

Dear exhibitor,

This **Exhibitor Services Manual** is a comprehensive guide to the technical services available at **Tank Storage Canada / Biofuels International expo & conference**. We request that Exhibitors study in detail all the services available and comply with all the instructions listed. This particularly applies to the application deadlines on each order form and where we ask you to act before the dates shown. Failure to do this causes frustration and inconvenience to all parties and will result in additional costs and surcharges to you, the Exhibitor. We therefore ask you to give this due consideration.

The Exhibitor Services Manual is separated into two sections:

Section one contains important information including dates and time for build-up and breakdown of the Exhibition and the Exhibitor guidelines for the Event.

Section two comprises all the Exhibitor Service Order Forms which should be completed and returned as soon as possible. I recommend that you retain a copy of the forms for your own records and bring these along to the exhibition with you.

The Exhibitor Services Manual complete with section one and section two is available online at our event websites. For Tank Storage Canada please visit www.tankstorageevents.com/tscanada/exhibitor_manual.shtml Please visit www.biofuelsinternationalexpo.com/canada/exhibitor_manual.html for the Biofuels International expo & conference exhibitors manual.

This Exhibitor Services Manual is not designed to replace our personal service and I will be happy to assist you if you require special assistance or have any further questions. Please contact me directly between 09:00 – 17:30(GMT) on +44 (0)20 8687 4138 or rebecca@horseshoemedia.com

I look forward to meeting you in Calgary!



Rebecca Shears
Event Manager

The organising team

Please feel free to contact us at any time about your stand or the exhibition

Event Manager

Rebecca Shears

Tel: +44 (0)20 8687 4138

Fax: +44 (0)20 8687 4130

Email: rebecca@horseshoemedia.com

International Tank Storage Sales Manager

David Kelly

Tel: +44 20 8687 4139

Fax: +44 20 8687 4130

Email: david@tankstoragemag.com

Biofuels International expo & conference Sales

Bill Lundberg

Tel: +1 774 270 0358

Email: blundberg@me.com

Important dates and times

Build-up

Sunday 2 October 14:00 – 20:00 **Shell scheme & Space only stands**

Event open hours

	Start	Finish
Monday 3 October		
Conference registration	08:00	09:00
Conference	09:00	17:00
Exhibition	10:00	17:00
Evening reception	17:00	18:00
Tuesday 4 October		
Conference	09:00	17:00
Exhibition	10:00	17:00

Breakdown

Tuesday 4 October 17:30 – 21:30

Exhibitors will have until 18:30 to move out personal items and exhibition displays before stand breakdown. Please remove all personal items from hired furniture by the defined time to prevent loss or damage during the stand breakdown period.

For further information please refer to guideline point 10 Build-up & Breakdown (page 10) in section 1 of this Exhibitor Services Manual.

TANK STORAGE CANADA

co-hosted with



3 & 4 October 2011
Calgary TELUS Convention Centre, Calgary
Canada

SECTION ONE

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1. INTRODUCTION

By virtue of the agreement between the Exhibitor and the Event Organiser the Exhibitor commits themselves to strict compliance with the regulations outlined within this document pertaining to stand construction and fittings.

Please note the following references

Event Organiser refers to Horseshoe Media, Ltd (Tank Storage Canada / Biofuels International expo & conference)

The Event refers to Tank Storage Canada / Biofuels International expo & conference

The Venue refers to the officials / guidelines at the Calgary TELUS Convention Centre

The CTCC refers to the Calgary TELUS Convention Centre as a venue

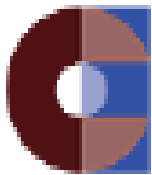
The Exhibitor refers to your company and guidelines directly relevant to your stand

The Official Stand Contractor refers to GAZ Exhibits, Inc.

The Official Freight Contractor refers to EFI Logistics

The Official Drayage Contractor refers to St. George Show Service Inc.

2. ADDRESS OF VENUE



**CALGARY•TELUS
CONVENTION
C•E•N•T•R•E**

Calgary TELUS Convention Centre

120 Ninth Avenue SE

Calgary

Alberta, T2G 0P3

Tel: +1 403 261 8500

Fax: +1 403 261 8510

www.calgary-convention.com

3. ALTERATION TO EXHIBITION FLOOR PLAN

Unforeseen circumstances may occur which necessitate alterations in the layout of the exhibitor floor plan. Exhibitors will be notified of such changes. The Event Organiser cannot be held liable for any detriment that this may cause the Exhibitor.

For additional information or enquiries please contact

Rebecca Shears, Marketing & Events Manager **Tel:** +44 (0)20 8687 4138 **Email:** rebecca@horseshoemedia.com

4. ALCOHOLIC BEVERAGES & OTHER INTOXICATING SUBSTANCES

All Exhibitors must inform their staff and non-official contractors that in accordance with the Alberta Gaming and Liquor Act 89(1) any person in possession of alcoholic beverages in public spaces is liable for a fine.

Consumption of alcohol and illegal drugs within the CTCC is strictly prohibited without prior written permission from the Venue (e.g. stand hospitality).

Exhibitors, contractors and Exhibitors non-official contractors are not permitted to assist with build-up and/or breakdown if they are under the influence of alcohol.

5. ANIMALS

Live animals, including wild or domestic animals, reptiles, insects, fish and birds are not permitted in the CTCC.

Please note that this does not include those animals that are used to assist persons who are impaired such as guide dogs etc.

6. APPENDIX OF ORDER FORMS (SECTION TWO)

The following forms provided by the Venue can be found in section two of this Exhibitor Services Manual. The Exhibitor must submit the CTCC Credit Card Authorisation form in accompaniment with any order forms

1. CTCC Order Form Pack *which includes the following forms*
 - i. CTCC Credit Card Authorization Form
 - ii. CTCC Electrical Order Form
 - iii. CTCC Internet Order Form
 - iv. CTCC Telecommunication Order Form
 - v. CTCC Sign/Banner Installation & Dismantling Order Form
 - vi. CTCC Utilities Order Form
 - vii. CTCC Building Regulations for Exhibitions
 - viii. CTCC Emergency, Health & Safety Regulations
 - ix. Evolution Presentation Technologies Audio Visual Rental Order Form

The following forms provided by the Official Stand Contractor, Gaz Exhibits Inc., can be found in section two of this Exhibitor Services Manual

1. Gaz Exhibits Accessories Order Form
2. Gaz Exhibits Furniture / Carpet Order Form
3. Gaz Exhibits Sign Order Form (fascia)
4. Gaz Exhibits Trade Show Labour Form

The following information booklet has been supplied by the Official Freight Contractor, EFI Logistics, and can be found in section two of this Exhibitor Services Manual

1. EFI Logistics International Shipping Instructions
2. EFI Logistics Freight Order Form

The following forms provided by the Official Drayage Contractor, St George Show Services Inc., can be found in section two of this Exhibitor Services Manual

1. St George Show Services Inc. Welcome Letter
2. St George Show Services Inc. Order Form Pack *which includes the following forms*
 - a. St George Show Services Inc. Credit Card Authorisation Form
 - b. St George Show Services Inc. Material Handling Order Form
 - c. St George Show Services Inc. Limits of Liability & Responsibility
 - d. St George Show Services Inc. In-Booth Forklift Service Order Form

The following forms from the Event Organiser can be found in section two of this Exhibitors Services Manual. Please return this form by 26 September 2011.

