



Vancouver Convention & Exhibition Centre (VCEC) Hall B
October 2009



Produced by Canwest Trade Shows Inc.
2010 Broadview Rd. NW, Calgary, AB T2N 3H8
Ph. 403.242.0859 Fx. 403.246.3856

NOTE:

xxx = 10x10 (100sq') Booth

xxx = 10x5 (50sq') Booth

Exhibitor Check List - Vancouver



all forms are enclosed in your exhibitor kit!

Ordered/Submitted

Send To:

- | | | |
|--------------------------|---|---|
| <input type="checkbox"/> | Final Payment
DUE: August 25, 2009 | Payable to Canwest Trade Shows |
| <input type="checkbox"/> | Exhibitor Badges
DUE: October 9, 2009 | Canwest Trade Shows -- Fx.403.246-3856 or katie@canwestshows.com |
| <input type="checkbox"/> | Door Prize Information
DUE: October 9, 2009 | Canwest Trade Shows -- Fx.403.246-3856 or katie@canwestshows.com |
| <input type="checkbox"/> | Equipment Order Form
DUE: October 9, 2009 | Canwest Trade Shows -- Fx.403.246-3856 or katie@canwestshows.com
(carpet, tables, booth vaccuuming etc.) |
| <input type="checkbox"/> | Parking Pass Form
Due: October 1st, 2008 | Vinci Park -- Fx: 604-684-2254 or canadaplace@vincipark.ca |
| <input type="checkbox"/> | Electrical Order Form
DUE: October 9, 2009 | Vancouver Convention & Exhibition Centre -- Fx: 604-647-7325 |
| <input type="checkbox"/> | Phone Lines
DUE: October 9, 2009 | Vancouver Convention & Exhibition Centre -- Fx: 604-647-7325 |
| <input type="checkbox"/> | Hotel Reservations
DUE: October 2, 2009 | The Sandman Hotel - Vancouver Downtown
Tel: 604-681-2211 Fax: 604-681-8009 |





#1 SHOW MANAGEMENT

The Vancouver Total Health Show is managed and produced by **Canwest Trade Shows Inc.**

Terra Connors General Manager
Rick Thiessen Show Director

2010 Broadview RD NW
Calgary, Alberta T2N 3H8

Ph: (403) 242-0859
Toll Free: 1-800-626-1538
Fax: (403) 246-3856
Toll Free Fax: 1-800-659-7942

Email: info@canwesttradeshows.com
www.canwesttradeshows.com

#2 SHOW DATES

Saturday October 17, 2009
Sunday October 18, 2009

#3 SHOW FACILITIES

Vancouver Convention Centre (VCC)
Canada Place, Hall B
999 Canada Place
Vancouver, BC V6C 3C1
Ph# 604-647-7206

#4 TELEPHONE & INTERNET SERVICES

Exhibitors must make their own arrangements for telephone booth service. Please refer to the **VCC Order Form and Telus Hot Spot Form Enclosed.**

#5 ELECTRICAL SERVICE

If power is required – please order through the **VCC Order Form** enclosed.

#6 SHOW CONTRACTOR

The official Show contractor is Canwest Trade Shows. They are responsible for the following: furniture rentals (tables, chairs, etc.), on-site labor and cleaning. We will also be responsible for drayage. – Please see the enclosed forms.

**Regular Booths* include –
Draped 8ft Backwall and 3ft Sidewalls.**

Only Pipe & Drape is provided with your booth set-up. Any additional requirements or required changes to pipe/steel must be made in advance (i.e.: 8ft side walls, change rooms, etc.)

See your Equipment Order Form Attached
Charges will apply to any on-site orders.

Floor-covering is MANDATORY.

If your Application does not include a Fully Equipped Booth with Carpet - Exhibitors can supply their own floor covering- OR- refer to the attached Equipment Order Form for rental information & prices.

NOTE: Exhibitors are responsible for any damage to equipment rented and will be charged accordingly (ie: carpet stains, broken chairs, etc.)

Note: All Sidewalls will be 3' high to the aisle. Please bring appropriate shelving, back wall etc.

No Display is allowed to be higher than 4' on the side walls, blocking other exhibitors.

No Booth sharing without PRIOR approval from show director- retailers are not permitted to retail without their own booth space.

For further information please contact us directly:

Canwest Trade Shows Inc.
2010 Broadview Road NW
Calgary, Alberta, T2N 3H8
Ph: (403) 242-0859
Toll Free: 1-888-999-5513
Fax: (403) 246-3856

#7 SIGNS

All booth signage is to be professionally made. We suggest you order your signs well in advance of the show.

