



Exhibitor Manual

April 3-5, 2020

**Canadian Warplane Heritage Museum
Produced by Continuum Productions**

Phone: 905-824-1060

Fax: 905-824-9923

SHOW DATES & HOURS

Friday April 3, 2020	12pm - 8pm
Saturday April 4, 2020	10am - 7pm
Sunday April 5, 2020	10am - 5pm

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❖ **All Order Forms can be found in the Express Manual**

All order forms are to be returned no later than **March 20, 2020** (unless otherwise stated)

GENERAL SHOW INFORMATION

Move-In Information:

To facilitate a fast and trouble free move-in at the Spring Home Show, we have set out the following agenda. Should you require additional move-in time please call your sales rep for assistance.

Move-In Hours:

Wednesday April 1, 2020	8am – 8pm
Thursday April 2, 2020	8am – 8pm (no vehicles permitted on the floor after 2pm)
Friday April 3, 2020	8am – 11am (no vehicles permitted on the floor)

When you arrive on site:

Before bringing your exhibit material into the building, you must first register at the show office, located in the front of the building, just to the right of the glass doors.

Forklifts

Forklifts will be available only on Wednesday and Thursday from 8 am to 6pm. Should you require forklift service thereafter, you must order this service at an additional cost.

SHOW READY

All displays must be completed for inspection by Show Management and Safety Engineers by 11am, Friday April 3, 2020.

Move-Out Information:

Moving out of exhibit material will begin Sunday April 5, 2020 once all aisle carpets have been removed. No exhibitor may dismantle his/her booth or remove his/her displays before 5pm on April 5, 2020. No crates will be returned and no dollies will be allowed on the show floor before the aisle carpets have been removed. When all of an exhibitor's material has arrived at the loading dock and when space is available, their vehicle will be allowed to load.

Move-Out Times:

Sunday April 5, 2020	6pm - Facility closes at 10pm
Monday April 6, 2020	8am – 2pm

No dismantling of exhibits is permitted until all visitors have been cleared off the show floor. Following show closing at 5pm on Sunday April 5, 2020, it is imperative that each exhibitor have a representative in their exhibit area until the removal of all portable items have been completed.

Release forms are not required during move-out. All goods must be removed from the building by Monday April 6, 2020 by 2pm. Failure to comply will result in arrangements being made at the exhibitor's expense. Dollies will be available at each receiving door once the aisle carpet has been completely removed and must be returned when finished. ID must be given to use a dolly and will be returned with return of the dolly.

Display Information & Regulations:

Please be sure to read the rules pertaining to your booth category (If your booth contravenes these regulations, please submit a request in writing to Show Management for review.)

