

Exhibitor MANUAL



CSF2022

TORONTO | SEPT. 15-17



CANADIAN SURGERY FORUM CANADIEN DE CHIRURGIE

Hello



Exhibitor Manual

Welcome to the largest Surgical Conference in Canada, Canadian Surgery Forum (CSF) is taking place in the most energetic and culturally diverse city, Toronto. A perfect fit to host the long-awaited return of an in-person Conference. In this meeting, scientific and educational sessions are offered through interactive symposia, panel discussions, postgraduate courses, debates, plenary sessions, video sessions, and Drinks with the Professor roundtables.

As an exhibitor, you will be able to expand your network in the medical industry, while showcasing your innovations, products, and services to the Canadian medical experts.

The Forum will bring together 8 participating surgical societies, provide accredited continuing professional development, and the opportunity for dialogue on educational and research issues.

Travel

The Conference organizers have arranged reduced rates for Air Canada, WestJet and VIA Rail for your travels to Toronto.

WestJet

WestJet is offering all CSF delegates a 5% discount on "Econo" fares and 10% off "EconoFlex" and "Premium" fares within Canada to Toronto. No discounts can be applied on "Basic" or "Business Class" bookings.

Valid travel dates September 8-September 24, 2022. To book your flights click [HERE](#) & enter the promotion code **Z79YJ71** into the "discount code" field.

Via Rail

CSF 2022 delegates are offered 10% off the best available fare in Economy, Economy Plus, Business, Business Plus and Sleeper class. Subject to the conditions and restrictions of the fare plan to which the additional discount is being applied. Discount does not apply in any Escape fares and Prestige Class.

Travelers must reference the VIA convention discount code 14218 when booking. Valid travel dates September 13-September 19, 2022.

Please click [HERE](#) to book your VIA Rail train ticket.

Air Canada

Air Canada is offering a 10% discount on "flex" fares and higher for arrival to all airports in the city. For international delegates, Air Canada is offering a 10% discount on "standard" fares and higher.

Valid travel dates September 8-September 24, 2022. To book your flights click [HERE](#) and enter the promo code TR9UJ3H1



Accommodations

Sheraton Centre Toronto Hotel

The conference's host is the Sheraton Centre Toronto Hotel. Conference organizers have negotiated discounted room rates for delegates. Standard guestrooms are \$309/night (plus taxes). Once the standard guestrooms sell out, the price will increase as room type is limited to upgraded guestrooms.

IMPORTANT: The CSF is taking place at the same time as the Toronto International Film Festival (TIFF) and hotel rooms across the city will sell out. Conference organizers highly recommend delegates book their guestrooms as soon as possible to ensure they have accommodations.

Delegates can book guestrooms by clicking [HERE](#). Please note, the discounted room rate has already been applied in this reservation system. Those that do not want to book online can call the Sheraton global reservations team at 1-888-627-7175.

Deadline to reserve your guestrooms is August 23, 2022

Reg istra tion

All exhibitors must register online for the CSF by clicking [HERE](#). Every exhibitor is entitled to two complimentary registrations per booth, and partners receive additional registrations according to their level of partnership.

Exhibitors can register under the 'Exhibitor' category and enter coupon code **ExhibitorSale22**.

If exhibitors require additional registration, it will cost \$180 per registration.

Official Show Services Contractor: IAG Solutions

With over 20+ years of experience in all aspects of the industry, IAG Solutions provides storage, material handling, installation and dismantling services and display rentals. The CSF provides every exhibit booth with; 8' high black drape, 3' high side drape, and one 6-foot table with linen tablecloth, two chairs and a wastebasket. Online ordering is available. Please go to www.iagsolutions.ca and follow the links to submit all of your show service orders.



Location: Sheraton Centre

123 Queen Street West, Toronto, Canada, Ontario. M5H 2M9

Important Notes regarding Exhibiting at Sheraton Centre

All display material must be flame proofed and subject to inspection by the City of Toronto Fire Department or Ontario Fire Marshall.