1. Official Exhibitor Name Badge Form (Tank Storage Canada)
2. Official Exhibitor Name Badge Form (Biofuels International expo & conference)

7. AUDIO VISUAL

Additional audio visual equipment can be hired from Evolution Presentation Technologies. Please refer to the **CTCC Order Form Pack** in section two. *Please note that this service must be ordered 14 days prior to build-up.*

For additional information and enquiries please contact

Trish Murrie, Account Manager **Tel:** +1 403 261 8506 **Email:** trishm@calgary-convention.com

8. BALLOONS

Helium filled balloons are permitted at the CTCC. Helium tanks must be stored at the loading dock and are not permitted inside the exhibition hall. All helium tanks must be secured on the appropriate cart and the MSDS (Material Safety Data Sheets) must be secured to the tank at all times.

Please note that charges will be made to the Exhibitor for any costs incurred for retrieval of balloons from ceilings.

For additional information and enquiries please contact

Lisa Massier, Office Manager **Tel:** +1 403 261 8559 **Email:** lisam@calgary-convention.com

9. BANKING

There are no ATM machines at the CTCC. The nearest ATM machines can be found at The Hyatt Hotel outside the gift shop on the 2nd floor and/or at the Marriott hotel in the lobby.

10. BUILD-UP & BREAKDOWN

The Official Stand Contractor for the Event is Gaz Exhibits, Inc. All stands will be booked and constructed by Gaz Exhibits, Inc. For all stand needs please complete the forms – **Gaz Exhibits Accessories Order Form, Gaz Exhibits Furniture / Carpet Order Form, Gaz Exhibits Sign Order Form (Fascia), Gaz Exhibits Trade Show Labour Order Form** in section two.

Exhibitors will have access to their stand during build-up at 14:00-20:00 on Sunday 2 October. Exhibitors will not be permitted to breakdown their stand before 17:00 on Tuesday 4 October 2011. For more information please refer to page 3.

Exhibitors needing to ship items to the Event are recommended to use the Official Freight Contractor, EFI Logistics. For all enquiries and bookings please refer to the **EFI Logistics International Shipping Instructions** and the **EFI Logistics Freight Order Form**.

Please note that all shipments with EFI Logistics will be passed over to the Official Drayage Contractor on the morning of build-up.

For safety reasons the Venue has specified that no children under the age of 16 are permitted in the exhibition hall during build-up and breakdown; exhibition halls can be hazardous during these times and unsafe for children.

Please note that only the Official Drayage Contractor is permitted to operate forklift trucks and other large machines whilst at the CTCC.

All stand floor markings must be removed during breakdown. Exhibitors must put all garbage in plastic bags in the large waste containers provided for pick-up by the cleaning staff at the end of build-up and breakdown.

Exhibitors, contractors and Exhibitors non-official contractors are not permitted to assist with build-up and/or breakdown if they are under the influence of alcohol.

For additional information or enquiries please contact **Rebecca Shears**, Marketing & Events Manager **Tel:** +44 (0)20 8687 4138 **Email:** rebecca@horseshoemedia.com

For additional information and enquiries please contact

Susan Barton, Project Manager **Tel:** +44 (0)1444 871 314 **Email:** susan.barton@efilogistics.com

For additional information and enquiries please contact

Jennifer McGuire, Account Manager **Tel:** +1 403 273 8064 **Email:** gazexh@telus.net

For additional information and enquiries please contact

Nancy, St George Show Services, Inc. **Tel:** +1 403 261 8575 **Email:** nancyf@calgary-convention.com

11. BUSINESS EQUIPMENT / SERVICES

Laptop and macbook computers can be ordered through Evolution Presentation Technologies. Please refer to the **CTCC Order Form Pack** in section two of this Exhibitor Services Manual.

For additional information and enquiries please contact

Trish Murrie, Account Manager **Tel:** +1 403 261 8506 **Email:** trishm@calgary-convention.com

Computers can be hired through the Venue. The computer rental includes a 24" monitor, Windows 7, Office 2007, Internet Explorer 8 and a wireless internet connection. Please refer to the **CTCC Order Form Pack** in section two.

For additional information and enquiries please contact

Lisa Massier, Office Manager **Tel:** +1 403 261 8559 **Email:** lisam@calgary-convention.com

12. CANVASSING, SOLICITATION & DISTRIBUTION

No Exhibitor can promote their business outside of the exhibition hall.

13. CARGO ENTRY

All international Exhibitors wishing to ship freight to the Event are recommended to use EFI Logistics; our Official Freight Contractor. EFI Logistics are responsible for all international shipping and handling prior to their arrival at the CTCC.

Please note that EFI Logistics can also ship internal Canadian freight if required.

Please note that the Official Drayage Contractor is the only permitted contractor for freight handling inside the CTCC. All shipments from the Official Freight Contractor will be passed over to the Official Drayage Contractor on the morning of build-up.

The Official Freight Contractor has the ability to liaise with customs clearance to ensure that your freight arrives at the CTCC for the Event. For more information please refer to the **EFI Logistics International Shipping Instructions** found in section two.

To make a booking with the Official Freight Contractor please complete the **EFI Logistics Freight Order Form** in section two.

For additional information and enquiries please contact

Susan Barton, Project Manager **Tel:** +44 (0)1444 871 314 **Email:** susan.barton@efilogistics.com

14. CARPET / FLOOR COVERING

There will be carpet on all shell schemes – this cannot be removed and any damage caused by the Exhibitor will be their responsibility and charged accordingly. The default colour of the shell scheme carpet is grey. The carpet must be ordered directly from the Official Stand Contractor by the Exhibitor.

Please note that carpet is not included in the shell scheme order.

The aisle carpet colour is black.

For more information please refer to the **Gaz Exhibits Furniture / Carpet Order Form** in section two.

For additional information and enquiries please contact

Jennifer McGuire, Account Manager **Tel:** +1 403 273 8064 **Email:** gazexh@telus.net

15. CATERING

The Venue is the official catering supplier for the Event; no outside food may be brought into the CTCC for sale, distribution or on-site consumption and the Venue has the authority to remove outside items.

On-stand catering

The official caterer for the Event and the CTCC is the Calgary Marriott Hotel. Any exhibitor requiring stand catering should order these services from the Marriott menus (available at www.calgary-convention.com/index.php?page=meet-chef).

Exhibitors wishing to offer visitors a snack or drink (in a sample form) must receive prior information from the Venue. The Venue will inform the exhibitor if it is necessary to obtain any food permits and to ensure that the CRHA regulations are met.

Please note that a corkage fee may apply.

On-stand cooking

On-stand cooking is not permitted at the CTCC.

For additional information and enquiries please contact

Tanya Venus, Marriott Hotel Catering Event Manager **Tel:** +1 403 261 8512 **Email:** tanyav@calgary-convention.com

16. CLEANING

The Official Stand Contractor offers a cleaning service to Exhibitors. This includes the cleaning of the stand interior, the stand counter/table and the carpet.