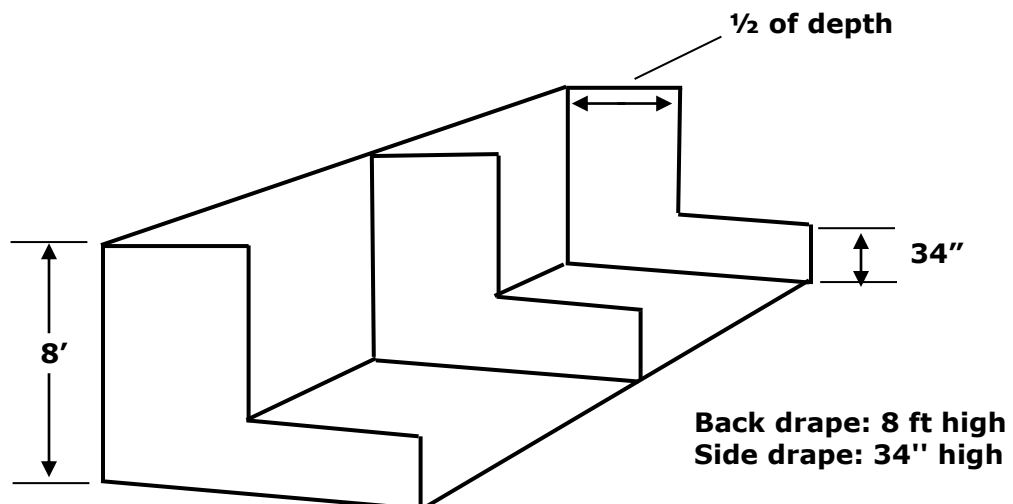
- A. Use of nails, screws or any material in a fashion that can mark floors, walls or ceiling of the exhibit hall is prohibited.
- B. The only tape exhibitors are allowed to use for securing carpet or material to the hall floor is "double sided cloth tape". Should you require this tape, it will be available for purchase at the Decorator Service Desk.
- C. Exhibitors planning to use special equipment or construction techniques are urged to submit plans to the Show Management well in advance, to ensure compliance with all regulations.
- D. Aisle space may not be used for exhibit purpose, or for general solicitation of business. Distribution of literature or other exhibit material is prohibited outside of your exhibit area.
- E. Audio-visual devices must not interfere with other surrounding exhibitors.
- F. The use of stickers or balloons of any type (including deflated, helium filled, air filled, on sticks, etc.) as give-away is absolutely forbidden without written permission from show management.
- G. At the Spring Home & Garden Show, exhibitors go to great expense to present high quality exhibits. Likewise, Show Management invests much time and money into "dressing" the show to give it a finished and professional look. For this reason, we ask that any part of the back of your display panels, which are unfinished and are visible from the aisle, **must be finished in a fashion which complements the look of the show**. This means that if, from the aisle, the back of your display panels show wires, nails, wood braces, etc.; it is your responsibility to give it a finished look. We suggest covering it up with plywood, paneling, or drapes. Drapes can be ordered from the show contractor prior to the show on the order form enclosed. You will be putting much time and investment into your display; don't stop one step short of presenting a professional image of your company.

Height Restrictions:

The maximum height for the back of an exhibitor's display (including signage) is 8 feet. Any exhibitor, with the exception of those with an aisle on three sides of their exhibit, may have an 8 foot high side wall (including signage) providing it does not exceed more than half of the exhibit's depth from the back wall. The remaining half (of the exhibit's side) must not exceed 2 feet and 10 inches high.

*Exceptions will be made **only** with the written consent of Show Management. If the wall does exceed 34 inches, it is the exhibitor's responsibility to finish the back of the wall.

Contact your sales representative to verify your exact exhibit wall needs.



Release Forms:

No Equipment and/or material from the exhibits can be removed from the building during the show unless accompanied by an authorized release form. Release forms can be obtained from the Show Office.

Security:

In the interest of providing the best possible security, exhibitors are requested to leave the building each day within 1/2 hour of the show closing. However, Show Management does not assume responsibility for loss or stolen items. Exhibitors should take all possible precautions, especially insurance, to protect their own property.

Sound, Noise & General Behaviour:

In order to have a harmonious relationship with other exhibitors; please refrain from any loud or disturbing noise, which may be irritating to nearby exhibitors or potential customers.

Exhibitors showing or demonstrating any apparatus, the operation of which causes noise must regulate their operation to suitable intervals in order to minimize unnecessary noise that may interfere with neighbouring exhibitors.

Exhibitor Parking:

All exhibitors are to park at the back of the Canadian Warplane Heritage Museum including all cube vans and trucks to exhibitor parking lot, so as to not take away parking spots for the general public. During the show day Exhibitors will need their badges to give them access in to the building/free parking, including move-in and a move-out.

INFORMATION REQUIRED BY SHOW MANAGEMENT

Proof of Insurance:

Each exhibitor must provide proof of insurance covering them for the entire duration of the show, including move-in and move-out. Coverage for liability of a minimum of \$2,000,000 is required. Ask your broker to fax proof of coverage to Continuum Productions Inc at: 905-824-9923

Exhibitor Badges & Passes:

Exhibitor Badges:

All exhibitors must fill out online their **Exhibitor Badges for all staff**.