All show cases, boxes, exhibit containers, staging, etc. are to be placed 2-4 feet off any wall or air wall. Loading Dock and Freight Elevator access times must be scheduled in advance with your Show Service Manager, David Baksics. The floor load capacity throughout the Convention floor is 125 pounds per square foot. For any equipment in excess of this capacity, special arrangements must be made through The Sheraton Centre Hotel's Engineering department.

For these and other inquiries regarding sensitive exhibit materials, please contact David Baksics, CSF 2022 Show Service Manager at david@iagsolutions.ca

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Booth Set- Up

MOVE-IN

Wednesday September 14, between 3:00pm and 7:00pm and Thursday September 15, between 8:00am and 11:00am or by appointment. IAG Solutions is the exclusive Material Handling provider for the Conference. IAG Solutions will provide unloading of your exhibit materials, delivery to exhibit booths, handling of empty containers to and from storage, and removal of materials from exhibit booths for reloading onto your outbound carrier. Material handling charges are based on the weight of the freight. Quotes can be obtained beforehand by completing the Material Handling Form from IAG Solutions. Material Handling through third party suppliers are not subject to material handling fees, however all move-in/out requires IAG Solutions supervision. Supervision rates will apply.

MOVE-OUT

Saturday September 17, between 3:00pm - 7:00pm. All exhibitors are responsible for making arrangements to take down, pack and request pick up with couriers or transport companies. An IAG representative will be on site to assist. There are no provisions to hold items past 7 pm. This is a forced freight event. Contact IAG Solutions if you would like to arrange for post-event warehouse service.

Please refer to the IAG Show Services manual for additional information regarding move in and move out. Contact David Baksics directly at david@iagsolutions.ca, 1.604.219.3156

EXHIBIT HALL IS OPEN

Thursday, September 15, 5:00pm-7:00pm

Friday, September 16, 7:00am-3:00pm

Saturday, September 17, 7:00am-3:00pm

Shipping

International Shipments

Material coming from outside of Canada will need to clear customs. The conference has partnered with the customs brokers, ConsultExpo Inc. which is the official Custom & Shipping Contractor, to assist in the facilitation of moving all goods through Canada customs. For further information contact Diane Labbé at DianeL@consultexpoinc.com or follow the link to download the customs form or to submit online your request <https://www.consultexpoinc.com/forms/>

There is no provision to send things to the hotel. All shipments should be sent to the Advance Warehouse no later than 3 days before the first day of set up. Warehouse and Material Handling fees will apply. See the Show Service's manual for details and shipping labels. Please contact IAG Solutions for further details regarding your advance shipments storage need. Consult Expo can provide shipping and customs clearance.

Domestic Shipments

IAG Solutions will accept advance shipments at their warehouse starting August 25, 2022 through September 9, 2022. All packages must arrive to the Advance Warehouse no later than 3 days before the first day of set up and Warehouse and Material Handling fees will apply. See the Show Service manual for details and shipping labels.

If shipping can not be made to the Advance Warehouse, conference materials are to be shipped to the hotel care of the Business Centre based on availability. For further information, please contact the Conference Assistant, Marbella Berroa at marbella@cags-accg.ca prior to shipping.

Charges will be applicable for receipt and storage of any materials. If the hotel approves to receive your packages, please ensure to include the following label to each package.

In the event that you have a large quantity of materials, or if these materials are of a great value, please arrange transportation and storage with David Baksics, IAG Solutions. david@iagsolutions.ca

Shipping Label Example:

Sheraton Centre Toronto Hotel
123 Queen Street West, Toronto, Canada,
Ontario, M5H 2M9
Attention: Donna Grainger
Canadian Surgery Forum 2022
Date Of Event: September 14-17
Client name :
Meeting Room : Sheraton Hall
Booth # _____ Box # _____ of _____

Booth Allocation

Priority is given to CSF Partners, exhibitors with multiple booths, and past exhibitors on a first come, first served basis. You will receive an email with the floor plan when it is your turn to reserve your space. The CSF reserves the right to determine the final allocation of booth space.