BANNERS- Cannot always be hung over your exhibit due to the limitations of the ceiling beams. All signage and banners must be hung a minimum of 11 feet above the floor. Banners must be 3 feet less than your booth width, one sided only (unless you are an island exhibit). Signage must not appear in adjacent exhibits. Any banners or signage deemed inappropriate will be removed at the exhibitor's expense.

#8 SHOW HOURS

Saturday 10am to 6pm
Sunday 11am to 5pm

#9 MOVE-IN

Friday

12 Noon to 8pm

A limited number of dollies and carts are available to use on a first come, first serve basis. Security guards will be posted at move-in doors.

Exhibitors may enter the exhibit hall 2 hours prior to Show opening, however all exhibits are to be setup by 6:00 pm on Friday evening.

Please Note:

Once Aisle Carpet is laid down – dollies will NOT be permitted.

#10 MOVE-OUT

Sunday

5pm to 11pm

No materials may be left on location past 11:00pm Sunday night.

Exhibitors are strongly urged to remove all cartons and cases of product from the building immediately after the close of the Show.

While Show Management will take all reasonable security measures to safeguard small items, immediate removal of such items will minimize the possibility of loss from pilferage.

PLEASE NOTE the special instructions under the heading of "Insurance."

EARLY MOVE OUT WILL NOT BE TOLERATED

If anyone is caught tearing down or packing up their exhibit materials before show close they will be prohibited from exhibiting in any future Canwest produced trade show.

#11 SPACE APPLICATIONS

Show Management reserves the right to accept or reject applications at any time.

PAYMENT OF EXHIBIT SPACE MUST BE PAID IN FULL BEFORE September 2, 2009.

#12 ALTERATIONS TO BUILDING

Painting, nailing, drilling, or screwing to the floor, walls or any part of the building is not permitted except by prior written approval of both Show Management and Building Management.

#13 BOOTH CONSTRUCTION

A. HEIGHT

Inline booths may reach a maximum of 8' in height. Island booths may be over 3' in height. Perimeter booths may be 10' in height.

B. SIGNAGE

Must be incorporated into your exhibit design and height of 8'. Signage must not appear in adjacent exhibits.

C. DRAPE

All booths will be supplied with 8' high draping at the back and 3' high on the sides. No draping is allowed on the aisle side of the booths. Any variation or changes in the standard draping are at the exhibitor's expense. Nothing is to be pinned or stapled to the drape - "S" hooks are available from Canwest Shows.

#14 EXHIBITOR BADGES

Please indicate how many exhibitor badges your company requires - to a maximum of 6 per 10x10 - on your Exhibitor Badge Form (enclosed).

Exhibitor badges are required to gain access to the Show - and must be worn at all times.

Please submit the enclosed Exhibitor Badge Form by October 16th, 2009.

Exhibitor badges are available for pick-up at the Show Office during move-in.

Please Note:

Exhibitor Badges are for working booth staff ONLY.

#15 ADMISSION PRICES

Adults	\$10.00
Seniors & Students	\$8.00
Children	FREE (11 & under)

#16 SAMPLES, SOUVENIRS AND SOLICITING

Soliciting of business and/or distribution of samples and souvenirs will not be permitted in the aisles, the parking lots or in another exhibitor's booth, but must be confined to the exhibitor's own space.

#17 ELECTRICAL EQUIPMENT

Regulations made by the Labour Electrical safety branch, provide that all electrical equipment operating at the show be approved. Equipment that is approved by the CSA and bears that association's mark of approval is acceptable to the commission.

#18 CUSTOMS

Exhibit booths and equipment-from outside Canada, may be brought in for the purpose of the show only without payment of duty under standard procedure. Please consult with Canada Customs.

If you require a Customs Broker for assistance with paperwork and shipment clearance into Canada, please contact **Livingston Event Logistics** at 604-687-5535, Toll Free 800-663-0301, Fax 604-687-1463.

#19 CARRIERS

The official carriers appointed by Show Management are:

Reimer Express
Contact: Kelly Miller
Ph: 905-795-6040
Toll Free: 1-800-665-8374
***Ask about the Canwest/ Health Quotes!**

Please ship all materials directly to the Show Facilities address (see #2) – please include your full company name and booth number. Shipments will be accepted during Move-In.

***Please mention the Total Health Show for special rates.**

#20 CLEANING

ONLY the aisle carpet will be cleaned (vacuumed) at the end of each night – arrangements for your own booth can be made through Canwest Trade Shows. Please see the attached forms.

#21 HANDLING OF EXHIBITS, MATERIALS AND EQUIPMENT

Should your display require the use of heavy duty unloading equipment, you are requested to notify management in advance of show time so that arrangement can be made to have it available.