For additional information and enquiries please contact

Jennifer McGuire, Account Manager **Tel:** +1 403 273 8064 **Email:** gazexh@telus.net

17. COMMUNICATION CONNECTIONS / ACCESS

Exhibitors requiring a telephone and/or internet connection can purchase the service from the Venue. Refer to the **CTCC Order Form Pack** in section two.

For additional information and enquiries please contact

Lisa Massier, Office Manager **Tel:** +1 403 261 8559 **Email:** lisam@calgary-convention.com

18. COMPRESSED AIR

If the Exhibitor requires a compressed air supply they are permitted to bring their own resource. Compressed air tanks must be stored at the loading dock and are not permitted inside the exhibition hall. All compressed air tanks must be secured on the appropriate cart and the MSDS (Material Safety Data Sheets) must be secured to the tank at all times.

If the Exhibitor wishes to purchase a compressed air service from the Venue please refer to the **CTCC Order form Pack** in section two.

For additional information and enquiries please contact

Lisa Massier, Office Manager **Tel:** +1 403 261 8559 **Email:** lisam@calgary-convention.com

19. CONFERENCE DELEGATE PASS

Exhibitors are entitled to a 10% discount on conference fees. The 2011 conference programme for Tank Storage Canada can be found online on our event website www.tankstorageevents.com/tscanada/conf_prog_d1.shtml

The conference programme for Biofuels International expo & conference can be found online at www.biofuelsinternationalexpo.com/canada/11_conf_day1.html

To register as a delegate for the Event please submit the online registration form on the Event website.

For additional information or enquiries please contact

Rebecca Shears, Marketing & Events Manager **Tel:** +44 (0)20 8687 4138 **Email:** rebecca@horseshoemedia.com

20. CONTRACTORS

The official Event contractors are the CTCC, Gaz Exhibits, Evolution Presentation Technologies and St George Show Services, Inc. and have been permitted by the Venue to conduct all Event related tasks.

The Official Freight Contractor for the Event is EFI Logistics.

Please note that EFI Logistics are not permitted to handle freight within the CTCC. All handling of freight in the CTCC is to be performed by St George Show Services, Inc. All shipped freight will be handled by EFI Logistics and handed over to St. George Show Services, Inc. on the morning of build-up.

All non-official contractors are required to register with the Event Organiser. Non-official contractors are required to comply with the Venue rules, regulations and S.H.E guidelines.

For additional information or enquiries please contact

Rebecca Shears, Marketing & Events Manager **Tel:** +44 (0)20 8687 4138 **Email:** rebecca@horseshoemedia.com

Please note that all contractor contact details can be found in guideline point 80 Reference to Contractors (page 37)

21. CONTRACTORS DESK

All Official Contractors can be contacted via the Event Organiser. You can find the Event Organiser at the Organiser desk located outside the exhibition hall.

22. COPY RIGHT ACT

Please note that it is not our responsibility to act as intermediaries in any legal conflict between companies. Any objections with regards to other exhibiting companies need to be made in writing prior to the Event, outlining full reasons for the objections being raised.

Please note that we do reserve the right to remove any items deemed to be in breach of copy right or to deny access of the exhibiting company.

For additional information or enquiries please contact

Rebecca Shears, Marketing & Events Manager **Tel:** +44 (0)20 8687 4138 **Email:** rebecca@horseshoemedia.com

23. COURIER SHIPMENTS

*Please note that the Official Freight Contractor will charge for reception, storage and hand over of courier shipments. **We do not advise shipping of high value or temporary import goods via courier.***

If you, the Exhibitor, ship these goods via courier you will experience customs problems on arrival in Canada. Please make certain that your courier consigns the shipment as per the consignee instructions in guideline point 24 Customs Clearance (page 15). Details of all shipments to the Event, by whatever method, should be sent to the Official Freight Contractor before goods arrive in Canada.

To make a booking with the Official Freight Contractor please complete the **EFI Logistics Freight Order Form** in section two.

For additional information and enquiries please contact

Susan Barton, Project Manager **Tel:** +44 (0)1444 871 314 **Email:** susan.barton@efilogistics.com

24. CUSTOMS CLEARANCE

EFI Logistics are the Official Freight Contractor for the shipping of freight and goods to the Event.

The Official Freight Contractor provides door-to-CTCC transport services by road, sea and airfreight from all international locations and will operate a complete customs clearance service in Canada, including temporary import facilities for all goods arriving before the Event. Goods under bond for the Event must be re-exported using the Official Freight Contractor.

Please note that at the CTCC the shipments will be passed over to the Official Drayage Contractor.

For Exhibitors who wish to use their own freight company, please ensure that your shipment is consigned correctly.

Name of Exhibiting Company

TANK STORAGE CANADA 2011

Booth number

c/o R.E. Rogers Canada, Inc.

71 Bermuda Place NW

Calgary, AB

Canada, T3K 1H4

Notify party: R.E. Rogers Canada Inc. Michael Ling or Andrew Bennett

Tel: +1 403 291 0360 Fax: +1 403 291 0397

Please note that information in red in the above consignee address is for the Exhibitor to delete and enter in their information.

*Please **do not ship** freight to any other consignee as this will cause additional cost and may result in the late arrival of your shipment. All shipments must arrive FREIGHT PREPAID.*

*Please note that goods for temporary and permanent import **MUST BE PACKED AND DOCUMENTED SEPARATELY.***

For full shipping instructions and details regarding documentation requirements and special commercial invoice formats please contact the Official Freight Contractor directly. All shipments must be booked in advance and documentation must be sent to the Official Freight Contractor for approval prior to shipment. A list of all prohibited / restricted and controlled items are detailed in full in the **EFI Logistics International Shipping Instructions** found in section two of this Exhibitor Services Manual.

To make a booking with the Official Freight Contractor please complete the **EFI Logistics Freight Order Form** in section two.

For additional information please contact

Susan Barton, Project Manager **Tel:** +44 (0)1444 871 314 **Email:**
susan.barton@efilogistics.com

25. DELIVERIES & HANDLING

Shipments arriving in Calgary for customs clearance must arrive on or before the following deadline dates

By seafreight to Calgary CFS Friday 16 September 2011

Shipments either FCL or LCL

By airfreight to Calgary Airport Friday 23 September 2011

Airfreight shipped under own airwaybill

Films and video tapes for censorship

Contact EFI Logistics for full details

All freight will be consolidated and delivered to the Official Drayage Contractor on the day of build-up. This will operate in reverse after the close of the Event. All cases, pallets and pieces must be clearly marked with the following information:

Tank Storage Canada 2011 Calgary

c/o R.E. Rogers Inc.

Exhibitor name:

Stand number:

Piece number: **Of**

Gross weight (this package):**KGS**

Dimensions (LxWxH): x x **CMS**

Please note that services must be ordered in advance.

To make a booking with the Official Freight Contractor please complete the **EFI Logistics Freight Order Form** in section two.

For a complete quotation for round trip shipments please contact

Susan Barton, Project Manager **Tel:** +44 (0)1444 871 314 **Email:**
susan.barton@efilogistics.com

26. DEMONSTRATIONS & ADVERTISING ON STANDS

All types of demonstrations require advance notification and the written consent of the Event Organiser. The Event Organiser is entitled to restrict or prohibit such demonstrations, even if consent has previously been given, if they interfere with the Event or do not abide by the guidelines set down by the Venue within this Exhibitor Services Manual.

