: Dark blue draped, back wall height 8', dark blue sidewall height 3' (flame retardant)

Larger booths and corner booths are NOT be supplied with additional tables. If you need one, feel free to bring one of your own or rent one from Goodkey.

The maximum height for exhibits is 8' unless approved in advance, in writing, by Show Management.

Bulk space is not provided with any exhibit items (carpeting, tables, chairs, etc.)

Power, internet, telecommunications and lighting MUST be purchased through the Vancouver Convention Centre. Please see page 7, Electrical Services.

Exhibitors are not permitted to nail into any property of the facility. **Cloth tape** may be used. It is strongly recommended that exhibitors utilize **Double-Sided Tape on the carpet.** The tape can be purchased from the show supplier Goodkey, pricing information will be given at their on-site service desk. Goodkey approved tape is also available for order on page 6 of the attached Goodkey kit**. Shower ("S") hooks will be provided on site to hang signs,** at no charge. **Do not pin, tape, or staple anything to draped walls or tables.**

Exhibitors are prohibited from leaving product, displays or any other material on finished surfaces. Only cloth may be used on cement surfaces; tapes can damage the surface. Any site damage such as paint or cement chips will be billed directly to the exhibitor.

Official Show Supplier (Display & Furniture): Goodkey Show Services Ltd., Attn Nomer Razon, 1-877-726-2211 ext 205, info@Goodkey.com

DISPLAY OF PRODUCTS & SERVICES

All exhibitors **must provide a complete list of products & services** that will be displayed at the Wellness Show for approval by show management. Show management reserves the right to exclude any product or service not listed on the form and/or that doesn't meet with show guidelines. **All electrical equipment for sale must be CSA-approved. Electrical products which are not approved by CSA may be displayed but not sold.**

PROMOTIONAL STICKERS

Stickers are **NOT** to be distributed on site. If stickers are found, charges for removal and repairs will be invoiced to the exhibitor.

BANNERS

Banners must fit within the confines of the booth and must not exceed the height limit specified on page 5. All banners must be professionally made; paper signs will not be accepted. For additional information, please contact the show office.

EXHIBITOR BADGES

Complimentary exhibitor badges are included for use by **BOOTH PERSONNEL ONLY** and are allocated as follows:

4 badges per 10' x 10' booth & Food Prep booth
4 badges per 8′ x 10′ booth
4 badges per 6½′ x 10′ booth

You will be provided a link to add your booth staff. This must be completed **January 5, 2027**.

Badges can be picked up starting on Friday, January 29 from the Exhibitor Badge Counter in the main concourse.

Extra Badges are available for **$20.00 each (inc. GST).**

For security reasons, entry will only be permitted to exhibitors wearing badges, and badges must be worn by staff during all show hours. **Badges are for the use of EXHIBIT STAFF ONLY**. If public attendees are found wearing exhibitor badges, a $25.00 fee will be charged to the exhibitor for each infraction.

Staff working at exhibit booths must always wear their badges. Most importantly, because of theft and safety issues, people seen staffing a booth without badges will be immediately escorted out of the show.

EXHIBITOR PERSONNEL

Only fully-paid exhibitors and speakers with badges will be permitted on-site over the course of the weekend. Any VIP or invited guests participating or demonstrating in your booth must be **pre-approved** by Show Management.

Exhibit personnel may not enter the exhibit space of another company's exhibit space without permission and a badge. Guests with complimentary tickets are not permitted to participate within booths.

COMPLIMENTARY GENERAL ADMISSION TICKETS

Complimentary tickets may be used for **sponsors, guests, VIPs and clients**, and are allocated as follows:

- 20 tickets per 10′ x 10′ booth, 8′ x 10′ booth and non-profits with charitable status
- 10 tickets per 6½′ x 10′ booth
- Additional Exhibitor tickets may be purchased for $10.00 each (GST included).

If you'd like extra tickets, please contact our office at **support@eventworx.ca** by January 5, 2027. A link will be provided for payment at that time. Extra Exhibitor Tickets will also be available for purchase on site, at the Exhibitor Badge registration area during show hours.

GENERAL ADMISSION

$14.00 plus GST (General Admission)

- Tickets include free admission to all seminars, demonstrations and workshops.

MOVE-IN & REGISTRATION

Before, during, or after move-in, all exhibitors are required to register at the Show Office. This may be done at your convenience but must be done prior to show opening. At registration, you may pick up your badges and tickets.