Forklift Rental is available.
Please complete the attached Forklift Request form.
All move-in shipments requiring forklift service must be received between 12pm to 4pm Friday, Oct 24th, 2009.

Costs of renting and operating such equipment must be borne by the exhibitor.

Exhibitors who can supply their own trucks and dollies are urged to do so.

Canwest Shows provides a limited number of dollies on a first come first served basis.

NEW

Canwest Shows will clear skids and packaging from the aisles after move in.

*Any Skids & Packaging for Storage must be clearly marked for **STORAGE** or it will be recycled.*

#22 INSURANCE

Show Management, The Health Show, Vancouver Convention Center and the City of Vancouver will not be responsible for injury to persons, loss or damage of products, exhibits, equipment or decorations by fire, accident, theft or any other cause while in the show building or it's environs.

Note: Exhibitors must consult with their own insurance broker to ensure that they are insured against all risks to either personnel or equipment and public liability.

#23 SECURITY

Security guards will be on site 24-hours a day and in the building during the opening hours of move-in, show hours and move-out.

Show Management, however cannot assume any responsibility for losses incurred from pilfering or any other causes.

#24 FIRE REGULATIONS & FLAMEPROOFING

For further information on fire regulations, please contact the Show Facility.

#25 DRAWS OR CONTESTS

Exhibitors offering draws in-booth are required to provide their own entry forms, draw boxes and signage for their prize draws.

Please Note, winning announcements will not be made over the facility sound system due to Seminars & Stage events.

If you are participating in Door Prizes please submit the enclosed Door Prize Form by October 16th, 2009.

#26 PARKING

For Vancouver you can also order through the enclosed Vinci Park Application for Exhibitor Parking.

#27 PRESS RELEASES AND PHOTOGRAPHS

Exhibitors are urged to provide Show Management with any information on new and exciting products and or features. This information will be forwarded to our publicist for possible media attention. **(No guarantee of coverage).**

#28 ADMIT ONE ADMITTANCE TICKETS

Included with your Exhibitor Kit are complimentary ADMIT ONE Tickets. These tickets are courtesy of Canwest Trade Shows and are meant for your client base & preferred customers only.

Please Note:

Resale or dispersing tickets on-site or during Show Hours is strictly prohibited.

#29 SLANDER / DEFAMATION

Character and/ or Company slights and insults of any kind will not be tolerated. Any exhibitor responsible for the above will have their exhibit space cancelled (non-refundable) from the show.

#30 STAGE & SEMINAR PERFORMERS

Please note The Total Health Show and Canwest Trade Shows accept no liability or responsibility in theft or injury, at or as a result of any seminar or stage act, presentation or performance.

If you have any concerns prior to your performance, please contact an on-site Show Representative who will respond to the issue immediately.

#31 SHOW HOTEL

VANCOUVER



The Sandman Hotel – Vancouver Downtown

180 W. Georgia Street
Vancouver, BC V6B 4P4
Tel: 604-681-2211

- 302 Rooms (11 & 14 Floors)
- Shark's Club & Grill
- Moxie's Restaurant
- M-Bar & Lounge
- Swimming Pool
- Wireless Internet Access

\$99/night Single and/or Double Occupancy
Cut-Off Date: October 2, 2009

Please Mention: The Vancouver Total Health Show



COMPANY NAME _____

Vancouver
October 9, 2009

EXHIBITOR BADGES

There will be a charge of \$2.00 per badge after the deadline - with proceeds going to charity.

Please Print Clearly

Exhibitors Receive:
6 Complimentary Exhibitor Badges
Extra Badges may be purchased at \$5.00 each.

Booth #: _____ Sq. Ft _____

Please provide the **Names** of any Exhibitors working your Booth.
If names are not provided generic badges will be made.

Exhibitor #1 _____	#7 _____
#2 _____	#8 _____
#3 _____	#9 _____
#4 _____	#10 _____
#5 _____	#11 _____
#6 _____	#12 _____

Please Attach a Cheque or Visa/MasterCard # when ordering additional passes. **Thank you!**

All badges can be picked up at the Show Office during move-in.

DOOR PRIZES



*Donate Door Prizes (minimum \$25 value) and YOU will be entered to **WIN** an additional 10x10 booth in next years Show!*

We would like to submit the following Door Prize(s):

DESCRIPTION: _____

TOTAL VALUE: _____ \$ _____

If you wish to participate - please complete and fax back this form & we will include your submission in the **Show Guide!**

PLEASE COMPLETE THIS FORM BY OCTOBER 9, 2009

Mail or Fax to:
Canwest Trade Shows Inc.
2010 Broadview RD NW, Calgary AB T2N 3H8
Ph. (403)242-0859 Fx: (403) 246-3856

OR **Email** all information to:
office@canwesttradeshows.com



SHOW FURNITURE & EQUIPMENT ORDER FORM

Canwest Trade Shows Inc. is please to welcome you to **The 2009 Vancouver Health Show.**

Your standard 10'x10' exhibit booth includes: **8' backwall drape – black/silver / 3' sidewall drape – black/silver**

For any additional booth furniture and equipment orders - please complete the form below. This form must be completed and returned to our office with full payment no later than October 9, 2009.

