

F R E E M A N

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OLTCA / ORCA ANNUAL CONVENTION 2012

APRIL 1 - 3 2012
METRO TORONTO CONVENTION CENTRE,
NORTH BUILDING HALL A & B
TORONTO, ONTARIO

FREEMAN quick facts

SERVICE INFORMATION

BOOTH EQUIPMENT

Each 10' x 10' booth will be set with 8' high white back drape, 3' high white side dividers.

EXHIBIT HALL CARPET

The exhibit area is NOT carpeted; however, the aisles will be carpeted in black.

DISCOUNT PRICE DEADLINE DATE

In order to receive advance order discount rates listed on the price sheet, we must receive your order and payment by **March 19, 2012**.

PRESTIGE CARPET DEADLINE DATE

Please note that your order for Prestige carpet (see Carpet order form for selections) must be submitted before: **March 2, 2012**. Any orders received after the deadline date will not be guaranteed.

Save money by ordering labor in advance. All display labor orders placed at show site will be charged an additional 30% above the advance rate.

SHOW SCHEDULE

EXHIBITOR MOVE-IN

For more information and helpful hints on preshow procedures and move-in, please go to www.freemanco.com/preshowFAQ.

Sunday	April 1, 2012	1:00PM - 6:00PM
Monday	April 2, 2012	7:00AM - 12:00PM

All exhibits must be fully installed by **April 2, 2012 at 12:00PM**.

EXHIBIT HOURS

Monday	April 2, 2012	2:30PM - 6:30PM
Tuesday	April 3, 2012	10:00AM - 2:00PM

EXHIBITOR MOVE OUT

For more information and helpful hints on postshow procedures and move-out, please go to www.freemanco.com/postshowFAQ

Tuesday	April 3, 2012	2:00PM - 7:00PM
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All labour services performed between 4:00 pm and 6:00 pm (M-F), between 8:00 am and 4:00 pm (Sat-Sun) will have overtime charges applied. All labour services performed between 6:00 pm and 8:00 am (M-F) and between 4:00 pm and 8:00 am (Sat-Sun) will have double-time charges applied. Please refer to the enclosed Labour Order Form.

All material handling services performed after 4:00 pm (M-F) and all day Saturday and Sunday will have overtime charges applied. Please refer to the enclosed Material Handling Order Form.

SERVICE CENTRE HOURS

We will have staff available at the Freeman Service Centre as follows:

Sunday	April 1, 2012	1:00PM - 6:00PM
Monday	April 2, 2012	7:00AM - 3:00PM
Tuesday	April 3, 2012	10:00AM - 4:00PM

DISMANTLE AND MOVE-OUT INFORMATION

Freeman will begin returning empty containers as soon as the aisle carpeting is removed from the exhibit floor. All exhibitor materials must be removed from the exhibit facility by **April 3, 2012 at 7:00PM**. To ensure all exhibitor materials are removed from the exhibit facility by the Exhibitor Move-Out deadline please have all carriers check-in by **April 3, 2012 at 5:00PM**.

POST SHOW PAPERWORK AND LABELS

Our Exhibitor Services Department will gladly prepare your outbound Material Handling Agreement and labels in advance. Complete the Outbound Shipping form and your paperwork will be available at show site. Be sure your carrier knows the company name and booth number when making arrangements for shipping your exhibit at the close of the show.

Please note: All items not ordered through Freeman directly may be subject to Material Handling Charges and are the responsibility of the Exhibitor.

MATERIAL HANDLING

Exhibitors may hand-carry their own freight into the exhibit facility. All exhibitors handling their own freight will be responsible to arrange their own storage of empty containers during the show. No storage will be available on the show floor. The use of pump trucks and other mechanical equipment however, is not permitted.

If you do not wish Freeman to handle your freight, please complete the Material Handling Exemption Form contained in the service manual and return to exhibitor services. As well, a representative of your company is required on the loading dock to receive and sign for your shipments at the time of arrival or you will be charged accordingly. Freeman will control access to the loading docks in order to provide for a safe and orderly move in/move out.

Any material handled by Freeman will be charged according to the rates listed within the service manual. **Please refer to the Material Handling Order Form contained in this service manual for charges.**

ADVANCE WAREHOUSE SHIPPING INFORMATION

Exhibiting Company Name / Booth #
OLTCA / ORCA ANNUAL CONVENTION 2012
C/O Freeman
61 Browns Line
Toronto, Ontario, Canada M8W 3S2

Freeman will accept crated, boxed or skidded materials beginning **March 1, 2012** at the above address. All shipments must be accompanied with a Certified Weight Ticket. "Full Load" trailers without a Certified Weight Ticket may be refused and sent to obtain requested documents. To avoid additional late arrival charges, materials must arrive by **March 23, 2012**. The warehouse will receive shipments Monday through Friday between 8:00 AM and 4:30 PM. To check on the arrival of your freight, please call 416-252-3361.

SHOW SITE SHIPPING INFORMATION

Exhibiting Company Name / Booth #
OLTCA / ORCA ANNUAL CONVENTION 2012
C/O Freeman
Metro Toronto Convention Centre
North Building Hall A & B
255 Front St
Toronto, Ontario, Canada M5V 2W6

Freeman will receive shipments at the exhibiting facility beginning **April 1, 2012 at 1:00PM**. All shipments must be accompanied with a Certified Weight Ticket. "Full Load" trailers without a Certified Weight Ticket may be refused and sent to obtain requested documents. Shipments arriving before this date may be refused by the facility. Any charges incurred for early freight accepted by the facility will be the responsibility of the exhibitor.

