



2017
CUTA
Showcase
PARTICIPANT HANDBOOK
November 5-6, 2017

Sheraton Parkway Toronto North Hotel & Suites
9005 Leslie St, Richmond Hill, ON L4B 1B2
Phone: (905) 881-2121

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The Showcase Participant's Handbook

*You will find below a compilation of useful information for
The Showcase Program.*

*If you have any further questions,
please contact Paulina Cadena, National Conference & Events Lead at
conferences@cutaactu.ca*

Sheraton Parkway Toronto North Hotel & Suites, located at 9005 Leslie St, Richmond Hill, is a CAA/AAA four-diamond award-winning hotel. Newly renovated, the Sheraton Parkway Toronto North Hotel & Suites has one of the largest convention centres in Toronto and takes pride in delivering a memorable experience.

The Sheraton Parkway North is located in the heart of Richmond Hill where everything is accessible – from hotel accommodations to an exciting variety of restaurant, entertainment, retail and recreational options.

Whether you are coming from the airport, downtown Toronto or elsewhere in and beyond the Greater Toronto Area, there are many convenient and green options to get here. Take the efficient transit system featuring York Region Transit, the TTC or the GO buses; the plentiful taxis in the city.

Travelling by car? Not a problem, the Sheraton Parkway Toronto North offers secure parking, which operate 24 hours per day, 7 days a week on a first come, first serve basis. For any parking inquiries please contact the appropriate provider below.

There are also other convenient and sustainable transportation options for getting to the [Sheraton Parkway Toronto North](#), including walking, biking or public transportation.



Event

THE SHOWCASE PROGRAM – REVISED HOURS

SHERATON PARKWAY TORONTO NORTH , 9005 Leslie St, Richmond Hill, ON L4B 1B2

Day	Date	Area	Hours			
Sunday	November 5	Garage Only	From	18:30	To	20:00
Monday	November 6	Gallery , Theatre & Garage	From	9:30	To	17:00

Set-up

Day	Date	Hours			
Sunday	November 5	Buses			
		Show-case	15 :00	To	17:00
		Space	10:00	To	14:00

Teardown

Day	Date	Hours			
Monday	November 6	From	17:00	To	20:00

Please report to the CUTA Registration Desk before proceeding to your Showcase Space.

Merchandise will not be accepted at the Sheraton Parkway Toronto North main entrances and must be delivered to the loading docks.

Only items that can be hand carried can be delivered through the SHERATON PARKWAY TORONTO NORTH lobby. Wheels of any kind (dollies, flatbeds, or anything mechanical) are strictly prohibited.

The SHERATON PARKWAY TORONTO NORTH will accept material only as of **Wednesday**

November 1. Anything requiring advance shipping must be pre-arranged through our official Showcase services company, Stronco Showcase Services, details on our website. Storage charges will apply for any Participant's material received before that date.

On-Site contact information, Paulina Cadena, National Conference & Events Lead, 416.882.2040



Loading Facility

THE SHOWCASE PROGRAM GALLERY and THEATRE– Please check move in/out times

SHERATON PARKWAY TORONTO NORTH,

9005 Leslie St, Richmond Hill, ON L4B 1B2

The Sheraton Parkway Toronto North is located on the north east corner of Leslie Street and Hwy 7, in the bustling corporate Beaver Creek area. Loading facilities will be designated and assigned to your event and are to be used for temporary loading and unloading.

Parking is prohibited in the loading area or truck route.

Freight may not be stacked or stored on the truck route or against fire exits, fire pull stations or fire hose cabinets.

Please do not deliver freight or load and unload at hotel entrances or elevators.

THE SHOWCASE GARAGE PROGRAM – Please check move in/out times

YORK REGION TRANSIT OPERATIONS, MAINTENANCE AND STORAGE FACILITY,

55 Orlando Ave, Richmond Hill, ON L4B 0B4

The YRT OMS facility is located just off of Leslie Street, north of 16th Avenue. Please contact STRONCO for move in and move out instructions and directions.

Parking is prohibited in the loading area, bus route or staff parking with out authorization.

