

**OAND CONVENTION & TRADESHOW
EXHIBITOR MANUAL**



OANDCon

**NOVEMBER 8-10, 2019
TORONTO CONGRESS CENTRE**

OAND Tradeshow 2019 – PLAN FOR SUCCESS

Thank you for choosing to be a part of the OAND Convention & Tradeshow 2019. Please review all the material in this Exhibitor Manual and feel free to contact us about any questions you may have. We also strongly encourage you to take advantage of some of the opportunities available to you to make the most of your exhibit with us. Our goal for the OAND Tradeshow is to provide naturopathic doctors an opportunity to find the tools, products and services that support and build their practices.

We're here to help you plan your exhibit to meet your business objectives. You can dramatically increase the return from your show investment by delivering key messages, on time and through a trusted source.

Sponsorship Opportunities Still Available

Product Showcase (space limited) \$150 (per shelf)

Communications Package (Deadline September 18 – unlimited) \$500

Product or Branded Promotional Item (limited quantity) \$1,000

Syllabus Ads (Deadline September 6 – unlimited)

Full or half-page colour ad in Convention Syllabus.

Syllabus Ad – Colour (unlimited) – Order Form found [here](#)

Full Page \$600

½ Page Vertical \$450

½ Page Horizontal \$450

Full page ad: 7.25" wide x 9.75" high

½ page vertical ad: 3.75" wide x 9.75" high

½ page horizontal ad: 7.25" wide x 4.75" high

The following information is supplied to assist OAND Tradeshow exhibitors in having a successful show at the **OAND Convention & Tradeshow on November 8-10, 2019**.

The GENERAL INFORMATION AND GUIDELINES is in addition to the TERMS AND CONDITIONS BETWEEN EXHIBITOR AND OAND ("The OAND") as agreed to in the OAND Tradeshow 2019 Exhibitor Application/Contract.

SHOW FLYER

The OAND is creating a Show Specials Flyer that will be promoted prior to the show to all members via email. In order to encourage delegates to come visit your booth during the convention, we are asking exhibitors to consider offering show specials **ONLY AVAILABLE** at the convention. Order form to participate is [here](#)

EXHIBITOR SCHEDULE

November 8	Exhibitor set-up	9:00am – 5:00 pm
November 9	Tradeshow floor opens (1 st break)	10:30 am – 11:00 am
November 9	Lunch break (for EXHIBITORS)	12:00 pm – 12:30 pm
November 9	Lunch break (for DELEGATES)	12:30 pm – 1:30 pm
November 9	Tradeshow Break	3:00 pm – 3:30 pm
November 10	Tradeshow floor opens (1 st break)	10:30 am – 11:00 am
November 10	Lunch break (for EXHIBITORS)	11:30 pm – 12:00 pm
November 10	Lunch break (for DELEGATES)	12:00 pm – 2:00 pm
November 10	Exhibitor TEAR DOWN	2:15 pm

LUNCH AND BREAKS

Exhibitor lunch will be set up 30 minutes before the delegate lunch to allow you to remain and mingle with delegates or to head back to your booths. Lunch tickets are included with the 2 complimentary badge passes you are provided with. If you wish to ass more representatives than the 2 you are permitted, there will be an **additional charge of \$45 per representative (this includes your badge and lunch)**.

Please plan your reps' lunch breaks accordingly so a staff member is always present in your booth during lunch hours. Water service will be made available throughout the day for exhibitors and coffee service will be made available during the morning before the first trade show break.

PRE-SHIPPING TO STRONCO

Shipments are accepted from **October 10th to November 5th, 2019**. Any shipments arriving after the deadline date of **October 28th** will be subject to off- target receiving date charges. No shipments will be accepted in their advance warehouse after November 5th, 2019. All orders must be accompanied by an advanced receiving order form and must be clearly marked with attached label. Form and label can be found [here](#).

For more information regarding logistics services, please contact:

Steve Holden
905-270-6767 x2324
Fax: 905-270-6671
Steve.H@stronco.com

BOOTH LAYOUT

Exhibitors are not permitted to alter the placement or direction of the pipe and drape provided. The front of the booth is to face row/aisle only.

Standard Booths: 10' x 10' draped booth with an 8' table and two chairs. The booth has an 8' high rear drape and 2-3' high side drapes.