Acoustic advertising requires prior authorisation and must not disturb neighbouring exhibits. Musical reproduction by means of radio, tape recorder or CD requires written approval. In accordance with the national copyright regulations Exhibitors must obtain permission prior to the beginning of the Event.

For additional information or enquiries please contact

Rebecca Shears, Marketing & Events Manager **Tel:** +44 (0)20 8687 4138 **Email:** rebecca@horseshoemedia.com

27. DILAPIDATIONS

Exhibitors are liable for any damage they may cause to the CTCC building, floors, walls or to any shell scheme equipment or other Exhibitor property. Exhibitors are responsible for any damage caused by their agents or contractors. No Exhibitor may apply paint, lacquer, adhesives or coatings to the building or shell scheme or drill holes into the floor. The Event Organiser will inspect every site before erection and after demolition of the stands and any damage caused will be charged directly to the Exhibitor. This includes a charge for removing any heavy building waste and stand boundary marking tape.

For more information please refer to guideline point 76 Venue (page 35)

For additional information or enquiries please contact

Rebecca Shears, Marketing & Events Manager **Tel:** +44 (0)20 8687 4138 **Email:** rebecca@horseshoemedia.com

28. DISABLED PERSONS

Disabled persons must be afforded the same opportunities as able-bodied persons – this includes the ability to attend exhibits. Please ensure that your stand is easily accessible to all visitors.

29. ELECTRICAL REQUIREMENTS

Exhibitors are required to comply with the Venue electrical connection regulations

1. All electrical installations at the stand must be carried out by the official electrical wiring contractor for the Event (The Venue)
2. Electrical cabling should be routed away from visitor traffic and tapped down to minimise trip hazards both on exhibitor stands and on the gangways. Where an electricity cable runs across a gangway it must be raised above head height using Genie Lifts and/or ladders, covered by carpet tiles or tape to cover wires and reduce tripping hazards. All tape used at the CTCC must

be black gaff tape. Exhibitors who use the incorrect tape will be supplied and charged with the correct tape

3. All cabling must adhere to the fire regulations
4. Neon lighting is not permitted without prior written approval from the Venue
5. The Venue reserves the right to disconnect the electrical supply to any installation which, in the opinion of the Venue, is considered dangerous or likely to cause annoyance to visitors and other exhibitors

Exhibitors requiring a 24-hour electricity supply please complete the **CTCC Order Form Pack** in section two.

For additional information and enquiries please contact

Lisa Massier, Office Manager **Tel:** +1 403 261 8559 **Email:** lisam@calgary-convention.com

30. EXHIBITION OPENING TIMES

The CTCC is open to exhibitors one hour prior to the official opening and one hour prior to the official closing time of the Event. Exhibitors who require access to their stand outside these permitted hours are to first secure written permission from the Event Organiser and the Venue.

Any stand maintenance must be pre-arranged with the Event Organiser and must be undertaken during the closed hours of the event.

For additional information or enquiries please contact

Rebecca Shears, Marketing & Events Manager **Tel:** +44 (0)20 8687 4138 **Email:** rebecca@horseshoemedia.com

31. EXHIBITION SERVICES

Business services, communication lines, electricity, internet, rigging, security and utilities are available to be ordered through the Venue. The order forms can be found in section two. Forms and payment must be submitted prior to the Event.

For additional information and enquiries please contact

Lisa Massier, Office Manager **Tel:** +1 403 261 8559 **Email:** lisam@calgary-convention.com

AV equipment is available to be ordered through Evolution Presentation Technologies. The order form can be found in the **CTCC Order Form Pack** in section two.

For additional information and enquiries please contact

Trish Murrie, Account Manager **Tel:** +1 403 261 8506 **Email:** trishm@calgary-convention.com

Handling of shipping at the CTCC is supplied by St George Show Services, Inc. To order this service please complete the **St George Show Services, Inc. Order Form Pack** in section two.

For additional information and enquiries please contact

Nancy, St George Show Services, Inc. **Tel:** +1 403 261 8575 **Email:** nancyf@calgary-convention.com

32. EXHIBITOR PASSES

For security reasons all Exhibitors will be required to wear their exhibitors pass throughout their time at the Event. Please complete the relevant exhibitor name badge form – **Official Exhibitor Name Badge Form (Tank Storage Canada)** or **Official Exhibitor Name Badge Form (Biofuels International expo & conference)** found in section two and return the form by 26 September.

Your exhibitor pass will be available to you at the reception desk on the day of build-up.

For additional information or enquiries please contact

Rebecca Shears, Marketing & Events Manager **Tel:** +44 (0)20 8687 4138 **Email:** rebecca@horseshoemedia.com

33. EVENING RECEPTION

More information regarding the sponsored evening reception will be made available to you nearer to the Event.

If you are interested in sponsoring the evening reception and further increasing your visibility please contact

For Tank Storage Canada sales enquiries please contact

David Kelly, Tank Storage Sales Manager **Tel:** +44 (0)20 8687 4139 **Email:** david@tankstagemag.com

For Biofuels International expo & conference sales enquiries please contact

Bill Lundberg **Tel:** +1 774 270 0358 **Email:** blundberg@me.com

34. EXHIBITS / STANDS / BOOTHS

Dynamic exhibits

Working parts must not project beyond the perimeter, for instance during demonstrations; dangerous components such as sharp protrusions must be effectively shielded. Exhibits must not be covered during the exhibition open hours; the Event Organiser is entitled to remove such covers without incurring any liability. Unightly objects should not be placed in public view.

All moving machines must be fitted with the appropriate safety devices. These safety devices may only be removed when the moving machine is disconnected from the power supply. The guidelines for moving exhibit displays are

1. Working machines must be placed at a safe distance (minimum of 1 meter) from visitors
2. Machinery or apparatus displayed at the event can only be displayed within your defined stand space
3. Only authorised personnel are permitted to operate equipment or handle chemicals
4. No machine is to be left unattended during demonstrations or whilst in operation
5. Motors, engines or power driven machinery must have adequate fire protection and protection against oil and other leakages. *Please note that if the machinery leaks onto the stand carpet or damages the CTCC then a fine will be made by the Venue to the Exhibitor*

Please note that the operation of compressors, sprayers, auto trucks and similar machinery powered by internal combustion engines is prohibited.

Pyrotechnics and special effects

The use of pyrotechnics is prohibited without prior notice and written approval from the City of Calgary Fire Department prior to build-up; this includes cold pyrotechnics suitable for indoor use. The Exhibitor will then be supplied with a valid Alberta License and insurance certificate which must be submitted to the Venue 72 hours prior to the Event.

Please note that any damage caused by the Exhibitor will be their responsibility and costs will be based upon the cleaning and remediation of the damage caused.

For additional information and enquiries please contact

Lisa Massier, Office Manager **Tel:** +1 403 261 8559 **Email:** lisam@calgary-convention.com

35. FASCIA NAME BOARDS

Inclusion in the shell scheme package is the provision of one fascia name board at the front of the shell scheme. The company name will be in English. Fascia name boards are white with black lettering. Please refer to the **Gaz Exhibits Sign Order Form (Fascia)** in section two.