1. Each single booth (100-150 ft²) will receive six (6) full show exhibitor badges.
2. Companies that have booked **over 150 ft²** of exhibit space will receive additional show exhibitor badges as follows:
 - 200 ft² – 10 badges;
 - 300 ft² – 15 badges;
 - 400 ft² – 20 badges;
 - 600 ft² – 30 badges;
 - 800 ft² – 40 badges;
 - 1000 ft² – 50 badges

Additional Badges:

Additional passes may be ordered by completing the *Additional Badges* portion of the **Exhibitor Badge Order Form** and submitting to Show Management by **March 20, 2020**. If you choose to pay by cheque or purchase order, please make it payable to **Continuum Productions Inc**. For credit card users, please fill in the Credit Card Authorization at the bottom of the order form. Passes may also be purchased during move-in at the **Show Office**. All passes must be paid for prior to pick-up. **Once on site, there will be no invoicing.**

Full Show Exhibitor Badge	\$ 8.00 (plus HST)
Guest Pass	\$ 6.00 – minimum of four (plus HST)

During the Show Hours: All badges and passes not picked up during the move-in, will remain at the exhibitor entrance located at the rear of the Canadian Warplane Heritage Museum for pick up by individual exhibitors during the show. The Show Staff will not be responsible for bringing the passes out to your staff from your booth if you have neglected to do so. Exhibitors must wear their badges at all times; it will be easier for visitors to identify your company and your employees. As well, your exhibitor badge must be shown to security to gain admittance to the show. It is imperative that your staff is informed of this policy as they may be refused entry without a badge.

Badge / Pass Distribution:

Please note that badges and passes will not be mailed out to you. You may call us if you wish to make arrangements to receive your passes in advance. Otherwise, all badges and passes can be picked up at the Show Office/Exhibitor Entrance during the move-in.

Exhibit space must be paid in full before exhibitor badges will be released.

IMPORTANT: Photo ID is required from each staff member before badges are released. Proper identification includes – driver's license or picture health card accompanied by a business card.

Contests / Draws:

Exhibitors wishing to conduct a contest or draw in association with/at the Spring Home & Garden Show must follow all rules under **section 59 of the Competition Act** obtainable from Competition Bureau (1-800-348-5358). Failure to comply with the rules of this Act constitutes a criminal offence.

Any exhibitor running a contest, a draw or merchandise give-away in their exhibit must first receive written approval from the **Manager of the Spring Home Show** (prior to the opening day of the show). Please complete and submit the **Contest/Draw Request for Approval Form** along with the Contest Rules & Regulations and a ballot form to the Show Management no later than **March 20, 2020**.

The following conditions must be clearly stated on the ballots:

- Approximate retail value
- No purchase necessary
- Not redeemable for cash
- Delivery/installation included/not included
- Consent from the customer to be contact for promotional purposes
- Information obtained from the ballots is to be used solely by the exhibitor who collected the information and solely for the purpose mentioned on the ballot.

Upon completion of the Show, all exhibitors must give the name, address and phone number of the winner to Show Management.

Show Management reserves the right to terminate any contest, by removing ballots from the booth, if that does not comply with the Competition Act, or with show management regulations.

SHIPPING, RECEIVING & MATERIAL HANDLING

Shipping & Proper Labelling of Goods:

If you are having your goods delivered directly to the Show, be certain that all shipping charges are pre-paid. Crates and packages should be clearly marked as follows:

Spring Home & Garden Show
C/O: Canadian Warplane Heritage Museum
9280 Airport Road, Mount Hope, ON L0R 1W0
(Located right beside the Hamilton International Airport)
❖ **(Your company Name)**
❖ **(Your Booth Number)**

Advanced Warehousing:

The Canadian Warplane Heritage Museum offers exhibitors onsite advance warehousing. Please contact your sales representative to arrange advanced warehousing.

Material Handling:

Material handling at the Spring Home & Garden Show is provided free of charge. Dollies will be provided to exhibitors free of charge to facilitate the transport of their merchandise to their booth. Due to the limited number of dollies, it is highly recommended that the exhibitor bring his/her own hand dolly.

Note: Labour required for moving materials and equipment, set-up and dismantling of exhibits is the responsibility of the individual exhibitor.