Company _____ Contact _____

Show Name _____ **2009 Vancouver Health Show** _____

Ph. () _____ Fx.() _____ BOOTH # _____ Size (sq') _____

Furniture Rentals: PRICES GUARANTTED UNTIL OCTOBER 9th, 2009

Please Note:

All orders On-Site are subject to a 25% rate increase.

All discrepancies and/or claims must be finalized prior to Show closing.

Orders will not be processed unless payment is received in Full

	Cost	Quantity	Total
Fully Equipped Booth			
Carpet, Table, 2 Folding Chairs	\$125.00 / booth		
Tables			
Skirted/Non			
8' Skirted Tables	\$42.00/\$20.00		
8' Table Lock Skirt*	\$92.00		
(*skirting folds over table top & locks for additional overnight security)			
6' Skirted Tables	\$38.00/\$15.00		
4' Skirted Tables	\$33.00/\$10.00		
Folding Plastic Chairs	\$8.00		
CALL-IN WITH SPECIAL PIPE/STEEL REQUIREMENTS (Charges will Apply OnSite)			
Carpet (grey)			
10' x 10' standard	\$70.00		
10' x '20' standard	\$140.00		
Bulk Carpet			
Booth Size ___' x ___'	\$0.70 per sq. ft.	_____ sq. ft.	
Booth Vacuuming (daily)			
Booth Size ___' x ___'	\$0.15 per sq. ft. per day	_____ sq. ft.	

PAYMENT

Payment must be included with all orders.

Cheque Enclosed: (Payable to CANWEST TRADE SHOWS INC.)

Chq. # _____ Amount \$ _____ Dated: _____

Visa/MC

Card Holder _____ Exp. _____

I hereby authorize CANWEST TRADE SHOWS INC. to process payments as per the above Total to my Visa/MC _____ (initial)

Subtotal

GST

TOTAL

CANWEST TRADE SHOWS INC.
2010 BROADVIEW ROAD NW
CALGARY, ALBERTA T2N 3H8
OFFICE@CANWESTTRADESHOWS.COM
WWW.CANWESTTRADESHOWS.COM
PH. (403)242-0859
Fx. (403)246-3856

Limits of Liability & Responsibility

1. It is understood that the following Limits of Liability and Responsibility are applicable to all subcontractors of Canwest Shows Inc. and apply to all of Canwest's locations and employees.

2. Canwest shall not be liable for damages, losses or delays due to strikes, lockouts or work stoppages of any kind.

3. Canwest shall not be responsible for loss or damage due to water, windstorm, theft, fire, vandalism, acts of God, mysterious dissipation, common wear and tear in handling of equipment or other factors beyond their control.

4. Canwest shall not be held liable for damage to uncrated materials, materials improperly packed, glass breakage or concealed damage.

5. There may be a lapse of time between the placement of incoming shipment(s) in the booth by Canwest and the arrival of the Exhibitor's represented at the booth. There is a possibility that some time may pass between the pick-up of materials from the booth for loading on a carrier and the completion of packing. It is understood that if these circumstances occur, the shipment(s) will be left in the booth unattended. If, after the placement of any goods, it is agreed that Canwest is not liable. The same is applicable if there is a loss or disappearance of any material from the booth prior to Canwest picking up the shipment after the show. As a result, where discrepancies exist on outgoing shipping documents, Canwest will make the necessary corrections upon pickup of material from the booth.

6. Canwest does not provide for full liability should loss or damage occur. Canwest is not an insurer, therefore, insurance should be obtained by the exhibitor. **All materials should be insured from the time they leave the Exhibitor's firm until they are returned after the show. All risk coverage can usually be arranged with riders to existing policies. Contact your insurance company to make arrangements for coverage during transit and return of the materials, during storage and at the show site.** Any amounts payable by Canwest are based on the scope of the responsibility set forth herein and are unrelated to the value of the Exhibitor's property.

If Canwest is found liable for disappearance or damages to Exhibitor's material, it is agreed that liability will be limited to that specific article only. Liability will be restricted to a settlement equal to \$0.30 per pound per article, with a maximum liability of \$50.00 per item or \$1000.00 per shipment, whichever is less, as agreed upon damages and exclusive remedy. Compensations outlined in this paragraph shall apply if loss or damage occurs regardless of cause of origin, results directly or indirectly to property through execution or non-execution of obligations imposed by the offering of services to Exhibitors or from negligence, active or otherwise by Canwest.