WATER REQUIREMENTS

Water service is available at some exhibitor booths. The cost of water is based on volume and/or the type of hook-up. Most food and beauty service booths require water access. **If water is required, please notify the Wellness Show Administration Office well in advance, at support@eventworx.ca, as this may affect your booth placement.** Note that all plumbing and self-contained sink units rented through the VCC are for hand-washing only.

ICE REQUIREMENTS

Ice can be ordered ahead of time through the **VCC Exhibit Services** using **their online ordering portal** (vancouverconventioncentre.com/services/exhibitor-services/online-ordering)**,** or at the VCC desk during the show. The VCC Exhibit Services Desk will be open during move-in times and the first 2 hours of the show. If ice is needed after those hours, exhibitors can contact Guest Services at 604-647-7299, but delivery may take time, so advance online ordering is recommended.

COLD STORAGE

There is no on-site freezer space. Cold storage is available for a fee per cubic foot, and must be booked in advance with Wellness Show Administration. Please contact our office at **support@eventworx.ca** for information**.**

STORAGE

There is limited storage space within Exhibition Hall A for items such as boxes. If additional space is required, Please contact Goodkey: Nomer Razon, Tel: 1-877-726-2211, extn: 205, Fax: 1-888-426-5734 Email: exhibitorservices@Goodkey.com

ELECTRICAL SERVICES

Power and lighting must be purchased through VCC, and this is the sole responsibility of each exhibitor**. For a discounted rate, orders should be placed by January 10, 2027.** Orders placed on-site, or within 48 hours of the event, are subject to a late fee.

TELECOMMUNICATIONS SERVICES

Telephone services must be purchased through the Vancouver Convention Centre; this is the sole responsibility of each exhibitor**. For a discounted rate, orders should be placed by January 09th.** Please see Section B for more detailed services and rates.

INTERNET SERVICES AND WIFI

Internet services must be purchased through the **Vancouver Convention Centre**. Booking access to WIFI is the sole responsibility of each exhibitor. **For a discounted rate, orders should be placed by January 09th.** Please see Section B for more detailed services and rates.

BOOTH VACUUMING & SHAMPOOING SERVICES

Booth vacuuming and shampooing services must be purchased through the Vancouver Convention Centre; this is the sole responsibility of each exhibitor. **For a discounted rate, orders should be placed by January 10th.** Please see Section B for more detailed services and rates.

PLUMBING SERVICES

Plumbing services must be purchased through the Vancouver Convention Centre; this is the sole responsibility of each exhibitor. **For a discounted rate, orders should be placed by January 10th.** Please see Section B for more detailed services and rates.

EXHIBITOR SECURITY SERVICES

Security services must be purchased through the Vancouver Convention Centre; this is the sole responsibility of each exhibitor**. For a discounted rate, orders should be placed by January 10th.** EventWorx provides general security (24 hour) for The Wellness Show and the venue. **EventWorx is not responsible for any loss or theft of items or exhibits at the Wellness Show.**

MOTORIZED VEHICLES

Any internal combustion engines and vehicles, or any piece of motorized equipment, must not contain more than one-quarter tank of fuel and must be **inoperable**, e.g., with the battery and/or ignition disconnected. Fuel caps must be taped or locked. All vehicles being displayed must have drip pans underneath, pads under all tires, and they must be clean and dry. A set of identified keys must be left with the Show Office for the duration of the show.

DRAWS & PRIZES

Any prizes must be clearly stated on the entry form and a **list of winners submitted to the Show Office by the completion of each show day, or on the last day of the show, or after your draw.** You may also email a list of winners to our office after the show to **support@eventworx.ca** Any prizes or draws conducted must not violate any provincial or federal laws or regulations.

HOTEL ACCOMMODATIONS

Arrangements for exhibitors have been made at the **Pinnacle Hotel Harbourfront,** *https://www.pinnacleharbourfronthotel.com/***.** It is two blocks west of the Vancouver Convention Centre, at **1133 West Hastings Street**, Vancouver, B.C. V6E 3T3.

The rate for Exhibitor rooms is $229/per night (single or double) plus applicable taxes and fees. This rate is based on availability and applies from **January 29 to February 2rd.**
Reservations must be booked and confirmed no later than December 28, 2026.

SELLING GUIDELINES

Exhibitors are permitted to sell packaged products from their booths. We strongly encourage sampling and free demonstrations, increase attendance and sales at your booth. Interactive displays also attract a large number of participants and on-lookers.

FOOD SAMPLES & SALES

If you will be sampling perishable food or drinks at your booth, you must fill out and return a **Temporary Food Services form**. Please refer to the **Vancouver Health Board** for current guidelines and application forms for all food exhibitors. These are available online at vch.ca/en/service/temporary-events-markets-permits#short-description--13796
Exhibitors cooking food or handling meat will require a sink within your booth. All other food type exhibitors will be required **to either share a sink, or obtain a sink within their booths**.