Storage During Show Hours:

Show Management will provide empty crate storage during the show, free of charge. Exhibitors should properly identify their crates and containers in order to facilitate the return of your crates during the move-out.

PROCEDURE FOR STORAGE DURING THE SHOW:

- Neatly fold and tie boxes together
- Clearly label boxes with company name and booth number. Do not affix labels until the boxes are empty.
- Advise Show Manager when your boxes are ready to be stored.
- If these steps are not followed carefully and boxes and crates are left in the aisles, they will automatically be thrown away.

OFFICIAL SHOW SERVICES

Display Contractor & Show Decorator:

Boneyard Event Services is equipped to provide complete design, display and furniture rental services, such as carpets, plants, chairs, and tables.

For your display needs, please complete and submit the appropriate **Furnishings Order Form** to Boneyard Event Services prior to **March 20, 2020**

Electrical Contractor:

Little Electric is the exclusive electrical service provider of the Spring Home & Garden Show. Show Management accepts no responsibility for the cost of services provided by Little Electric at the Exhibitor's request. Please complete and submit the **Electrical: Power & Lighting Order Form** to Little Electric prior to **March 20, 2020.**

Sign/Banner Hanging:

Little Electric is the exclusive contractor for sign/banner hanging at the Spring Home & Garden Show. Please fill out the Sign & Hanging form and send to Little Electric for a quotation for this service.

Telephones and Internet:

The Canadian Warplane Heritage Museum is the official service provider for all telephone and Internet connection requirements at the Facility. To arrange for the installation of temporary telephone and/or Internet services for your booth, please contact Canadian Warplane Heritage Museum

Cathy Dowd
9280 Airport Road
Mount Hope, ON, L0R 1W0

T: 905-679-4183

F: 905-679-4186

cathy@warplane.com prior to **March 20, 2020.**

Audio Visual Contractor:

Soundbox Inc. is the official Audio/Visual service provider of the Spring Home & Garden Show. Should you have any A/V requirements, please contact them directly at 905-387-7544 ext.21 for Jamie Altena or email jamie@soundboxpro.com

Catering/Food Services:

The serving of food and beverages by the exhibitor is acceptable ON A LIMITED AND CONTROLLED BASIS AND ONLY if approved in writing by Show Management in advance. All such service must conform to contractual arrangements between Continuum Productions and the Canadian Warplane Heritage Museum.

Cleaning Services:

Canadian Warplane Heritage Museum is the exclusive cleaning services provider of the Spring Home & Garden Show. Daily cleaning of aisles will be provided, should you wish to have your booth cleaned at the end of each day, please contact Cathy Dowd directly and ask for the **Booth Cleaning Order Form** prior to **March 20, 2020.**

Printing Services

Looking for a printer with unbeatable pricing, quick turnaround and outstanding service while you focus on your core business. From design of marketing & sales brochure to newsletters contact Del Dixon of D. Dixon Printing at 416-587-0358 or fax: 905-479-5251

HEALTH & SAFETY MEASURES:

Health & Safety

Continuum Productions is committed to your health and safety on show site. As such, any chemical product that is used in the installation, dismantle or operation of your exhibit space must be safe for all. Material Safety Data Sheets must be visible when using, displaying or storing such materials. The use of protective gear is mandatory to ensure your safety. Please respect these regulations, as we are all responsible for show floor safety.

Certain areas of an exhibit floor may be defined by law as a construction zone. As such, protective eye, headgear and harness (as necessary) are strongly recommended in most cases and required in others. Safety shoes are mandatory on the show floor at all times. Keep your work area clean and tidy. Un-secured wires, trip hazards and sharp edges are everyone's concerns. Please also note that children are not permitted on the show floor during set up and tear down.

PLEASE NOTE: Occupational Health & Safety Representatives may be on site to inspect. If approached by an Occupational Health and Safety Representative, do not attempt to negotiate a difference of opinion – proceed to the Show Office and contact Show Management.