7. A minimum of 10 days notification must be given to Canwest in order to obtain any special equipment necessary to properly handle shipment for loading, placing or reloading. Canwest shall not be held responsible for any damages incurred unless written notification is issued within the time period stated above.

8. Canwest shall not be held responsible to any degree for any current, possible or anticipated loss of profit or revenues or for any related costs that may result from any loss or damage to Exhibitor's materials which may be inconceivable or unfeasible to exhibit materials.

9. Claims for loss or damage must be submitted to Canwest by the close of the applicable show or event. No suit or action shall be brought against Canwest more than one year after the cause of action.

10. All parties agree relevant to receiving, handling, temporary storage and reloading of materials, that Canwest will provide these services as the Exhibitor's agent. Canwest is not a bailee or shipper. Canwest signing of a delivery receipt, bill of lading or other document is done so as an agent of the Exhibitor only and the Exhibitor accepts all responsibility thereof.

11. Canwest shall not be responsible for shipments received without receipts, freight bills or specific piece counts on receipts or freight bills such as a courier or van line. Such shipments will be delivered to the booth without guarantee of piece count or condition.

12. Affixing Storage labels is the sole responsibility of the Exhibitor. Canwest will not assume responsibility for loss or damage to contents while containers are in storage or for mislabeled containers.

13. If designated carriers fail to pick-up shipments on time, Canwest shall have the authority to change carriers in order to accelerate removal of goods from the show site. Where no arrangement is made by the Exhibitor, materials will be taken to a warehouse to await Exhibitor's shipping instructions. The Exhibitor agrees to be responsible for payment of charges incurred with such handling and transporting to the warehouse. Canwest assumes no liability pertaining to such re-routing or handling.

14. The Exhibitor agrees that they will not withhold payment in any amount due to Canwest for material handling or any other service provided by Canwest as an offset against the amount of an alleged loss or damage to any material or equipment. The Exhibitor agrees to pursue any claim against Canwest independently as a completely separate transaction to be resolved on its own merit.

Acceptance of the above terms and conditions will be construed upon consignment or delivery of a shipment to Canwest by an exhibitor or by any shipper on behalf of the Exhibitor.



ELECTRICAL SERVICES REQUEST 2009

This form is your official invoice – please keep a copy for your records
 All electrical services are sold on a per booth or per exhibitor basis
 All Prices Subject to Applicable Taxes
 All Prices Subject to Change Without Notice

EVENT #: 22938

EVENT INFORMATION:

EVENT NAME: VANCOUVER TOTAL HEALTH SHOW

BOOTH NUMBER:

EVENT DATES: OCTOBER 17 – 18, 2009

Include Booth Plan if possible.

CUSTOMER INFORMATION:

COMPANY NAME: _____

COMPANY ADDRESS: _____

	Street	City	Province/State		Postal/Zip Code
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CONTACT NAME: _____ TELEPHONE # () _____

E-MAIL: _____ FAX #: () _____

	Quantity Required		Discount Rate (7 days prior to move-in with payment)	Standard Rate (under 7 days to move-in with payment)		Total Amount	Vancouver Convention Centre Use Only
BASIC POWER (Purchased power supplied to rear of booth)							
<input type="checkbox"/> 750 WATTS 115 VOLTS 7.5 AMPS (MINIMUM PER EXHIBITOR)	_____	@	\$ 65.00	\$ 80.00	=	_____	
<input type="checkbox"/> 1500 WATTS 115 VOLTS 15 AMPS	_____	@	\$ 70.00	\$ 85.00	=	_____	
<input type="checkbox"/> 2000 WATTS 115 VOLTS 20 AMPS	_____	@	\$ 80.00	\$ 95.00	=	_____	
<input type="checkbox"/> POWER BAR WITH SURGE PROTECTION (INSTALLATION LABOUR OR POWER SUPPLY NOT INCLUDED)	_____	@	\$ 18.00	\$ 23.00	=	_____	
<input type="checkbox"/> 3 M (10 FT.) EXTENSION CORD (INSTALLATION LABOUR OR POWER SUPPLY NOT INCLUDED)	_____	@	\$ 13.00	\$ 15.00	=	_____	
LIGHTING (Prices include power for light)							
<input type="checkbox"/> DOUBLE 150 WATT FLOOD LIGHT ON STAND	_____	@	\$ 75.00	\$ 90.00	=	_____	
<input type="checkbox"/> SINGLE 500 WATT QUARTZ LIGHT ON STAND	_____	@	\$ 85.00	\$ 100.00	=	_____	
SPECIAL POWER (Above 200 Amps, consult with VCEC for cost)							
<input type="checkbox"/> 30 AMP 120/208 VOLT 1 PHASE OR 3 PHASE	_____	@	\$ 165.00	\$ 185.00	=	_____	
<input type="checkbox"/> 60 AMP 120/208 VOLT 1 PHASE OR 3 PHASE	_____	@	\$ 210.00	\$ 240.00	=	_____	
<input type="checkbox"/> 100 AMP 120/208 VOLT 1 PHASE OR 3 PHASE	_____	@	\$ 400.00	\$ 450.00	=	_____	
<input type="checkbox"/> 200 AMP 120/208 VOLT 1 PHASE OR 3 PHASE	_____	@	On Req.	On Req.	=	_____	
<input type="checkbox"/> Stand-by Electrician (Weekday hourly rate for Electrician labour)	_____	@	\$ 80.00	\$ 80.00	=	_____	
<input type="checkbox"/> Stand-by Electrician (Weekday hourly rate for Electrician labour after 1700 Hrs., Weekends & Canadian Statutory Holidays)	_____	@	\$ 110.00	\$ 110.00	=	_____	
PAYMENT INFORMATION:						SUB TOTAL	
Make Cheques Payable to:						5% GST (#R100432764)	
Vancouver Convention Centre						TOTAL CANADIAN	
1055 Canada Place							
Vancouver, B.C. Canada							
V6C 0C3							