Please contact the show office at support@eventworsx.ca to request access to **a shared sink, or contact the Vancouver Convention Centre to organize an in-booth sink.**

The Vancouver Convention Centre stipulates that:

- Only one-ounce samples are permitted for the promotion of food products
- Three-ounce samples are permitted for beverages, soups, etc.
- Mini sampling meals may be sold. Complete meal portions may NOT be sold.

LITERATURE DISTRIBUTION

Exhibitors are reminded that they **MAY NOT** distribute literature **OUTSIDE** the borders of their booths. This rule will be strictly enforced by Show Management.

HOSTESS REQUIREMENTS

If you require hostesses to assist in the operation of your booth, please contact:

Drake International
608-602 West Hastings Street
Vancouver, BC V6B 1P2

Phone: 604-601-2800
Fax: 604-682-8523

ASSIGNMENT OF SPACE

EventWorx assigns booth spaces on a priority basis. Adjustments may be necessary to provide maximum utilization of space. Exhibitors will receive their booth number, a floor plan and, closer to the show date, a move-in schedule. **EventWorx reserves the right to re-assign booth locations due to needs or requirements deemed essential by Show Management.**

No exhibitor shall assign, sub-let, or apportion the whole or any part of an assigned space without the prior knowledge and written consent of Show Management. It is the responsibility of the exhibitor to inform Show Management in writing of all products and/or services offered to the public at the show. Management reserves the right to limit and disallow products and services that may detract from or be objectionable to the quality of the show.

CUSTOMS BROKER

To facilitate Customs procedures at the time of entry into Canada, we have assigned a customs broker for all foreign exhibitors. Please refer to Appendix E in the Exhibitors' area of the website.

MERCHANDISE REMOVAL

Exhibitors wishing to remove items from their booths during Show hours are required to complete a **Merchandise Removal Form** and present it to the Show Office for signature. This form will be available on site. For security reasons, merchandise will not be allowed off the premises without a signed removal form.

BALLOONS

Helium balloons and large inflatable or advertising type balloons may be permitted in the Vancouver Convention Centre, however written approval must first be obtained by Show Management. Balloons must be fastened securely to your exhibit. When approval is granted, exhibitors will sign a document accepting all responsibility for retrieval and repair costs should any balloons escape. No small hand-out type balloons are permitted at the show.

SECURITY

EventWorx, has arranged for security guards to be present during move-in, move-out and show hours. The Centre will be locked and secured after hours. Security staff are employed to safeguard your interests; we ask that all exhibitors extend their fullest co-operation to security in the performance of their duties. Show Management assumes no responsibility for the loss, either during the Show or during move-in / move-out periods, of any articles.
Please refer to section **Exhibitor Security Services** on page 8.

INSURANCE

Entry into the loading areas is at the exhibitor's risk. **Neither EventWorx nor the VCC will assume responsibility for personal injury due to accidents of any cause whatsoever.** Management and staff wish to assure all exhibitors that every precaution is taken to safeguard exhibits. Both EventWorx and the VCC will assume no responsibility for the safety of exhibits against robbery, fire, damage, accidents, or for any cause whatsoever, either during show hours or move-in / move-out periods. In all cases, exhibitors must insure their own goods and exhibits against any such loss. The exhibitor shall indemnify and hold harmless EventWorx from all liability that might ensue from any cause whatsoever.

Your COI should include the following:

- Naming both Vancouver Convention Centre and Eventworx complete address.
- VCC 999 Canada Place Vancouver BC
- Eventworx Suite 100-342 111 5th Ave SW Calgary AB
- Company name and details of the insured
- Description of where the extended insurance applies and the dates
- Commercial general liability for both the public (up to $2M) and products (up to $2M)

A certificate or copy of your insurance (personal liability insurance) must be provided to EventWorx no later than January 15, 2027.

JANITORIAL & CLEANING SERVICE

Special arrangements can be made through the VCC. EventWorx Inc. provides janitorial services **for aisles only.** Building cleaning staff will not enter any exhibit booth for the purposes of sweeping or dusting. It is suggested that exhibitors, at the end of each day, sweep out their own booths, placing waste material in the aisle, so that it may be removed during the night.

FIRE REGULATIONS

Any internal combustion engines and vehicles or any equipment must not contain more than one-quarter tank of gasoline or fuel and must be inoperable, e.g., battery and/or ignition disconnected. Fuel caps must be taped or locked shut.