If the form is not returned the company name that appears on your contract will be used on the fascia.

Please note that any changes due to late receipt or on-site changes will be charged to the Exhibitor.

For additional information and enquiries please contact

Jennifer McGuire, Account Manager **Tel:** +1 403 273 8064 **Email:** gazexh@telus.net

36. FAX CONNECTIONS

Please refer to guidelines point 17 Communication Connections / Access (page 13)

37. FIRE & SAFETY REGULATIONS

The following fire and safety regulations must be followed at all times whilst on CTCC property

1. **CANDLES:** No candles are permitted inside the CTCC
2. **GAS:** Exhibitors wishing to bring gas into the CTCC must receive prior permission from the Venue. Please contact the Venue directly about the use of gas at the CTCC. *Please note that the Venue has the right to remove all gas cylinders, even after prior permission, from the CTCC should any of the conditions not be met. For more information please contact the Venue directly.*
3. **EMERGENCY AND EVACUATION PROCEDURES:** In the case of an emergency the evacuation procedures will be announced on a dedicated fire/evacuation PA system. There are fire alarm pull down boxes located at all designated exits and smoke detectors are located throughout the CTCC. Below are details of the emergency and evacuation procedures
 - a. **Upon hearing the fire alarm**
 - i. Immediately stop any on-going activities (e.g. demonstrations) and switch off any electrical equipment if necessary
 - ii. Stay in your location and wait for instructions over the PA system. If the alarm stops sounding between 1 - 4 minutes the risk has been resolved and it is safe to continue your activities
 - iii. If the risk is not resolved the alarm will change to a highly audible and rapid alarm. If evacuation is necessary all

instructions will be made over the PA system. If ordered to evacuate, do so in an orderly manner, and make your way to the assembly area (the alcove at the Epcor Centre of the Performing Arts Building: 205 – 8th Avenue S.E) using the nearest and safest emergency exit

iv. Wait for further instructions

4. **FIRE EXITS:** All emergency exits and clearways are identified with marked green and white exit signs over the doors. All Exhibitors are reminded that their stand and equipment must remain within their marked area and not encroach into the gangways and fire exits.
5. **FIRE EXTINGUISHERS AND HOSE REELS:** Exhibitors must not restrict access to any fire fighting equipment

For additional information and enquiries please contact

Lisa Massier, Office Manager **Tel:** +1 403 261 8559 **Email:** lisam@calgary-convention.com

38. FIRST AID

Anyone requiring first aid should report immediately to the Event Organiser desk at the entrance to the exhibition hall for assistance.

If you require first aid outside of the exhibition hall please be advised that there are unattended first aid rooms located on the lower levels of the South Building and the Plus 15 level of the North Building. First aid boxes can also be found in the service corridor of the exhibition hall. All security staff are trained in first aid.

For any major first aid incident that occurs in the CTCC please contact the **CTCC Security team** by dialling 333 on any beige house phone

39. FLOOR PLAN OF EXHIBITION HALL

Please refer to guideline point 3 Alteration to Exhibition Floor Plan (page 7)

40. FREIGHT FORWARDING

EFI Logistics are the official freight forwarding agents for Tank Storage Canada / Biofuels International expo & conference. We recommend that Exhibitors use the Official Freight Contractor for the shipping of goods; the Official Freight Contractor will be the only operators capable of tracking and tracing deliveries. Please refer to the **EFI Logistics International Shipping Instructions** and the **EFI Logistics Freight Order Form** in section two.

Please remember to negotiate rates with EFI Logistics before the show and to book services in advance: late orders and non-booked work will be charged at the full tariff rate, regardless of volume.

For information and enquiries please contact

Susan Barton, Project Manager **Tel:** +44 (0)1444 871 314 **Email:** susan.barton@efilogistics.com

For Exhibitors who wish to use their own freight company please ensure your shipment is consigned correctly – see guidelines point 25 Deliveries & handing (page 17)

41. FURNITURE

Gaz Exhibits are the appointed Official Stand Contractor and can supply a selection of additional furniture and accessories for the duration of the Event. Alternative furniture items (different colour, styles etc.) may be ordered directly by the Exhibitor to the Official Stand Contractor. Please refer to the **Gaz Exhibits Furniture / Carpet Order Form** and the **Gaz Exhibits Accessories Order Form** in section two of this Exhibitor Services Manual.

For additional information and enquiries please contact

Jennifer McGuire, Account Manager **Tel:** +1 403 273 8064 **Email:** gazexh@telus.net

42. GANGWAYS

Exhibition gangways must be a minimum of 2.5 meters with gangways at the front and back of the exhibition room limited to a minimum of 3.5 meters.

The exhibition gangways are the minimum permissible by law and the Venue and have been subject to approval by the local authority and fire department. All gangways must remain clear at all times. Exhibits must be displayed in such a way as to not obstruct the view of the exhibition area of the adjacent stands and must remain within the confines of their contracted stand area.

Exhibitors must not obstruct emergency exits, fire hoses, fire extinguishers and building control access doors etc. The Event Organiser has the authority to remove any items that obstruct or restrict access at the Exhibitors cost (the Event Organiser is free from any liability surrounding damage or loss of these items).

For additional information or enquiries please contact

Rebecca Shears, Marketing & Events Manager **Tel:** +44 (0)20 8687 4138 **Email:** rebecca@horseshoemedia.com

43. GENERAL LIGHTING

General lighting is evenly distributed throughout the exhibition hall

44. HANGING EXHIBITS

Please refer to guideline point 61 Rigging (page 31)

45. HEALTH & SAFETY

The Event Organiser, Contractors and the Venue have legal obligations under the Occupational Safety & Health Act 1994, the Factories and Machineries Act 1967 and the Environmental Quality Act 1974; as well as having a certified occupational health and safety management system against OHSAS 18001 in order to provide a safe workplace for all employees, contractors, exhibitors, delegates and visitors.

The Event Organiser takes their responsibility as laid out in accordance with the Health and Safety at Work Act, 1974, very seriously and it is vital that Exhibitors and contractors do the same. The Health and Safety at Work Act includes Exhibition and Conference venues as places of work. As an Exhibitor it is essential that you are aware of your obligation with the Act.

The Event Organiser, all contractors and Exhibitors must adhere to the Occupational Health and Safety Act of Alberta and all CTCC and OH&S policies to protect the health and safety of themselves and other workers,

These responsibilities are to ensure, so far as is reasonably practicable, the health, safety and welfare of all employees and any plant, article, substance of work, which may be used, are safe and without risk to health. This includes all **employees** and **contractors** employed by you, the Exhibitor, are provided with information, instruction, training and supervision to ensure the health and safety of themselves and others working, or present, in the vicinity by what they do or fail to do.