OHSA Requirements

In accordance with the Occupational Health & Safety Act, Continuum Productions requires that all reasonable steps and precautions are taken to protect the health and ensure the safety of all persons involved in the production of its shows. Preventing injury is a key objective and accordingly, every possible measure must be taken to provide a safe, healthy work environment. To succeed, these safety initiatives require that every Exhibitor assumes responsibility for helping meet this objective. Exhibitors must therefore, carefully read the applicable sections of the Occupational Health & Safety Act, in order to fully understand their responsibilities as they apply to themselves and their workers while at the show, including all activities within their own booth areas. For more information on the Act, visit the Health & Safety at www.labour.gov.on.ca

All persons involved in the move-in/move-out process (ie. set-up and tear-down of a trade show) must be properly dressed and equipped to work safely in specific areas of the show deemed by the Act, or by an on-site Safety Inspector, as an 'industrial' environment which may involve the use of heavy equipment (forklifts, etc.) as well as 'overhead activities' (hanging signs, lights, etc.). These areas, including areas in and around booths, may be marked off with safety cones or caution tape. Only persons wearing hardhats and safety shoes will be permitted into these areas until all work is completed. Working in sandals/flip=flaps/open-toed shoes/bare feet, etc. is strictly forbidden on the show floor. Any individual wearing inappropriate footwear will be prevented from entering the show floor by Continuum Productions.

Exhibitors are responsible for the health and safety of all employees and other persons on the show floor who are directly or indirectly under their supervision and is responsible to inform/contact all persons you will be hiring (ie. your staff and any outside contractors hired to set up your booth, bring in your product, or anyone required to be on the show floor during move-in and out), that they must wear safety shoes, as well as any other necessary protective equipment, to keep them safe from injury.

Operation of Equipment During Show Hours

Exhibitors who will show equipment in operating condition are required to provide every possible precaution for the safety of the show visitors, their operators and exhibit personnel.

All belt and chain drive units must be covered; all equipment where cutting of metal, wood or plastic, must have a safety shield. Waste materials, cuttings and shavings must be placed in bins and their removal may be arranged for with the Official Display Contractor at your request.

FIRE REGULATIONS

Please read and understand these regulations.

FIRE REGULATIONS GOVERNING EXHIBITS AND DISPLAYS IN PLACE OF PUBLIC OR PRIVATE ASSEMBLY:

1. The arrangement of any non-fixed row seating is to conform to the requirements of article 2.7.1.6 of the Ontario Fire Code.
 2. All fire hose cabinets, extinguished and pull stations are to be conspicuously identified and unobstructed.
 3. Drapes, curtains and other decorative materials used in the building shall meet the requirements for a high degree of flame resistance as prescribed in sub-section 2.3.2 of the Ontario Fire Code.
 4. Unless approved, the use of open flames is not permitted within the building.
 5. Vehicles shall not park, or be allowed to park in the fire routes.
 6. Turnstiles, railing or barriers shall not obstruct the exits or access to exits. Exit doors must not be concealed or obstructed by drapes or temporary partitions, etc.
 7. All exit doors equipped with panic type hardware must allow the door to swing wide open when force of not more than 20 pounds is applied to the hardware in the direction of exit travel.
 8. All exit signs must be clearly visible and illuminated at all times when the building is occupied.
 9. Any use of theatrical or display fireworks must conform to article 5.2.2.2. Of the Ontario Fire Code.
 10. Motor vehicles or gasoline-powered equipment on display must have the batteries disconnected and the caps for fuel tanks locked or secured against tampering. Propane powered vehicles, or recreational equipment equipped with propane, are to have the propane cylinders removed from the equipment while in the building. Unless prior authorization has been granted by the Fire Department, no internal combustion engine shall be operated within the building while the show is open to the public.
 11. Supervision staff or Fire Department Officials may order the removal of any materials where the quantity or nature of the materials may create a hazard to the public.
 12. Motor vehicles or gasoline-powered equipment on display must be equipped with lock-on type gasoline tank caps and batteries must be disconnected.
 13. Displays must not encroach on exit doorways.
 14. No portion of a display shall project into an aisle as designated for the show concerned.
 15. Exit doors must not be concealed or obscured by drapes or temporary partitions, etc.
 16. The aisle clearance at the bottom and top of a stairway shall be equal to the width of the stairway.
 17. In areas where seating is provided for 300 or more persons, such seats shall be fastened together in rows not exceeding 14 seat to a row, with aisles of adequate width.
 18. If a fire hose standpipe is located in exhibit space, it shall be the responsibility of the Show Management or exhibitor, as the case may be, to provide access to such equipment, and if the view to such equipment is obstructed, to provide designation signs for same.
 19. Hay, straw, shredded paper and excelsior packing must be removed from the building unless it can be returned to tightly closed packing containers.
 20. Boxes, crates and cartons from which merchandise has been removed must be neatly piled in a storage area designated by Show Management.
 21. Construction of or ceiling decorations in the show booths must not impede the operation of the sprinkler system.
 22. Any enclosed showroom with an area in excess of 2000 square feet or occupancy of 60 persons must have two means of access as remote as possible.
- ❖ To test materials, hold material to be tested in a vertical position, apply flame to the lower edge for a minimum of 12 seconds.
 - ❖ To pass a test of satisfactory resistance to flame spread, a material shall not continue to flame for more than 2 seconds after the test flame is removed.