Move-In & Move-Out

Please keep in mind the following basic guidelines for move-in and move-out:

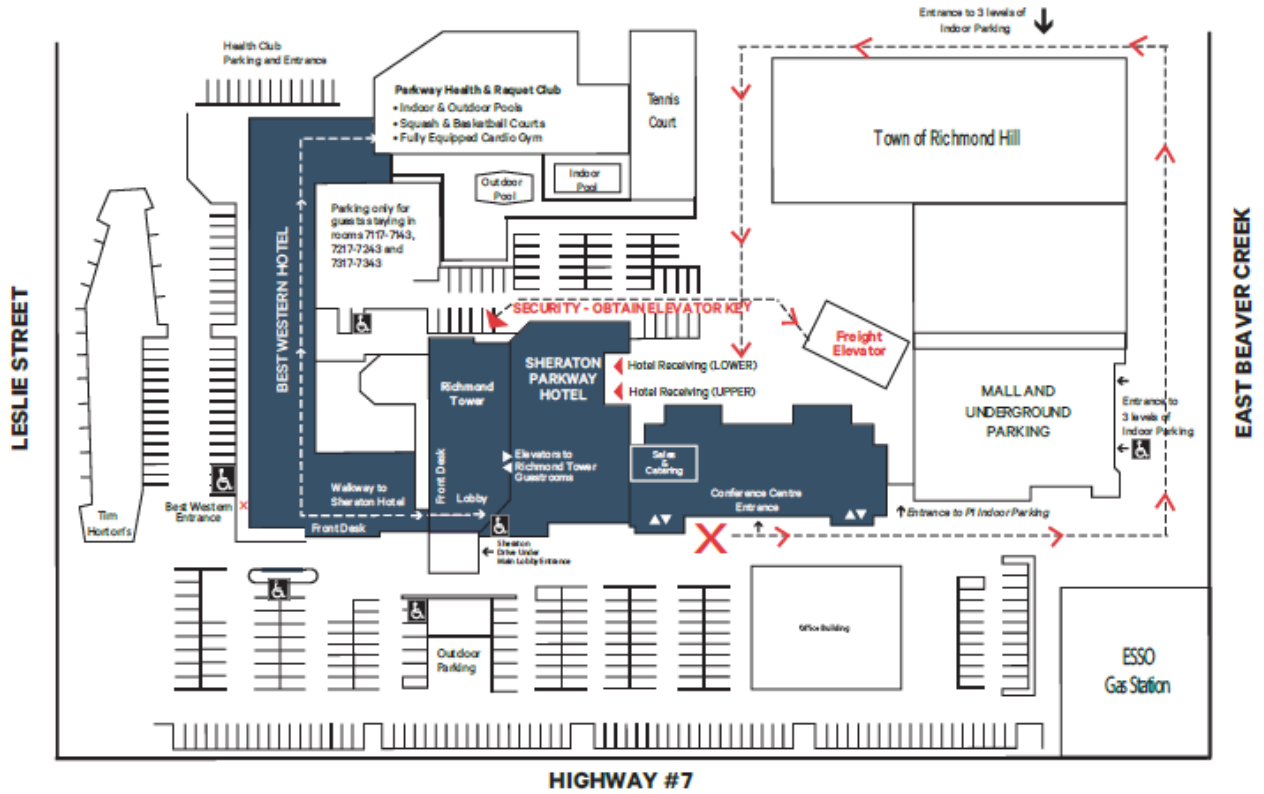
- Children under the age of 16 years are not allowed on-site during move-in/move-out
- Facility staff must be employed to control vehicle traffic (this may include Richmond Hill Traffic Authority for street control)
- Vehicles will be required to exit immediately upon unloading or loading
- Freight should be moved in and out through designated loading areas only
- Facility and hotel entrances should not be used
- Quantities and types of vehicles must be provided to your Event Manager in advance
- Holding lots may be required when the vehicle traffic exceeds the allocated facility vehicle staging area
- **Hotel Map can be found on the next page**
- **YRT OMS Map can be found [here](#)**



Please follow the dotted line below to reach the Hotel receiving docks. Should you require the use of the freight elevator, please obtain a **key from Security** first.

LEGEND

- Accessibility Areas
- Elevators



Showcase Gallery at Hotel



Parking

THE SHOWCASE PROGRAM – REVISED HOURS

All hotel guests and visitors receive complimentary daily/nightly parking for the duration of their stay or visit.

Directions

Getting to the Sheraton Parkway Toronto North is easy! Follow the [link for directions or transit planning](#).

Getting Here

Air

If you're arriving by air, you'll most likely be flying into Toronto International Airport (YYZ). Located just 30 minutes from Richmond Hill, YYZ is consistently rated one of the best airports in North America. There are more than a dozen international flights in and out of YYZ every day

Bus

Leave the driving to someone else, and take a scheduled bus service into Richmond Hill. The Sheraton Parkway Hotel is located at 9005 Leslie Street (northeast corner of Highway 7 and Leslie Street), Richmond Hill, Ontario.