The following outlines the main areas which **you, the Exhibitor, must give** due thought and consideration to before and during your time on site

- Understanding the Fire and Emergency Procedures and location of the first aid centres. All staff must be notified of these procedures
- There is an important need to keep specific gangways clear during build-up and breakdown and throughout the Event. These will be identified to you during build-up and breakdown
- Working at height must be done in a safe manner using suitable equipment in the approved way i.e. steps, scaffold towers, hard hats etc.
- All powered access equipment e.g. forklift trucks, cranes etc. must be operated by the Official Drayage Contractor – no one else will be permitted

to drive or operate machinery of any description in the loading bays or Exhibition hall

- Only acceptable substances are allowed on-site and full compliance with the COSHH (Control of Substances Hazardous to Health) regulation is required, e.g. fluorescent type lighting tubes require specialised disposal as hazardous waste; if dangerous substances or foods are to be brought onto the site prior written permission must be granted by the Venue. For all chemicals / substances please contact the Venue directly for more information and prior permission
- Personal Protection Equipment (PPE) is used if other protective measures are unrealistic and employees must be trained in its use and limitations
- Ensure portable power equipment is only used for the purpose for which it is designed, with safety guards and devices fitted and used. Power leads must be kept to a minimum and not cross gangways. Power requirements must not overload the systems order. Such equipment must never be left unattended with power supplied to it. Please do not create a floor hazard at any time
- All staff must be trained to ensure that safe working practices and good housekeeping is maintained in all work areas, minimising hazards
- No hazardous displays are permitted during the Event and in any area of the CTCC. This includes open flames, hot coals, candles, LPG lighters, charcoal grills, flammable liquids, LPG containers, toxic liquids or gas and any hazardous chemicals (liquids, solids or gas). If you are unsure whether your material is considered hazardous please contact the Venue directly
- Propane gas is strictly forbidden inside the CTCC

Please ensure all contractors employed are aware of these health and safety responsibilities.

Please note that all staff, Exhibitors, contractors, visitors, delegates and other Event personnel have the right to work / visit the Event without any discriminative, harassing or violent behaviour acted upon or towards them.

Exhibitors must sign the agreement in the **CTCC Order Form Pack** and return it to the Event Organiser and the Venue prior to build-up.

At all times Exhibitors must obtain their **Contractors Health and Safety Policy**, details of specific safety procedures, competence and training of staff and the named individual Safety Officer responsible for the company. **Please be aware that you will be asked to produce this document prior to build-up.**

For additional information or enquiries please contact

Rebecca Shears, Marketing & Events Manager **Tel:** +44 (0)20 8687 4138 **Email:** rebecca@horseshoedia.com

For additional information and enquiries please contact

Lisa Massier, Office Manager **Tel:** +1 403 261 8559 **Email:** lisam@calgary-convention.com

46. HEIGHT LIMITS

Please note that the maximum stand height for space only sites is limited to 8 foot. You are not permitted to build over this height without authorisation. Refer to guideline point 69 Space Only Sites (page 33)

It is not possible to erect anything higher than 8 feet within a shell scheme stand without prior arrangement with the Event Organiser.

When stand designs exceed 8 foot in height Exhibitors must supply a 1:200 scale plan and obtain written permission. The stability of any structure/exhibit above 8 foot in height must first be qualified by producing structural calculations. The Event Organiser will pass on any costs involved with approving the structure.

If you require any additional information please contact

Rebecca Shears, Events & Marketing Manager **Tel:** +44 (0)20 8687 4138 **Email:** rebecca@horseshoemedia.com

For additional information and enquiries please contact

Jennifer McGuire, Account Manager **Tel:** +1 403 273 8064 **Email:** gazexh@telus.net

47. HOTEL ACCOMMODATION



Calgary Hyatt Regency

700 Centre St SE
Calgary, Alberta, T2G 5PS, Canada
001 403 537 4482
www.hyattregencycalgary.com

Discounted hotel rooms are available to Exhibitors, visitors, delegates and staff of Tank Storage Canada / Biofuels International expo & conference. The official event hotel is the Hyatt Regency Calgary in downtown Calgary.

Hotel information, including location, room prices and contact information can be found on the event websites.

For Tank Storage Canada accommodation please refer to www.tankstorageevents.com/tscanada/accomodation.shtml

For Biofuels International expo & conference accommodation please refer to www.biofuelsinternationalexpo.com/canada/hotel.html

Please be advised that all hotel reservations must be made by 5:00pm (MST) on September 12 to make the most of these exclusive discounted rates.

For reservations please contact (remember to quote Horseshoe Media, Ltd to receive your discount)

Hyatt Regency Calgary Tel: +1 800 233 1234

For additional information or enquiries please contact

Rebecca Shears, Events & Marketing Manager **Tel:** +44 (0)20 8687 4138 **Email:** rebecca@horseshoemedia.com

48. INSTALLATIONS

All additional stand installations (compressed air, electricity, telecommunications, water and waste) will run to stands via under floor supply canals.

For additional information and enquiries please contact

Lisa Massier, Office Manager **Tel:** +1 403 261 8559 **Email:** lisam@calgary-convention.com

49. INSURANCE

Whilst we take every precaution to protect your property during the Event the Event Organiser cannot accept responsibility for damage to stands or loss of any property on any stand or anywhere else in the exhibition hall, or in any course of its delivery or removal from the building for any cause whatsoever. The Event Organiser is not responsible for any loss sustained by Exhibitors from fire, theft, damage or any reason, or for personal injury or loss to or by any person employed by the Exhibitor or third parties.

You are also responsible for insuring against any legal liability incurred due to injury or damage to property belonging to third parties. In addition to this you should protect your expenditures against abandonment and cancellation or curtailment of the Event due to reasons beyond Event Organiser control.

Please ensure that we have a copy of your **liability insurance certificate** before 26 September. Please make the certificate out to Horseshoe Media, Ltd to cover a minimum of CA\$2,000,000.00.

For additional information and enquiries please contact

Rebecca Shears, Events & Marketing Manager **Tel:** +44 (0)20 8687 4138 **Email:** rebecca@horseshoemedia.com

50. INTERNET CONNECTIONS

Please refer to guideline point 17 Communication Connections / Access (page 13)

51. LARGE / HEAVY EXHIBITS

If Exhibitors are planning to exhibit a large or heavy piece of equipment please contact the Official Freight Contractor at the earliest time to arrange any shipping required.

Please contact the Official Drayage Contractor for more information relating to the move-in and move-out of the exhibits.

For additional information and enquiries please contact

Susan Barton, Project Manager **Tel:** +44 (0)1444 871 314 **Email:** susan.barton@efilogistics.com

For additional information and enquiries please contact

Nancy, St George Show Services, Inc. **Tel:** +1 403 261 8575 **Email:** nancyf@calgary-convention.com

52. LIFTING & HANDLING ONSITE

The Official Drayage Contractor is the exclusive sole official for on-site lifting and handling. All lifting on-site must be done directly with the official contractor.

Please note that if the Exhibitor wishes to take advantage of this service they are recommended to contact the Official Drayage Contractor at the earliest opportunity.

For additional information and enquiries please contact

Nancy, St George Show Services, Inc. **Tel:** +1 403 261 8575 **Email:** nancyf@calgary-convention.com

53. LOST PROPERTY

Any items lost or found should be reported to the Event Organiser office at the registration desk, which can be found at the entrance to the Exhibition hall.

For any items lost or found around the CTCC, outside the exhibition hall, must be reported to the Security Department or by calling 333 from any beige house phone. All lost and found items are catalogued and stored for 30 days.