ELECTRICAL SAFETY CODE REQUIREMENTS

Electrical Safety Regulations

Please read and understand these regulations.

1. The Electrical Safety Code of Ontario, regulation 794/80, requires that all electrical equipment must be approved before it may be lawfully advertised, displayed, offered for sale, sold or otherwise disposed of/used in the Province of Ontario.
2. It is therefore the responsibility of each exhibitor to ensure that all electrical equipment in, about, his or her booth complies with the above regulation. This includes electrical merchandise as well as lighting and display equipment. All display lighting fixtures must have an approved cord or be wired an approved box.
3. Electrical equipment for which approval is sought shall be submitted to:

Canada Standards Association

178 Rexdale Boulevard
Rexdale, Ontario M9W 1R3
Phone: (416) 747-4000

4. The approval of this Association is acceptable to all electrical inspection authorities in Canada. You are referred to them for detail procedures.
5. One of the fundamental requirements for CSA certification is that all the appropriate approval markings (CSA monogram or label) must appear on each device. If such markings are missing, the device must be considered unapproved and therefore subject to special inspection.
6. If you wish to display, offer for sale, or use, any electrical equipment which is not now certified by the Canadian Standard Association, it is first necessary to submit same to Ontario Hydro Corporation's Electrical Inspection Department for approval, by means of their Special Inspection services.
7. Should any of this equipment not conform, it is recommended that you request temporary permission to exhibit while the necessary approval certification is being sought. Please write directly to:

Ontario Hydro

Attn: Supervision Electrical
Approvals Inspector
700 University Avenue
Toronto, Ontario M5G 1X6

Ontario Hydro

Field Approval Electrical Inspector
3357 Walker Rd., Unit 4
Windsor, Ontario N2W 5J7
Phone: (519) 972-1646

- ❖ Any questions concerning regulations for booth wiring should be addressed to Ontario Hydro (above address - Windsor).
- ❖ Failure of electrical equipment to comply with Safety Code requirements can result in the equipment being refused connection to the source of electrical supply and it may be ordered removed from the display.

Rules & Regulations

Booth Design Rules:

Please be sure to read the rules pertaining to your booth category. If your booth contravenes these regulations, please submit a request in writing. Show Management will review your needs and a decision will be relayed quickly.

- All exhibits are required to finish all visible back walls. Show Management reserves the right to mask unsightly areas at the expense of the exhibitor.
- Each exhibit must have suitable floor covering. The preferred adhesive tape is Scapa Tape. No Duct tape permitted. The exhibitor will be charged if the Building must remove tape residue.
- Signage must be single sided, face the aisle, finished on the backside and cannot be directly attached to the top of the back wall. No hand written signs allowed.
- Booth materials and configurations are subject to the policies of the facility. Please contact show management for any non-uniform set ups. Use of canopies, platforms, flame, fuels or other variable could result in restrictions or obligations on the part of the exhibitor.
- All suspended materials and attachment wires, etc., must be removed after show closing.