Cash Cheque Money Order

Visa MasterCard American Express Bank Wire Transfer # (Add \$10.00 Service Charge to total) _____

Credit Card Number: _____ Expiry Date: _____

Print Name as it Appears on Card: _____

I hereby authorize the Vancouver Convention Centre or its agents to install the service(s) described above and agree to assume complete responsibility for all charges for service.

Authorized Signature: _____

Print Name and Title of Authorized Representative

ELECTRICAL SERVICES REQUEST – PAGE 2

CONNECTION TYPE

Amperage _____

Straight Blade

Twistlock

Tie-in

TIE-INS

Please provide Date: _____

Time: _____

FLOOR PLANS

For open plan booths – please provide a floor plan showing the electrical locations. Complete with -

Set-up Date: _____

Time: _____

TERMS & CONDITIONS

1. Requests for service and special arrangements at the advance rate must be received no less than seven (7) days prior to scheduled arrival time for move-in. Otherwise, the standard rate applies to each service.
2. Complete information must be provided on the Telephone/Internet Order Request Form to ensure prompt processing of the order. Incomplete information will delay processing.
3. Conditions for processing service order forms:
 - a) Payment for service must accompany service orders.
 - b) For new service required at time of show please call (604) 647-7299 or visit the Vancouver Convention Centre Service Desk located on the floor of your show during scheduled move-in times.
4. Credit will not be given for service installed and not used.
5. The Customer will be fully responsible for the safekeeping of any equipment during the show and its prompt return at the close of the show to Vancouver Convention Centre personnel.
6. It is understood that if after assignment, Vancouver Convention Centre must change a pre-assigned I.P. address, the Customer has no recourse for compensation against Vancouver Convention Centre. Every effort will be made to maintain the originally assigned address.
7. Only Vancouver Convention Centre personnel are authorised to modify system wiring or cabling.
8. Material and equipment furnished by Vancouver Convention Centre for this service order shall remain the property of Vancouver Convention Centre.
9. Customer shall not and shall not permit any of its users or other third parties to:
 - (a) disclose private communications without permission to parties other than the intended recipient, or the disclosure of confidential information;
 - (b) restrict or inhibit any other user from using and enjoying the Internet;
 - (c) post or transmit any unlawful, threatening, abusive, libelous, defamatory, obscene, pornographic, or profane information of any kind, including without limitation any transmissions constituting or encouraging conduct that would constitute a criminal offense, give rise to civil liability, or otherwise violate any local, provincial, state, national or international law, including without limitation, export control laws and regulations;
 - (d) post or transmit any information or software that contains a virus, worm, cancelbot or other harmful component;
 - (e) upload, post, publish, transmit, reproduce, or distribute in any way, information, software or other material obtained through the Internet which is protected by copyright or other proprietary right or derivative works with respect thereto, without obtaining permission of the copyright owner or rightholder; or
 - (f) abuse or fraudulently use the Internet in any way not specifically set forth above.
10. Limitation of Liability
 - (a) Customer understands that Customer and its users may access the Internet through the service. Customer understands further that neither the Vancouver Convention Centre nor its Internet Service Provider operate or control the Internet in any way, and that all merchandise, information and services offered or made available or accessible on the Internet are offered or made available or accessible by third parties.