54. NOISE LEVELS

Exhibitors are not permitted to create any noise annoyance or cause a noise that causes a disturbance to a neighbouring stand or the Event.

Exhibitors are advised that any audio system or electrical device producing an irritating, intermittent and/or sequential sound/noise is not permitted without prior written permission from the Event Organiser.

Audio presentations must be muffled so the noise does not disturb the neighbouring stands, venue employees and/or visitors (no noise in excess of 85dB at the stand boundary).

Distributions of any noise creating items (whistles etc.) are prohibited.

55. OFFICIAL EXHIBITION CATALOGUE

The Tank Storage Canada exhibition catalogue provides Exhibitors with an opportunity for a FREE promotional company listing. The official exhibition listing is the description that the Exhibitor provides on the booking form.

For advertising enquiries please contact

David Kelly, Tank Storage magazine Sales Manager **Tel:** +44 (0)20 8687 4139 **Email:** david@tankstoragemag.com

The Biofuels International exhibition catalogue provides Exhibitors with an opportunity for a FREE promotional company listing. The official exhibition listing is the description that the Exhibitor provides on the booking form.

For advertising enquiries please contact

Shemin Juma, Biofuels International Sales Executive **Tel:** +44 (0)20 8687 4156 **Email:** shemin@biofuels-news.com

Pierre-Gomis Diallo, Biofuels International Sales Manager **Tel:** +44 (0)20 8648 7092 **Email:** pierre@biofuels-news.com

56. ORGANISERS OFFICE

The Event Organiser office is located outside the Exhibition hall at the registration desk. Please contact us if you have any questions or problems during the show.

During Event open hours the Tank Storage and Biofuels International Exhibition Team can be contacted via the Event Organiser office.

For additional information or enquiries please contact

Rebecca Shears, Events & Marketing Manager **Tel:** +44 (0)20 8687 4138 **Email:** rebecca@horseshoemedia.com

57. POTTED PLANTS & FLORAL DISPLAYS

The Official Stand Contractor is the exclusive supplier of potted plants and flowers. To order any potted plants or floral displays please contact the Official Stand Contractor directly.

For additional information and enquiries please contact

Jennifer McGuire, Account Manager **Tel:** +1 403 273 8064 **Email:** gazexh@telus.net

58. PUBLIC ANNOUNCEMENTS

The public address system is reserved for announcements made by the Event Organiser, the Police and for security messages only. It cannot be used for messages from Exhibitors or visitors during the show.

59. REGULATIONS

By virtue of the agreement between the Exhibitor and the Event Organiser, Exhibitors commit themselves to strict compliance with all regulations of the Event Organiser, the Venue and the Local Authority.

60. REMOVAL OF EXHIBITS

Please refer to guideline point 10 Build-up & Breakdown (page 10)

61. RIGGING

All rigging must be conducted by and in accordance with the Venue. Any exhibitor wishing to display a banner or sign above their exhibit must complete the relevant form in the **CTCC Order Form Pack**. All forms must be submitted and accepted by the Venue and the Event Organiser 14 days prior to the build-up of the Event.

For additional information and enquiries please contact

Lisa Massier, Office Manager **Tel:** +1 403 261 8559 **Email:** lisam@calgary-convention.com

62. SAFETY REGULATIONS

Please refer to guideline point 45 Health & Safety Regulations (page 24)

63. SECURITY

The Event Organiser will take every reasonable precaution throughout the Event this includes

1. Monitoring the loading dock traffic during the Event build-up and breakdown
2. To respond to emergency incidents if/when they occur
3. To ensure all persons have vacated the Event during the close hours
4. To report any damage caused during build-up, breakdown or during the Event
5. To control and monitor crowd flow during the Event. This is done using exhibitor, staff, visitor, press and delegate badges

Please note that badges must be worn at all times or you will be asked to leave the Event.

The Event Organiser will take every reasonable precaution throughout the event however security is designed to secure the exhibition hall and not the contents of individual stands. Exhibitors should take care to ensure that their goods are safeguarded and should not leave their stands unattended during the build-up, breakdown or open hours of the Event.

The Event Organiser and the Venue cannot be held responsible for any loss, damage or accident that may occur to any Exhibitors property or personnel, therefore Exhibitors **must** arrange full insurance cover.

Venue CCTV cameras must not be covered at any time.

64. SHELL SCHEME

All shell scheme stands will consist of the following:

- **Walling:** 2.5m in height all shell schemes come with a rear and side white laminated 3mm thick shell wall on a white Sintra aluminium frame
- **Fascia:** 350mm white fascia board with company name printed in English in black. 2 Flood Lights illuminate the board from behind
- **Furniture:** 2 folding chairs and 1 6ft Black Skirted Table
- **Electricity:** 1 1500 watt outlet (*please note that if you require an additional electrical supply please complete the relevant form in the **CTCC Order Form Pack***)

For additional information and enquiries please contact

Jennifer McGuire, Account Manager **Tel:** +1 403 273 8064 **Email:** gazexh@telus.net

Please note that material used for lining, drapes, backdrops, blinds or overhead structures, signs/banners, or part of the exhibition stand must be rendered fire resistant and flameproof. If you need to treat your materials please contact

McKinnon Coal & Wood Tel: +1 403 243 7975

Rosedale Cleaners Tel: +1 403 276 8224

65. SHELL SCHEME DIMENSIONS

Please refer to guideline point 64 Shell Scheme (page 32)

66. SHELL SCHEME EXTRAS / FURNITURE

Please refer to guideline point 41 Furniture (page 24)

67. SHELL SCHEME INTERIORS

Please refer to guideline point 41 Furniture (page 24)

68. SMOKING

In accordance with the City of Calgary Smoking by-law 57M92 all indoor spaces are strictly non-smoking.

69. SPACE ONLY SITES

If the Exhibitor has not booked a shell scheme stand it is their responsibility to design and construct a stand – you will receive no items from the Event Organiser. Furniture, carpet and other items can be ordered via the Official Stand Contractor and the relevant forms can be found in section two. Please inform the Event Manager of who will be constructing your stand with full contact details.

Overall height of stand fittings for single storey stands (including cladding columns) should not exceed 8 foot. Requests to exceed this height will only be considered provided they are submitted to the Event Organiser in writing with technical drawings. On divided sites it is the responsibility of the Exhibitor to erect and decorate the back wall facing your stand area up to 8 foot; walls above this height must be decorated on both sides.

Please note that back wall decorations over 8 feet must not carry any advertising material

While it is permissible for stands to be built to a maximum of 8 foot the stability and safety of all complex structures (stands over 8 foot in height; multi-storey stands;

raised platforms etc.) must be established prior to arrival on-site and certified prior to the Event by an independent structural engineer. Stands over 8 foot can only be approved if permission is obtained from the Event Organiser prior to commencement on design.

Please provide the dimensional layouts as soon as possible so that permission can be obtained for your stand construction. Please note that material used for stands, lining, drapes, backdrops, blinds or overhead structures, signs/banners, or part of the exhibition stand must be rendered non-flammable.

Drawings must be submitted to

Rebecca Shears, Events & Marketing Manager **Tel:** +44 (0)20 8687 4138 **Email:** rebecca@horseshoemedia.com

Please refer to guideline point 45 Health and Safety Regulations (page 25) and guideline point 70 Stand Assembly and Dismantling (page 34) for more information.