From Pearson Airport to Sheraton Parkway Hotel:

At Pearson (YYZ) Airport, Terminal 1 (platform Q4), board GO Bus Route 40 – Pearson Express travelling eastbound to Richmond Hill

Depart at Richmond Hill Centre Terminal

On platform 1, board eastbound Viva purple travelling to Markham Stouffville Hospital

Depart at the Highway 7 and Leslie Street rapidway station

From Billy Bishop Airport to Sheraton Parkway Hotel:

From Billy Bishop Airport, walk through the Airport Tunnel to the mainland pavilion

Walk north on Bathurst Street/Eireann Quay (approximately 5 minutes) to the intersection of Bathurst Street and Queens Quay West

On Queens Quay West, board eastbound TTC Streetcar 509 – Harbourfront travelling to Union Station

Depart at Union Station, and board the TTC Subway (Line 1) travelling northbound to Finch Station

Depart at Finch Station and walk upstairs to the Finch GO Bus Terminal

On platform 2, board northbound Viva blue

Depart at Richmond Hill Centre Terminal. On platform 1, board eastbound Viva purple travelling to Markham Stouffville Hospital

Depart at the Highway 7 and Leslie Street rapidway station

Train

Make the journey part of the adventure by taking the train to Richmond Hill! Riding the rails offers sightseeing at its finest, allowing you to watch the beauty of Ontario from the comfort of the observation lounge or dining car. Travel across Canada on [VIA Rail](#)'s transcontinental service.



Participant Services at the Sheraton Parkway

*For assistance with Ordering , please contact Senior Catering & Convention Sales Manager—
Winnie Lau at 905-695-2864*

INTERNET:

Internet connection is available through the hotel.

1 Wired High Speed Internet connection is available at \$200.00 for the duration of the conference.

Wireless High Speed is available at \$7.99 per connection or \$75 for up to 10 users for the duration of the conference. The above rates are subject to taxes and gratuity.

FOOD AND BEVERAGE RESTRICTIONS:

All food and beverage is the sole and exclusive responsibility of the Sheraton Parkway Hotel, Suites and Convention Centre. Allowances will be made for "Giveaways" such as mints or chocolates. Any other requirements must be received in advance for approval. Any outside food & beverage brought into the hotel/meeting rooms/convention centre/banquet halls, which are not indicated on the contract, will be subject to additional service charges.

VEHICLE REGULATION:

Vehicles are not to be driven within the complex and all vehicles must be pushed into the exhibit area. Tiles must be placed under tires, and drop sheets must be placed under engines. Gas tanks must have locking caps and battery cables must be disconnected. Equipment with small gasoline engines (motorcycles, lawnmowers, garden tractors, etc.) must have fuel tanks drained and dry ice must be placed in the empty gasoline tank.

LOADING DOCK:

There is one loading dock located at the rear of the complex. This upper dock is situated behind the Grand Richmond Ballroom. It can be accessed off of Highway #7 to East Beaver Creek around the Town of Richmond Hill building. It is ramped and can accommodate one vehicle at a time (4 foot loading dock height). Immediately prior to proceeding to the exhibit hall for set up, exhibitors must remove their vehicle from the loading dock. Keys should remain in the ignition of the vehicle at all times while in the loading dock area. Should the vehicle not be removed within the permitted time, hotel personnel will move the vehicle at the exhibitor's risk and expense. The hotel does not provide dollies, carts, etc. for move in or move out.



Participant Services at the Sheraton Parkway Continued

AUDIO VISUAL AND ELECTRICAL/POWER:

Electrical services are not included in Showcase Fees. Electrical power is available at the hotel exclusively through Presentation Services SPAV at 905-709-6117 or by email at sheratonparkway@psav.com.

ELEVATOR:

Our Freight Elevator is available for large scale or large quantity items. The space available within the elevator is 19'3" (long) x 7'8" (wide) x 7' (high) with a maximum load capacity of 7600 lbs/3447 kgs. The mandatory freight elevator operator charge for move in and out for trade Showcase / exhibit is \$30 per hours. (Minimum of 4 hours per load in/out time) plus applicable taxes and gratuities. Please kindly provided the load in and load out time to the hotel.

Participant Services for Showcase continued



STRONCO Orders:

Material Handling/furniture/decorating: Please contact Stronco Showcase Services.

Their guide is available on the CUTA website.

Please quote the event number when ordering.

***Event number is required: 483983093**



Participant Services at the YRT OMS Facility Garage

STRONCO Orders:

Material Handling/furniture/decorating: Please contact Stronco Showcase Services.

Their guide is available on the CUTA website.

Please quote the event number when ordering.

***Event number is required: 483983093**

INTERNET:

Wifi will be made available to the participants of the Garage Showcase through York Region Transit

FOOD AND BEVERAGE RESTRICTIONS:

No Food or Beverages are permitted in the Garage, with the exception of the Showcase Participant Lounge, located in a designated room. It is the Showcase participants Responsibility to ensure that no food is brought onto the garage floor.