 - (b) Customer assumes total responsibility and risk for Customer's and its users' use of the service and the Internet. Neither the Vancouver Convention Centre nor its Internet Service Provider make any express or implied warranties, representations or endorsements whatsoever (including without limitation warranties of title or noninfringement, or the implied warranties of merchantability or fitness for a particular purpose) with regard to any merchandise, information or service provided through the Internet, and neither the Vancouver Convention Centre nor its Internet Service Provider shall be liable for any cost or damage arising either directly or indirectly from any such transaction. It is solely Customer's and its users' responsibility to evaluate the accuracy, completeness and usefulness of all opinions, advice, services and other information, and the quality and merchantability of all merchandise, provided on the Internet generally.
 - (c) Customer understands further that the Internet contains unedited materials some of which are sexually explicit or may be offensive to some people. Customer and its users access such materials at their own risk. The Vancouver Convention Centre and its Internet Service Provider have no control over and accept no responsibility whatsoever for such materials.
 - (d) The service is provided on an "as is" and "as available" basis without warranties of any kind, either express or implied, including but not limited to warranties of title, noninfringement or implied warranties of merchantability or fitness for a particular purpose. No advice or information given by the Vancouver Convention Centre or its Internet Service Provider or their affiliates or their contractors or their respective employees shall create a warranty. Neither the Vancouver Convention Centre nor its Internet Service Provider warrants that the service will be uninterrupted or error free or that any information, software or other material accessible on the Internet is free of viruses, worms, trojan horses or other harmful components.
 - (e) Under no circumstances shall the Vancouver Convention Centre or its Internet Service Provider or their affiliates or contractors be liable for any direct, indirect, incidental, special, punitive or consequential damages that result in any way from Customer's or its users' use of or inability to use the service or to access the Internet or any part thereof, or Customer's or its users' reliance on or use of information, services or merchandise provided on or through the service, or that result from mistakes, omissions, interruptions, deletion of files, errors, defects, delays in operation, or transmission, or any failure of performance.
 - (f) Without in any manner limiting the express limitations contained in this section, neither the Vancouver Convention Centre nor its Internet Service Provider shall be liable to Customer or its users or any other parties for any:
 - (i) act or omission of a telecommunications carrier whose facilities are used in establishing connections;
 - (ii) disclosure of private communications to parties other than the intended recipient, or the disclosure of confidential information;
 - (iii) restriction or inhibition imposed by a third party;
 - (iv) posting, transmittal or receipt of any unlawful, threatening, abusive, libelous, defamatory, obscene, pornographic, or profane information of any kind, including without limitation any transmissions constituting or encouraging conduct that would constitute a criminal offense, give rise to civil liability, or otherwise violate any local, provincial, state, national or international law, including without limitation, export control laws and regulations;
 - (v) posting or transmittal of any information or software that contains a virus, worm, cancelbot or other harmful component;
 - (vi) uploading, downloading, posting, publishing, transmittal, reproducing, or distributing in any way, of information, software or other material obtained through the Internet which is protected by copyright or other proprietary right or derivative works with respect thereto;
 - (vii) infringement of patents or other proprietary rights; or
 - (viii) abuse or fraudulent use of the Internet in any way not specifically set forth above.

**PARKING
INFORMATION
(East Facility)**

For more information about parking, call **VINCI Park** at **(604) 684-2251** or **fax (604) 684-2254**

PARKING AT 999 CANADA PLACE (East Facility shown at Location # 1 on diagram below)

• Enter at east side of building (foot of Howe Street) obtain ticket from dispenser & proceed to P1 or P2 for parking.

- **Please use Convention Centre/Hotel elevators (not World Trade Centre elevators)**
- **For Convention Level: Press “G” for Registration, Ballrooms & Exhibits.**
- **For Meeting Rooms: Press “M”**