70. STAND ASSEMBLY & DISMANTLING

The following points must be understood by the Exhibitor

1. Exhibits and stand equipment which are not permitted or cause a nuisance due to odour, noise, insufficient cleanliness or for any other reason must be removed immediately at the request of the Event Organiser. If the Exhibitor refuses to remove such objects the Event Organiser is entitled to close the stand. The Exhibitor shall have no right to claim refund of the stand rental or to any other claims as a result of closure
2. Clearing of the stand by the official deadline is solely the responsibility of the Exhibitor. The Event Organiser reserves the right to charge storage fees for exhibits/stand fittings which have not been removed by the deadline and are furthermore entitled to have such exhibits/stands fittings removed and stored immediately by a suitable contractor at the expense and risk of the Exhibitor
3. The Exhibitor is not entitled to remove exhibits from the stand or to begin dismantling the stand until the official period for dismantling commences
4. It is not permitted to affix floor coverings by bonding, to fix items to any part of the CTCC, to remove any item from the exhibition hall, or to paint walls, pillars or any other part of the exhibition hall. If this rule is not observed the changes made by the Exhibitor must be restored to their original condition by a contractor (selected by the Venue) at the expense of the Exhibitor
5. Identification signs or similar objects may not obstruct the gangways or fire exits. Stand boundaries must be observed at all times
6. The height of the stands and parting walls are 8 foot. This height may only be exceeded if the exhibition architect grants permission

7. All junction boxes, temporary telephone connections and other facilities must be kept accessible at all times. Where necessary openings are to be made in stand ceilings and floors

For additional information or enquiries please contact

Rebecca Shears, Events & Marketing Manager **Tel:** +44 (0)20 8687 4138 **Email:** rebecca@horseshoemedia.com

71. STAND SHARING

If you are sharing a stand with another company, please ensure that you notify the sales team when you are booking your stand.

For Tank Storage Canada enquiries please contact

David Kelly, Tank Storage Sales Manager **Tel:** +44 (0)20 8687 4139 **Email:** david@tankstoragemag.com

For Biofuels International expo & conference enquiries please contact

Bill Lundberg **Tel:** +1 774 270 0358 **Email:** blundberg@me.com

72. STORAGE

It is not permissible to store packaging materials in the exhibition hall. The Official Drayage Contractor will operate an empty case storage service; they will tag, remove, store and return your empty packaging materials on request.

All packaging material must be returned to the empty cartons. No shipping items are permitted inside the exhibition hall except during build-up and breakdown.

For additional information and enquiries please contact

Nancy, St George Show Services, Inc. **Tel:** +1 403 261 8575 **Email:** nancyf@calgary-convention.com

73. TELEPHONE CONNECTIONS

Please refer to guideline point 17 Communication Connections / Access (page 13)

74. TEMPORARY STAFF

The Venue can supply hostesses. Please contact the Venue directly at least 72 hours before the build-up of the Event to order this service.

For additional information and enquiries please contact

Lisa Massier, Office Manager **Tel:** +1 403 261 8559 **Email:** lisam@calgary-convention.com

75. VEHICLE ACCESS & PARKING

There is an underground car park facility located at the CTCC. For more information and rates please contact the Calgary Parking Authority on +1 403 537 7100

76. VENUE

The following section will outline venue information

1. **ALTERATION TO FURNITURE AND ARTWORKS** The removal of furniture, fittings and artwork from their original location in the CTCC is not permitted unless prior written permission from the Venue has been sought. Exhibitors are not permitted to remove, damage, alter or destroy any safeguard, safety device, notice or warning signage used at the CTCC
2. **BEHAVIOUR** All staff, Exhibitors, contractors, visitors, delegates and other Event personnel has the right to work / visit the Event without any discriminative, harassing or violent behaviour acted upon or towards them. Any fighting, horseplay, theft, vandalism, abuse and misuse of the CTCC is strictly prohibited
3. **CARE OF BUILDING** No attachment, fitting or detachment is to be made to the interior/exterior walls, floors, ceiling or pillars of the building without prior written permission from the Venue
4. **INSURANCE** The Exhibitor is not permitted to bring any item or substance into the CTCC that will have the effect of raising the premiums payable on any insurance
5. **OBLIGATION** the Exhibitors must report any equipment that
 - a. is in a condition that will compromise the health and safety of workers using or transporting it
 - b. will not perform the function it is intended for
 - c. is not strong enough for its purpose
 - d. has an obvious defect
6. **VENUE CARE** The Exhibitor must ensure that all staff take good care of the CTCC; all of the fixtures, furnishings and equipment. If damage is caused to the CTCC the Exhibitor will be responsible

For more information refer to guideline point 27 Dilapidations (page 18)

For additional information and enquiries please contact

Lisa Massier, Office Manager **Tel:** +1 403 261 8559 **Email:** lisam@calgary-convention.com

77. WASTE MANAGEMENT

No waste (including packaging from build-up) must be left in the exhibition hall during the Event open hours. No waste or packaging is permitted to block gangways.

Waste and packaging produced during breakdown must be removed from the exhibition hall at the end of the Event or removal will be charged to the Exhibitor.

78. WEAPONS

The use of any weapons in the CTCC is not permitted. This includes any sharp object that could pose potential risk to the health and safety of other exhibitors, delegates, staff and/or visitors.

79. WELDING & HOT WORK

Activities such as welding and grinding which involve the generation of hot sparks are not permitted at the CTCC.

80. REFERENCE GUIDE TO CONTRACTORSAudio Visual

Calgary TELUS Convention Centre

Trish Murrie

Tel: +1 403 261 8506

Fax: +1 403 261 8581

Email: trishm@calgary-convention.com

Carpet

Gaz Exhibits, Inc.

Jennifer McGuire

Tel: +1 403 273 8064

Fax: +1 403 273 8065

Email: gazexh@telus.net

Catering

Calgary TELUS Convention Centre

Tanya Venus

Tel: +1 403 261 8512

Email: tanyav@calgary-convention.com

Drayage

St. George Show Services, Inc.

Nancy Floris

Tel: +1 403 261 8575

Fax: +1 403 261 8576

Email: nancyf@calgary-convention.com

Electrics

Calgary TELUS Convention Centre

Lisa Massier

Tel: +1 403 261 8559

Fax: +1 403 261 8581

Email: lisam@calgary-convention.com

Freight Forwarders & Shipping of Goods

EFI Logistics

Susan Barton

Tel: +44 (0)1444 871 314

Fax: +44 (0)1444 237 749

Email: susan.barton@efilogistics.com

Furniture

Gaz Exhibits, Inc.

Jennifer McGuire

Tel: +1 403 273 8064

Fax: +1 403 273 8065

Email: gazexh@telus.net

Hotel Booking

Hyatt Regency Calgary

Tel: +1 800 233 1234

Website: www.hyattregencycalgary.com

Material treatment (fire proof coatings)

McKinnon Coal & Wood

Tel: +1 403 243 7975

Rosedale Cleaners

Tel: +1 403 276 8224

Plants and Flowers

Gaz Exhibits, Inc.

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