Electrical Contractor & Exhibitor On-site Audio-Visual Provider: IAG Solutions

IAG Solutions has negotiated a flat rate deal for CSF exhibitors which is significantly lower than the rates from the in-house electrical provider (Encore Canada). For standard electrical services, please order from IAG Solutions. For special electrical requirements, please contact Encore Canada.

IAG Solutions
David Baksics
david@iagsolutions.ca
Tel: 1.604.219.3156

Encore Canada
Julie Linti
Sales Coordinator
O: (416) 304-1354
julie.linti@encoreglobal.com



Official Audio-Visual Contractor: Encore Canada

Please contact Canadian Surgery Assistant, Marbella Berroa, for any AV needs OUTSIDE the exhibit hall, including evening receptions, innovation rooms, satellite symposiums etc.
marbella@cags-accg.ca

Exhibitor Rigging Requirements: Encore Canada

There is no rigging available in the exhibit halls.

Wi-Fi Access

The CSF has arranged for complimentary wi-fi for all conference delegates, partners, and exhibitors. Exhibitors will receive the conference wi-fi login information when they arrive at their booth. Conference Organizers will also be sending out a 'know before you go' e-mail a few days before the conference which will include the login and password for the conference wi-fi.

If an exhibitor requires a dedicated line/wired internet at their booth, this can be arranged with the conference's official internet provider, Encore Canada. For further arrangements, please contact Julie Linti at julie.linti@encoreglobal.com

Exhibitor Booth Cleaning

The Sheraton housekeeping staff will provide daily aisle cleaning for the duration of the CSF and will remove waste from the show area prior to the CSF's welcome reception on Thursday September 15 at 5:00pm. Prior to the start of the trade show on Thursday September 15 at 5:00pm, all waste materials are to be placed in plastic bags inside the large waste containers provided. All cardboard boxes are to be broken down and placed in front of the booth.

The Sheraton housekeeping staff does not provide cleaning service inside the exhibitor's booth; (daily garbage and recycling pick up). If an exhibitor requires booth cleaning services (which includes vacuuming, dusting and waste removal), please contact IAG Solutions who will provide a flat rate for all CSF exhibitor's daily cleaning needs.

IAG Solutions
David Baksics
david@iagsolutions.ca
Tel: 1.604.219.3156

Security

Conference organizers will provide security guards for the exhibit hall overnight starting September 15 at 7pm until Saturday September 17 at 7am. Please note that the CSF, The Sheraton Centre Toronto Hotel and IAG Solutions cannot guarantee against loss or damage of any kind. Exhibitors are responsible for all exhibit materials. Please ensure that all small items are secured before leaving your booth. Please do not leave laptops or any items of value unattended at any time.

Should exhibitors required security at their individual booth, security services can be arranged through one of the Sheraton preferred suppliers at the cost of \$40.00 per hour, 4 hour minimum per guard.

Any additional security is a chargeable expense. If additional security is required, please contact Conference Assistant, Marbella Berroa marbella@cags-accg.ca

Certificate of Insurance

It is the responsibility of all exhibitors to ensure that their insurance coverage is in good standing. The exhibitor shall obtain and keep in force during the term of the installation and use of the exhibit premises, policies of Commercial General Liability Insurance and Contractual Liability Insurance, insuring and specifically referring to the Contractual Liability set forth in the Exhibitor Agreement, in an amount not less than \$2,000,000 in Combined Single Limit for bodily injury, property damage, personal injury, advertising injury, contingent employer's liability and contractual liability. This policy shall be in effect during all hours of the conference, move-in and move-out. If you use a contractor and/or a subcontractor you will ensure that your contractors and/or sub-contractors comply with the insurance provisions contained herein.