FREEMAN ONLINE®

Our Internet online ordering service, Freeman OnLine is available for your convenience to order all Freeman services, view show schedule, or print order forms. Once your show is available online you will receive an email which includes a direct link to Freeman OnLine.

To place online orders you will be required to enter your unique Login ID and Password. If this is your first time using Freeman OnLine, click on the "Login" link in the top right corner to create a new account. To access Freeman OnLine® for **OLTCA / ORCA ANNUAL CONVENTION 2012** go to:

<http://www.freemanco.com/store/show/showInformation.jsp?showID=263717&nav=02>

Click on the "Login" link in the top right corner to proceed. Again, if this is your first time using Freeman OnLine, click on the "Login" link in the top right corner to create a new account.

If you need assistance with Freeman OnLine please call our Customer Support Center at (1-888-508-5054).

EXHIBIT TRANSPORTATION AND CUSTOMS

As part of the Freeman service and to make your shipping and transportation experience as seamless as possible, Freeman Exhibit Transportation has been appointed as the official carrier and customs clearance service provider for the **OLTCA / ORCA ANNUAL CONVENTION 2012**.

Our Exhibit Transportation Department is available at our toll free number at 877- 478-1113 should you wish to contact us regarding your shipping and or customs requirements

AS A REMINDER

All shipments originating outside Canada will require Canada Customs Clearance and U.S. Customs / Homeland Security (if applicable) on the return.

SMALL PACKAGES/BOXES DELIVERIES (Including Portable Display Cases)

Toronto is an international destination and, as such, duties, taxes and customs clearance fees applies. If you are shipping Air or Ground with the following small packages companies, Fed-ex, UPS, Airborne, DHL, or any other small package/boxes carriers please confirm that all ancillary charges(duties, taxes & Customs clearance fees) are PREPAID. This includes 3rd Party Shippers (ie:Fullfillment Centres, etc.). Any shipments that are sent collect will not be accepted by Freeman and they will be refused.

In some instances, carriers do not declare ancillary collect charges upon delivery to our warehouse and Freeman is billed 30-90 days after the event has closed. In these situations, any charges (duties, taxes & Customs clearance fees) are re-billed to the corresponding exhibitors plus "Advancement Fees".

ASSISTANCE

We want you to have a successful show. If we can be of assistance, please call our Exhibitor Services Department at 416-252-3361 x 284 or via email at FreemanTorontoES@freemanco.com.

LABOUR INFORMATION

Union Labour may be required for your exhibit installation and dismantle. Please carefully read the LABOUR JURISDICTIONS to determine your needs. Exhibitors supervising labour need to pick up and release their labour at the Service Desk. Refer to the order form under Display Labour for Straight Time, Overtime and Double-Time hours.

FREEMAN GENERAL INFORMATION

PRIVACY POLICY

Pursuant to the Personal Information Protection and Electronic Documents Act, Freeman has formalized its current practices into a privacy policy. A copy of our full privacy policy is available on request or by visiting our website at <http://www.freemanco.com/freeman/privacy.jsp#Canada>

Freeman collects business information from its customers to enable us to perform contracted services. Only very infrequently will any identifiable personal information be collected. If any personal information is collected, Freeman will obtain consent at the time of the collection, disclosure and /or use. You then would have the right to access any of the information we have collected and withdraw your consent for the above at any time. If you have any questions or would like more information on our privacy policy, please contact us. We would be more than happy to discuss this matter with you. You may contact our privacy officer at barbara.baird@freemanco.com.

TRANSLATION SERVICE

Freeman is pleased to offer a new service for our international exhibitors that provides quick interpretation and translation in 150 languages. This service will not only interpret for us on a three-way conversation, but also translate emails from customers. To access this service you may contact Freeman Toronto Exhibitor Services at 416-252-3361 x 284 or Freeman's Customer Support Centre at 888-508-5054.

HELPFUL HINTS

SAVE MONEY

Order early to take advantage of advance order discount rates, place your order by early deadline order date: **March 19, 2012.**

AVOID DELAY

Ship early to avoid delays. Shipments arriving late at show site will cost you money, time and business!

SAFETY TIPS

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

Be aware of your surroundings. You are in an active work area with changing conditions during move-in and move-out. Pay attention. Look for obstacles, and machinery and equipment that are in use. Keep your eyes open for scooters and forklifts. The drivers of these vehicles may not be able to see you. Stay clear of dock areas, trucks and trailers. These areas can be particularly dangerous.

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

We do not accept Hazardous Materials. If you ship any hazardous materials, you could be in violation of federal laws and may be subject to fines & penalties.

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

EXHIBITOR ASSISTANCE

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For more information and helpful hints on postshow procedures and move-out, please go to: www.freemanco.com/postshowFAQ.

Should you have any questions or need assistance, please contact Freeman's Exhibitor Services department at 416-252-3361 x 284 or via email at FreemanTorontoES@freemanco.com.

WE APPRECIATE YOUR BUSINESS!