Corner Booths: 10' x 10' draped booth with an 8' table and two chairs. The booth has an 8' high rear drape and 1-3' high side drapes.

Booth Regulations: Maximum height for all booths and signage is 8'. All construction is restricted to a height of 48" in the front 5' of the booth and 8' in the rear 5'. Exhibits must be confined to the exact space allocated. No exhibit will be permitted which interferes with the exhibit of other exhibitors or obstructs the visibility of other exhibits. Where an exhibitor's display is built beyond limitations, the OAND will have the exhibitor alter, remove or rearrange any or all of the display so that it complies with the regulations or, if the exhibitor is not available, to make such corrections at the exhibitor's expense.

CARPETING

Carpeting is **included** in the purchase of a booth space at the OAND Convention.

BOOTH SET-UP

Exhibits must not hinder or obstruct any fire equipment, emergency exits, display signage, windows or doors. Exhibits may only be installed in the designated licensed area as laid out in the event floor plan.

Exhibitors are requested to bring their own tools, ladders, brooms, dollies and other required items to erect their exhibits. All labour requirements for the set-up and tear-down are the responsibility of the exhibitor.

SET-UP/TEAR-DOWN

Exhibitors will be able to move their materials in through the Hall C Roll up door on the East side of the building (door #29). Please click [here](#) to see a map.

Parking is prohibited in this area. Only vehicles unloading and loading equipment are allowed. Vehicles violating these regulations will be towed away at the owner's expense.

Drivers of vehicles must stand by vehicles at all times and ensure vehicles are not left idling while in the building.

No wheeled vehicles, whether powered or not, are to be driven in the facility without permission from TCC management except to transport goods in and out. All vehicles must be removed immediately, once unloaded.

No children under the age of 16 years are allowed on site during move-in or move-out. During show hours they must be under the supervision of parents or guardians.

TCC does not loan any of these items. No metal edged dollies are permitted in the Convention area. All labour requirements for the set up and tear down of an Event are the responsibility of the Licensee, the exhibitors, and their service contractors.

After arriving, it will be the exhibitors' responsibility to move their booth materials / equipment to their booth. It is recommended that exhibitors bring their own carts and dollies.

If you need assistance to off-load your vehicle and transport your materials to your booth, STRONCO can be hired to provide this service to you. Please see the Material Handling section of the order forms in the STRONCO OAND Exhibitor Kit.

Exhibits must be removed immediately as per contract when the Tradeshow is finished. **Exhibitors are not permitted to tear down their booth before the designated time listed in the above schedule. The show floor will be closed and exhibitors can dismantle their booths AFTER the lunch break on Sunday, November 10th at 2:00 pm.**

PARKING

Parking is free of charge. Directions to the Toronto Congress Centre found [here](#).

REPRESENTATIVES

Exhibitors are allowed **ONLY 2 representatives** per 10x10 booths at any one time. Sponsors have different allotments; please contact bflattery@oand.org for your badge limits. Representatives are permitted to sit in on lectures only if seating permits. **Please note only registered (paying) delegates will be able to earn CE credits.**

EXHIBITOR BADGES

The deadline for submitting names for exhibitor badges is **October 11th**. Exhibitor badges must be worn at all times. See Exhibitor Badge Form [here](#).

Only 2 representatives are permitted per booth. If you are a sponsor, please see prospectus for how many complimentary passes you are to be provided with.

If you wish to add more representatives than the 2 you are permitted, there will be an **additional charge of \$45 per representative (this includes your badge and lunch)**

EXHIBITOR LEAD RETRIEVAL

OAND Show Management has collaborated with CONEXSYS to offer exhibitors subsidized Lead Retrieval Service. The Lead Retrieval Service includes barcode readers (scanners) that are individually programmed to qualify exhibitor leads maximizing your return from the show.

To participate, exhibitors can order the lead retrieval scanner directly from Conexsys. The early bird deadline is **October 25th**. The forms can be found [here](#).