All decorative materials shall be flame retardant to the satisfaction of the Fire Department. Materials that cannot be made flame retardant are prohibited. A flame-retardant spray can be purchased from any hardware store.

No displays or materials associated with any booth shall encroach into the aisle width.

FIRST AID

First Aid can be contacted through any house phone, or by contacting the Manager on Duty. Please check with the **Show Office** in the event of an emergency.

SAFETY

Safety markings (masking, flagging or railings) must be placed on any projection or other objects where attendees could injure themselves. Operating equipment, machinery or other objects that might cause bodily harm must be adequately safeguarded. Storage of any inflammable material is strictly forbidden.

The Director of Fire & Safety requires that dismantling after the show WILL NOT commence until **ALL PUBLIC PATRONS** have left. Therefore, you must not dismantle until after 5:00pm for safety reasons.

Hi-Vis/Safety vests must be worn in the Exhibit Hall during move-in and move-out, and while you're setting up your booth and tearing it down. Safety vests may be purchased from the VCC either through their online booking portal, or at the Show.

DEMONSTRATIONS

Displays, demonstrations or distribution of advertising materials will not be permitted **outside** the borders of any exhibitor's booth. **Loud speakers will not be permitted on the exhibit floor.** In cases where a product demonstration is being used, the sound must be subdued to such an extent as to ensure it has no unreasonable nuisance effect on neighbouring exhibitors. Show management reserves the right to **ban or discontinue** the use of amplified sound at any exhibitor booth space.

FACILITIES FOR THE DISABLED

VCC is equipped with elevators, restrooms, concessions and telephones that have been specially designed to accommodate the needs of the disabled.

RESPONSIBILITY

If any exhibitor fails to comply with the terms and conditions of the agreement and of the rules of the VCC as set out in this document EventWorx reserves the right to rent or offer the exhibitor's space, or use said space for rent or any other manner deemed appropriate by Show Management. This will NOT change the original exhibitor's responsibility to pay the full amount of the contract. Exhibitor booth space **must** be staffed for the full hours of the show.

All circumstances not covered by this contract will be subject to the decision of Show Management. Show Management will have full discretion in the interpretation of all terms, conditions and rules herein and will make any necessary amendments thereto in governing the show.

RESTRICTIONS

EventWorx reserves the right to restrict and / or evict exhibits which in EventWorx opinion become objectionable due to excessive noise, vibration, offensive lights or any other reason. EventWorx, also reserves the right to restrict exhibits that may detract from the quality of the Show. These reservations may include persons, things, conduct, printed matter or anything Eventworx deems objectionable. In the event of such restriction or eviction, EventWorx is not liable for any refunds of rental space or any other expense. Full payment of contract remains the responsibility of the exhibitor.

COMPLIANCE

The Show assumes all responsibility for compliance with all pertinent laws, ordinances, regulations and codes of duty of authorized local, provincial and federal governing bodies concerning fire, health and safety, together with Rules and Regulations of the operators and/or owners of the VCC.

OFFICIAL SHOW SUPPLIERS

Advance orders can save you **$$$**!! Relevant order forms are included for the following Show supplies:

1) **Display, Furniture & Booth Cleaning**
Goodkey
Unit 9 - 3751 North Fraser Way
Burnaby, BC V5J 5G4

Contact: Nomer Razon
Phone: 1-877-726-2211, ext 205
Fax: 1-888-426-5734
Email: info@Goodkey.com

2) **Electrical Service**
Vancouver Convention Centre
1055 Canada Place
Vancouver, BC V6C 0C3

Contact: Electrical Services
Phone: 604-647-7206
Fax: 604-647-7325

3) **Plumbing**
Vancouver Convention Centre
1055 Canada Place
Vancouver, BC V6C 0C3

Contact: Engineering Dept.
Phone: 604-647-7206
Fax: 604-647-7325

4) **Telecommunications**
Vancouver Convention Centre
1055 Canada Place
Vancouver, BC V6C 0C3

Contact: Telecom Dept.
Phone: 604-647-7206
Fax: 604-647-7325

5) **VCC Co-ordinator**
Business & Exhibitor Services
1055 Canada Place
Vancouver, BC V6C 0C3

Contact: Exhibitor Services
Phone: 604-647-7206
Fax: 604-647-7325

6) **Impark –** Lot #1940
1055 Canada Place
Vancouver, BC V6C 0C3

Phone: +1-866-277-5501

7) **Customs Broker**
GNS Freight Solutions
#221, 20353 64th Ave
Langley, BC V2Y 2X3