ALL EXHIBITORS MUST SUBMIT A CERTIFICATE OF INSURANCE NO LATER THAN AUGUST 5, 2022

To obtain a certificate, you must contact your insurance provider. There is no charge to produce the certificate and your insurance company should be able to provide you with a copy within a week of your request.

Online ordering and submission is available. Please upload your proof of Insurance at <http://www.Exhibitorinsurance.com> This site also provides a safe and simple way to purchase insurance for this event. Proof of insurance is also required by all Exhibitor Appointed Contractors.

The following must be named as Additional Insured for the duration of the event: Canadian Association of General Surgeons, 505 March Road, Suite 210, Ottawa, ON, K2K 3A4 , The Sheraton Centre Toronto Hotel, 123 Queen Street West, Toronto, Canada, Ontario, M5H 2M9 and IAG Solutions, 408-4759 Valley Drive, Vancouver, BC, V6J 4B7.

Liabilities & Restrictions

The following liabilities and restrictions apply to exhibitors and their employees during exhibition setup and teardown:

- Recycling and Residual Waste Management - The exhibitor has the obligation to use the equipment provided at his disposal for recycling (paper, paperboard, glass, plastic) for the duration of the event (including setup/dismantling and during the exhibition).
- There will be no evening emptying of waste bins located in exhibitor booths. Exhibitors are welcome to empty their own trash at the located receptacles in the exhibit hall. If an exhibitor feels they will collect a substantial amount of trash each day, please contact Conference Assistant; Marbella Berroa to request for trash pickup marbella@cags-accg.ca
- Common areas - Exhibitors must keep hallways, elevators, escalators, entrances, halls, lobbies, plasma screens, stairways, video monitors, and building emergency exits free from obstruction at all times.

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CONDITIONS OF CONTRACT

1. The Exhibitor agrees to abide by all regulations and rules adopted by Canadian Association of General Surgeons (CAGS) in the best interests of the Show, and agrees that CAGS shall have the final decision in adopting any rule or regulation deemed necessary prior to, during and after the Show.
2. All electrical wiring and outlets shall be at the Exhibitor's expense. All operating electrical equipment used in the exhibit must be approved for use in Canada.
3. Space contracted by the Exhibitor may not be sublet without the prior written permission of CAGS or its appointed agents.
4. The Exhibitor will be liable for and will indemnify and hold harmless the (CAGS), the appointed Display Contractor, the appointed Shipping Contractor, and the Sheraton Centre Toronto Hotel from any loss or damages whatsoever occurring to or suffered by any person or company, including, without limiting the generality of the foregoing, Exhibitor, other exhibitors, CAGS, official show contractors, the owner of the building and their respective agents, servants and employees and members of the public attending the Show, either on the said space or elsewhere if said loss or damages arose from or were in any way connected with Exhibitor's occupancy of said space.
5. All exhibitor-appointed suppliers other than official suppliers appointed by CAGS must provide evidence of comprehensive general liability insurance providing coverage of at least \$2,000,000, inclusive for bodily injury and/or property damages for each occurrence and all risks in a form acceptable to CAGS. CAGS, the appointed Display Contractor, the appointed Shipping Contractor, and the Sheraton Centre Toronto Hotel are to be cross-insured on the suppliers' insurance for its operation and services provided for the Show. Documentary evidence of the supplier insurance must be provided to CAGS thirty (30) days prior to the commencement of any work at show site. It is the responsibility of the Exhibitor to ensure this is done.
6. The Exhibitor is responsible for the placement and cost of insurance related to his participation in the Show.
7. This contract may be cancelled by either party provided written notice is received by the other at least 120 days prior to the first day of the Show, in which case all monies paid by the Exhibitor will be refunded. If the Exhibitor cancels after this date, but prior to 60 days of the Show, then he shall forfeit two thirds of the total contracted space costs. If the Exhibitor cancels within 60 days prior to the Show, he will be liable for 100% of the total contracted space costs. By cancelling this contract the Exhibitor forfeits all rights or claims to the allocated space and CAGS is free to rent it to others and collect the cancellation charge as damages.
8. It is understood that CAGS or its appointed agents has sole discretion in the assignment of booths. CAGS reserves the right to alter or change the Exhibitor's assigned location at any time if deemed in the best interests of the Show.
9. CAGS or its appointed agents reserves the right at any time to reject, prohibit, alter or remove exhibits or any part thereof, including printed materials, product, signs, lights or sound, and to expel exhibitors or their personnel if, in CAGS' opinion, their conduct or presentation is objectionable to other show participants.