INSURANCE

The exhibitor is responsible for the placement and cost of insurance relating to its participation in the show. The exhibitor shall carry liability insurance of \$2 million, as well as such additional insurance as may be required by the OAND and/or Toronto Congress Centre (IC). *The exhibitor MUST display the insurance certificate/letter in a prominent area in the booth, for a walk-through inspection between 8:00 and 10:00 am on Saturday, November 9.* If the exhibitor fails to comply with any of the foregoing, in addition to any other rights or remedies available to the OAND at law or under this contract, the OAND shall have the right to take possession of the display space for such purposes as it sees fit and the exhibitor will be held liable for the full contract price for the said space.

CONTINUING EDUCATION CREDITS

Only registered (paying) delegates will receive CE credits. If you are an ND and also an exhibitor, you must pay for a delegate registration if you wish to receive credits.

HEALTH AND SAFETY BEST PRACTICE GUIDELINES

It is your responsibility to know and comply with health and safety laws and regulations and any amendments thereto and to obtain appropriate legal advice to obtain that knowledge and comply with your legal obligations.

[Fire Regulations](#)

[Emergency Procedures](#)

FURNITURE RENTAL/FLOORING

Stronco is the show supplier for furnishings. Exhibitor order forms are included in this package. Deadline to order furniture and accessories is **October 17, 2019**. [Order Form](#)

ELECTRICAL EQUIPMENT AND CONNECTION

Electrical is **not included** in the purchase of a booth space at the OAND Convention.

Standard electrical service can be purchased and arranged directly with the OAND by calling Stephanie Lazzarini, 416-233-2001 ext 227 or by email at tradeshow@oand.org.

Exhibiting Electrical Equipment - Exhibitors requesting to show unapproved electrical equipment must apply for permission. You have two options; Application for Permission to Show and Application for Permission to Energize (Tradeshow ONLY). In absence of these approvals OAND Show Management will have no option other than to remove your exhibit. Please provide the OAND with a written request (email) for any unapproved/unconventional electrical equipment for approval.

TELECOMMUNICATIONS/INTERNET SERVICE

Electrical is **not included** in the purchase of a booth space at the OAND Convention.

Internet Services (hard-wired) are available throughout the facility and can be arranged through the preferred supplier AVW- Freeman AV . For further information and costs, please contact the on-site representative at (416) 240-7838 or tcc@freemanco.com.

FOOD AND BEVERAGE RESTRICTIONS

All food and beverage is the sole exclusive responsibility of the Toronto Congress Centre. Any food and beverage give-aways by exhibitors should be confirmed by completing the Exhibitor Sampling Authorization Form found [here](#).

If an exhibitor is in need of ice for their food or beverage sampling, please complete the Booth Ice Delivery form [here](#)

GARBAGE REMOVAL

Garbage will be removed from the show floor and the building by the official contractor. You can leave any garbage in the aisle and it will be removed by morning. Any waste baskets can be ordered from Stronco. Additional booth cleaning is available through the Toronto Congress Centre and can be ordered [here](#).

CUSTOMS BROKERS

Exhibitors who are shipping goods to the event from outside Canada are responsible for their own Customs Brokers. Stronco Show Services offers Customs Brokerage – see form found [here](#).

TRANSFER POLICY

If you must change your plans after reserving a booth, you may transfer your registration to another company with the approval of the OAND. If you are transferring a registration, you must ensure that the replacement company agrees to the TERMS AND CONDITIONS OF CONTRACT BETWEEN EXHIBITOR AND OAND (“The OAND”), from the OAND Tradeshow 2019 Exhibitor Application/Contract.

If a transfer notification is received after **October 1, 2019** the replacement company's information may not be reflected in the program or other Convention promotional materials.

CANCELLATION POLICY

There are no refunds past July 16, 2019.

MEDIA

All public relations and media-related activities occurring on the exhibitor floor must be pre-approved by the OAND. No press may enter the exhibit floor without a badge.

ACCOMMODATIONS

Accommodation for the 2019 OAND Convention Tradeshow is available at the
Delta Hotels Toronto Airport & Conference Centre
655 Dixon Road, Toronto, ON M9W 1J3

The OAND has negotiated a very reasonable room rate of **\$135 CDN +HST**.

To Book: Call 416-244-1711 and say you are booking under the OAND group booking or go to
<https://www.marriott.com/event-reservations/reservation-link.mi?id=1557421787871&key=GRP&app=resvlink>

Reservations must be received before October 17th, 2019 to qualify for the above discounted rate. Book your hotel room today!

tradeshow@oand.org Fax: 416-233-2924
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