Contact: Andrew Bennett
Email: andrew@gnsfreight.com

8) **Drake International** - **Hostess Needs**
#608-602 West Hastings Street
Vancouver, BC V6B 1P2

Phone: 604-601-2800
Fax: 604-682-8523

9) **The Pinnacle Hotel Harbourfront**
1133 West Hastings Street
Vancouver, BC V6E 3T3

Phone: 604-689-9211

TIPS SHEET FOR EXHIBITORS

INCLUDE AN INCENTIVE
Remember that your purpose is to bring visitors to your booth. A free sample, a prize to win, or something interactive. Adding a **ballot** to our gift bags with instructions such as "bring this ballot to our booth for a chance to win a great…" or "bring this invitation and return it to the booth for a special gift" will do the trick. To contribute to gift bags given to attendees upon entrance to the show, please contact Show Management.

ONCE IS NOT ENOUGH
One invitation without a reminder minimizes its impact. **Sending a reminder** to your existing clients via email one or two weeks in advance and again two to three days before the show will greatly enhance your rate of attendance and redemption of ballots.

HOW DO I MAXIMIZE MY PARTICIPATION BEFORE SHOW TIME?
Set realistic goals for the number of leads you want to collect; plan in advance how you are going to collect leads; set deadlines for all follow-up activities; contact hot prospects within a week; set a date for final review; **remember** your responsibility, as an exhibitor is to attract visitors to **your** booth - this can be done through social media, trade advertising, personal invitations to prospects and customers, word-of-mouth advertising, and show specials; prepare a press kit for mailing to interested media prior to the Show.

ON STAFFING - WHO WOULD BEST STAFF MY BOOTH?
Have staff in your booth that are technically oriented and provide back-up materials for them. Courteous and informed staff will best suit your organization. Dress for success and for your audience. Arrive before your shift, with ample time to prepare yourself, the booth, and settle in for the day. Take breaks as scheduled and return on time. Be alert, and behave professionally at all times; don't sit (unless it serves the purpose of your business), eat, smoke or read the paper in your booth and do not loiter in the aisles.

ON EFFECTIVE DISPLAYS - WHAT SHALL I DO WHILE I'M THERE?
Make your booth easy to understand and build it around your product or service; highlight new features of your product with lights, signs and demonstrations; make changes during the Show if things aren't working; make graphic messages flexible and appropriate; create space in your booth for literature and other accessories.

HOW BEST CAN I BENEFIT FROM MY PARTICIPATION AT THE SHOW?
Gather sales leads; socialize with industry peers; stay in touch with clients; position yourself as a leader - competition is there; sell your product or service; introduce new products or services; conduct market research; enhance your image; get media exposure.

COUNT YOUR RESULTS
Instruct your booth staff to keep a tally of the number of invited guests that come back to the booth along with their comments. It will also be helpful to know which prospects did not respond to your invitation. This is the best way of assessing the impact of your invitation and the validity of your target list as well as your first step to making changes to your plans for next year's show.

ON SECURITY - HOW DO I PROTECT MY PRODUCT AGAINST THEFT AFTER SHOW HOURS?
Thread fishing line through any accessories used for decorative purposes. Place Show materials underneath tables at the end of each day; seal storage boxes with tape or string

and label appropriately. Take home small, expensive items that could easily disappear. Security is on-site throughout the two days 24 hours per day.

FORMS

A. **EventWorx**

- EventWorx has taken most forms to be electronic, including staff badge forms, links for visitor passes, and the Gift Basket / Gift Card / Gift Certificate Give-Away Form. Through regular emails and newsletters, you will receive notices to complete your paperwork and receive important details. When in doubt, connect with us at support@eventworx.ca and we'll assist you.

B. **Vancouver Convention Centre (VCC) – Personnel and Service Rates**

- **Goodkey Show Services Ltd.**
- Welcome / Show Info
- Online Ordering
- Method of Payment
- Page List
- Furniture Form
- Optimum Furniture Form
- Drape & Tables Form
- Accessories Form
- Display Accessories Form
- 10x10 Octanorm Booths
- 10x20 Octanorm Booths
- Octanorm Booth Rental Order Form
- Octanorm Accessory Rental Form
- Signage & Digital Printing Form
- Print Ready Graphic Guidelines
- Installation & Dismantle Labour
- Post Show Storage
- Material Handling
- Onsite Material Handling
- Advance Warehouse Shipping Label
- Ground Transportation Quote Request Form
- Material Handling Agreement

C. **Vancouver Health Board**

- Personal Services at Trade Shows (massage, facials, makeup, skin-to-skin contact with attendees).
- Temporary Food Services Application (sampling/serving/cooking food at your booth).