10. The Exhibitor agrees to confine his presentation within the contracted space only, and within the maximum height set by the Show rules and regulations and to maintain staff in the assigned booth during show hours.
11. All goods shipped to the Show must be clearly marked with the name of the Exhibitor and the number of this Agreement in whole or in part where such failure is caused directly or indirectly by or in consequence of fire, storm, flood, war, rebellion, insurrection, riot, civil commotion, pandemic, strike or by any cause whatsoever beyond the control of CAGS whether similar to or dissimilar from the causes enumerated herein. In the event that the exhibit space to be used by the Exhibitor should in any way be rendered unusable, the Exhibitor shall pay for such space only for the period during which it was or could have been used as determined within the sole discretion of CAGS. A refund of monies paid by the Exhibitor to CAGS will be made by CAGS in the event that the Show is not held as proposed by CAGS.
12. The Exhibitor agrees that no display may be dismantled nor may any goods be removed during the entire run of the Show. The Exhibitor also agrees to remove his exhibit, equipment and appurtenances from the Show building by the final move-out time limit, or in the event of failure to do so, the Exhibitor agrees to pay for such additional costs as may be incurred by CAGS.
13. The Exhibitor agrees to abide by the instructions given by the dock supervisor pertaining to the move-in and move-out scheduling.
14. The Exhibitor agrees to comply with all union contracts and labour relations agreements in force, agreements between CAGS, official contractors serving companies and the building in which the Show will take place in accordance with the labour laws of the jurisdiction in which the building is located. The Exhibitor will not do anything directly or indirectly connected with his display which may be a violation of any law, bylaw, ordinance or regulation of any governmental body, or which may be in violation of the regulations of the Canadian Fire Underwriters Association or any other similar body.
15. CAGS reserves the right, at its sole discretion, to change the date or dates upon which the Show is to be held and shall not be liable in damages or otherwise by reason of any such change. In addition, CAGS shall not be liable in damages or otherwise for failure to carry out the terms of this agreement in whole or in part where such failure is caused in whole or in part where such failure is caused directly or indirectly by or in consequence of fire, storm, flood, war, rebellion, insurrection, riot, pandemic, civil commotion, strike or by any cause whatsoever beyond the control of CAGS whether similar to or dissimilar from the causes enumerated herein. In the event that the exhibit space to be used by the Exhibitor should in any way be rendered unusable, the Exhibitor shall pay for such space only for the period during which it was or could have been used as determined within the sole discretion of CAGS. A refund of monies paid by the Exhibitor to CAGS will be made by CAGS in the event that the Show is not held as proposed by CAGS.
16. CAGS reserves the right to cancel this contract and to withhold possession of exhibit space if the Exhibitor fails to Perform any material condition of this contract or refuses to abide by the Show rules and regulations, in which case the Exhibitor shall forfeit as damages all space rental payments made by him and any further occupancy of such space. allocated space. Goods must not be shipped to the Show with shipping charges to be paid on arrival as these will not be accepted by CAGS. CAGS assumes no responsibility for loss or damage to goods belonging to the Exhibitor before, during the period of the Show, or after its closing.