- Displays or exhibits requiring suspension from the ceiling of the exhibit hall are limited to specific areas where fastening may be possible. Any exhibit requiring such suspension must first apply in writing for approval. Cost is responsibility of the exhibitor. Any materials left after move-out will be removed at the exhibitor's expense.

Building Care:

Exhibitors wishing to lay tile or other floor covering, or build any structure, may not adhere it directly to the building floor. It is required that building paper, plastic sheeting, or some other suitable protection be laid on the building floor. If two-sided adhesive tape is used, it must be completely removed by the exhibitor while dismantling.

Building Management strictly prohibits the following:

- The fastening of material to concrete floors by means of ramset fasteners or masonry nails.
- The fastening of nailing strips to any of the building walls, by any means.
- The painting of floors or walls in any part of the building.

Cleaning:

Management attached the utmost importance to the cleanliness of the building and the presentation of a neat appearance to visitors at all times.

Exhibitors are responsible for the appearance of their own booths. Should exhibitors require janitorial services (carpet shampooing, vacuuming, dusting, and garbage removal), please complete the Cleaning Services Order Form.

Copyrighted Materials:

Each exhibitor is responsible for obtaining all necessary licenses and permits to use music, photographs or other copyrighted material in an exhibitor's booth or display. No exhibitor will be permitted to play, broadcast or have performed any music or use any other copyrighted material, such as photographs or other artistic works, without first presenting to Show Management proof satisfactory that the exhibitor has, or does not need a license to use such music or copyrighted material. Show Management reserves the right to remove from the exhibit hall all or any part of any booth or display which incorporated music, photographs or other copyrighted materials for which the exhibitor fails to produce proof that shall remain liable for and shall indemnify and hold Show Management and the facility, their agent and employees harmless from all loss, costs, claims, causes of action, suits, damages, liability, expenses, exhibitor's agents or employees of any patent, copyright or trade secret, rights or privileges.

Display Vehicles:

Exhibitors who wish to have a vehicle in their exhibit space must inform Show Management of their intent and purpose. Safety precautions are needed and sponsorship regulations may prohibit types of vehicles.

Electrical:

Exhibitors are not allowed to install any electrical wiring devices on-site other than regular extension cords. All on-site wiring and connections must be done by Little Electric.

Any electrical signs or lighting attached to the building structure must be installed by Little Electric.

Extension cords must be of the three-prong type (i.e.: grounded) and must contain wires of the proper size to carry the electrical load. Cube taps of cube tap extension cords are not permitted.

If you require special power requirements, please contact Little Electric at (519) 621-2500.

FAILURE TO COMPLY COULD RESULT IN THE EQUIPMENT ORDERED REMOVED FROM THE DISPLAY.

Fire Proofing:

Decorative materials used within your booth space must be fire resistant. Should you require your materials to be sprayed with fire resistant material, please call GSS Security at (877) 696-5552.

Helium Balloons:

Helium balloons are not permitted at the show.

Insurance:

Exhibitors must carry insurance, as stated in section 5 of the terms and conditions of your contract, and properties on display are at your own risk.

Show Management will take reasonable precautions to prevent losses and protect the interests of exhibitors, but under no circumstances will it be liable for such losses. Neither Show Management nor the owners of the building will be held responsible for personal injuries, losses or damage to products, stands, equipment, and decorations, resulting from fire, accident, theft or other, while in the building.

Management and sponsors also assume no responsibility or liability for injury to any office, employee or agent of the exhibitor's participation in the Spring Home & Garden Show. It is, therefore, highly recommended that exhibitors insure against such hazards.

Exhibitors displaying sinks, bathtubs, saunas, hot tubs, etc. containing water agree to assume all liability for property damage to surrounding exhibits, the facility or personal injury arising from leakage of water from their display. Electrical Safety Authority regulations require that ground faults be used when there is an electrical/water hook up.