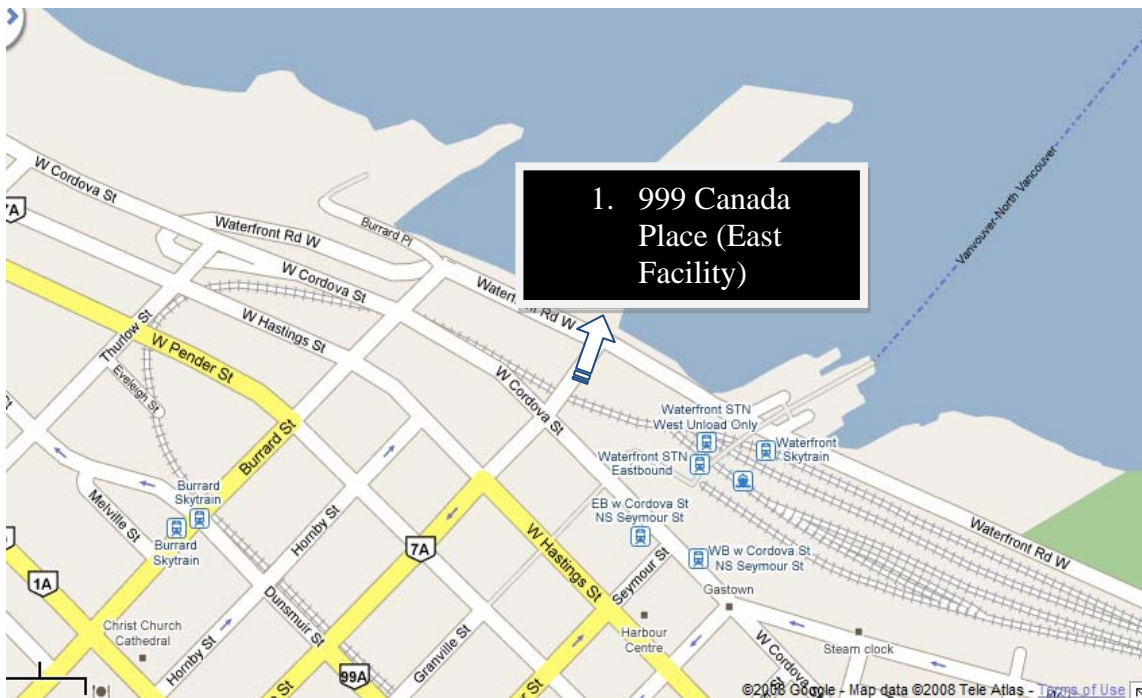
If arriving from alternate parking locations, enter the Vancouver Convention Centre through the lobby doors located to the west of the hotel entrance.

Ballrooms and Exhibition Halls are at lobby level. For Meeting Rooms, take escalator up one level.

Canada Place Operations – 604-775-7063

Transit / Skytrain – (604) 953-3333

Seabus – (604) 986-1501



Telus HotSPOT Information

General Notes

- The on-site Telus HotSPOT is 802.11b compliant.
- There will be on-site signage to advertise the existence of the Hot Spot.
- Currently developing roaming partners, this will allow use on other systems with your Telus account.
- Currently does not work for PDA's.

Basic Requirements

- A WIFI enabled laptop is required.
 - Supported operating systems:
 - MS Windows XP
 - Windows 2000
 - Safari
 - Wi-Fi settings:
 - Service Set Identifier (SSID or network name) set to the ANY default or set to TELUS
 - WEP security turned off .
- A Web Browser is required.
 - Internet Explorer V5.0+ with 128-bit SSL Or Netscape Navigator V6.0+ with 128-bit SSL
 - JavaScript enabled.
 - Cookies enabled.
 - Proxy settings turned off.
 - Pop-up window feature turned on (required for session management window)

Rates - Prices are subject to change. Contact TELUS 1-888-253-4937 for any inquires.

HotSPOT Hour	HotSPOT Day	HotSPOT Week	HotSPOT Month
\$8	\$15	\$25	\$40
HotSPOT access for 1 hour valid at the purchase HotSPOT	HotSPOT access for 24 hours valid at the purchase HotSPOT	HotSPOT access for 7 days valid at any TELUS Mobility HotSPOT	HotSPOT access for 30 days valid at any TELUS Mobility HotSPOT

Please note that your purchased sessions will be activated on their first use and consumed regardless of whether you are connected (similar to a parking meter).

You can purchase multiple sessions even if you have time remaining in your account. Any additional sessions that you purchase will be activated when your current session expires. If you require additional HotSPOT time while you are in a session, click "Buy more time" on the HotSPOT session information window. Please note that you must start using any additional HotSPOT time within 6 months of the purchase date.

For example:

- If you have 30 minutes remaining in your account and add an additional hour, that hour will be activated automatically when your original session time expires.
- If you disconnect prior to your original session time, the additional hour you purchased will remain dormant (for up to 6 months) and available for you during your next login.
- If you remain connected beyond your original time, the second hourly plan will automatically be activated and will expire after 60 minutes.

Payment

Payment is made on line using any of the three major credit cards.

- Visa (Canadian cards only at this time)
- Master Card
- Amrican Express

Accessing the HotSPOT

- Launch your Web Browser, go to HotSPOT page.
 - Register for a TELUS Mobility HotSPOT account or log in to your existing account.
 - Choose a HotSPOT rate plan.
 - Enter your payment information.

Help Line Number

1-888-253-4937