Photography:

Exhibitors may engage their own photographer if preferred. Permission to do so must be granted by Show Management. Pictures requiring the use of a tripod may only be taken during non-show hours when the public is not permitted into the building.

Propane:

If any propane fired equipment is to be displayed in an exhibitor's booth, the exhibitor must contact Show Management, prior to move-in, explaining the nature of the equipment. Requests will then be submitted to the Canadian Warplane Heritage Museum's Safety Engineers for approval, rejection or limitations and all associated costs. A variance from TSSA may be required in order to exhibit using Propane.

Retail Sales at Shows:

Exhibitors must have a valid Vendor's Permit in order to sell goods or services across the counter at the Spring Home & Garden Show. Any consumer complaints received with regard to the sale of such goods and services shall be immediately brought to the exhibitor's attention. If complaints cannot be settled to the mutual satisfaction of all concerned, Show Management reserves the right to act as an arbitrator and their decision shall be final and binding on all parties. In no way shall any of the foregoing be deemed to make Show Management a party to any contract of the purchase and sale of any goods or services of any exhibitor.

All sales including credit card sales must be in "Canadian Funds" or sales will be prohibited by Show Management. The currency must be clearly stated on the Credit Card slip.

It is necessary that every exhibitor give a "proof of purchase" or a receipt to the customers, to be shown to security when exiting the show. Exhibitors not providing a "proof of purchase" or a receipt to customers may be prohibited from further retail sales activity.

Sampling / Sale of Food and Beverages:

The serving of food and beverages by the exhibitor is acceptable ON A LIMITED AND CONTROLLED BASIS AND ONLY if approved in writing by Show Management in advance. Free sampling of food and beverages within an exhibitor's own booth must adhere to the regulations set forth by the facility and is only permitted with approval by Show Management. In accordance to our contract with Ross Food Services, it is agreed that Ross Food Services is to provide, exclusively, all food, beverage, and catering service outlets within the licensed premises. This includes the sale of food, alcoholic and non-alcoholic beverage items for consumption on the premises either through manual or automated outlets including snacks, confectionery items and tobacco products.

All such service must conform with contractual arrangements between Continuum Productions and Canadian Warplane Heritage Museum.

Security:

Exhibitors are responsible for their own booth security. Exhibitors are asked to report any losses to the Show Office immediately. Security personnel will conduct an investigation. Show Management assumes no responsibility for losses. Any claims should be forwarded to your insurance company for reimbursement.

Should you want individual security in your booth for added overnight protection, please call GSS Security.

Shipping:

Show Management strongly recommends using our advanced warehouse service. Doing so allows you to pre-ship your materials and have them arrive on a priority schedule. It eliminates marshalling yard time and guarantees delivery before your scheduled move in time.

Note: Due to security risks, packages not properly marked will be refused.

Only prepaid shipments will be accepted onsite during move-in. Management reserves the right to refuse non-paid shipments.

Signs & Display Cards:

On-site services are available for the convenience of exhibitors requiring signs, display cards, etc. It is advisable to order signs well in advance of the show to avoid premium prices. Signs are available from Boneyard Event Services.

Inline booths must have single sided signs with finished back. Only island and peninsula booths may have double sided signs if hung in the centre of the booth.

Top of signs should be the following height from the floor:

- End of Aisle & In-Line Booth 12 ft.
- Peninsula Exhibit 15 ft.
- Island Exhibit 18 ft.

Smoking By-Law:

The Canadian Warplane Heritage Museum is guided by the no-smoking by-law #406-79, which prohibits smoking in public areas. Any offender may be fined a maximum of \$5,000.

Soliciting:

Soliciting of business and distribution of sample, souvenirs, and literature, including solicitation by costumed personnel, must be confined to the exhibitor's space. Soliciting is not permitted in the aisles, in other exhibitor's booths, at any building entrance/exit, or anywhere on the grounds of the Warplane Museum.

Solicitation of exhibitor's or visitors by non-exhibitors is strictly prohibited.