VEHICLE REGULATION:

Vehicles are not to be driven within the complex and all vehicles must be pushed into the exhibit area. Tiles must be placed under tires, and drop sheets must be placed under engines. Gas tanks must have locking caps and battery cables must be disconnected. Equipment with small gasoline engines (motorcycles, lawnmowers, garden tractors, etc.) must have fuel tanks drained and dry ice must be placed in the empty gasoline tank.

AUDIO VISUAL AND ELECTRICAL/POWER:

Electrical services are not included in Showcase Fees. Electrical power is available at the OMS Facility by advanced order through STRONCO.

Participant Reference List 2017



Dear Participant:

This reference list of services and informational material is provided to assist you with your upcoming event. Please take a moment to familiarise yourself with this information.

- ◆ Alcohol consumption is prohibited during move-in and move-out of Showcases.
- ◆ All food and beverage is exclusively provided by the Sheraton Parkway Toronto North . It is not permissible for food and beverage, alcoholic or otherwise, to be purchased or brought in from off-site and served in the facility.
- ◆ Food and beverage sampling is not permitted unless directly relevant to the nature of the event. All sampling requests must be approved in advance by the Sheraton Parkway Toronto North . For enquires please contact WINNIE LAU—Senior Catering & Convention Services Manager - 1 905 695 2864 at the Sheraton.
- ◆ Animals or pets, with the exception of Service Animals, are not permitted in the Sheraton Parkway Toronto North . Exceptions are for approved exhibit, activity or performance requiring use of animals. Owners take full responsibility for their animals, which must be leashed or in an enclosed pen. To enquire about approvals, please contact your Showcase Manager who will forward your request.
- ◆ All helium-filled balloons or other inflatable's are permitted if approved by the facility. A deposit is required. All helium tanks are to be stored and secured in an upright position in accordance with the Hazardous Chemicals Act. Approvals and requests for on-site storage of tanks should be made to your Showcase Manager who will then contact the facility.
- ◆ Banners can be suspended in some locations inside event space, depending on the regulations of your event. Please fill out Sign/Banner form and submit 3 weeks prior to event to the Stronco and the main contact at the Sheraton Parkway Toronto North.
- ◆ Sheraton Parkway Toronto North cannot accept freight shipments on behalf of Participants before scheduled move-in times. Sheraton Parkway Toronto North storage space is limited and any delivery arriving before scheduled move-in may be turned away and asked to return at the appropriate time.
- ◆ All lost and found articles are catalogued and stored for 30 days at which time they are disposed of at the discretion of the facility. To enquire about lost and found items, please contact the facility.
- ◆ In accordance with City of Richmond Hill Smoking by-law, all Sheraton Parkway Toronto North property/facility is designated non- smoking.
- ◆ Please ensure you have completed the necessary forms or placed online orders for the services you require. The Sheraton Parkway Toronto North is the exclusive supplier of Food & Beverage, Showcase Space Vacuuming, Electrical, Telecommunications, Plumbing and Rigging. If you require further information please contact the Winnie Lau at the number listed above during regular business hours.

PARTICIPANT SAFETY & SECURITY 2017



To help ensure the safe enjoyment of the event for all participants, please review the following safety and security policies of the Sheraton Parkway Toronto North.

- ◆ Any person involved in moving equipment, supplies, or goods into or out of the facility is prohibited from consuming alcohol or being under the influence of alcohol.
- ◆ Showcase Space construction must conform to applicable building codes including electrical, plumbing etc. All work carried out on Showcase Spaces on-site must conform to WorkSafe regulations. Proper PPE (Personal Protective Equipment) is required during move-in/out phases at the Sheraton Parkway Toronto North . This may include Hard Hats, Hi-Vis Vests, Safety Goggles and Steel Toed Boots depending upon the type of work engaged in. Please contact the event's OnSite Safety Representative through your Showcase Manager for further information.
- ◆ Proper ID is mandatory on-site during all move-in, event and move-out days.
- ◆ In the event of an emergency evacuation, security staff will help direct you to the nearest emergency exit and the facilities muster station across the street from the Sheraton Parkway Toronto North.
- ◆ Sheraton Parkway Toronto North has 24 hour first aid on-site who are the first responders to on-site medical emergencies.
Give as much information as possible including your location, age of person requiring assistance, and **Do Not Panic**
- * The nearest hospital is only minutes away and Sheraton Parkway Toronto North will call for EHS immediately once it is required
- * If you have a medical condition that EHS should be made aware of, please wear your medical ID bracelet
- ◆ No pedestrian traffic is allowed on the truck route. No off-loading of your vehicle is permitted on the truck route.
- ◆ Children under the age of 16 are prohibited from being in the event space during move-in or move-out



PARTICIPANT SAFETY & SECURITY 2017 Continued

Emergency Procedures – Fire Alarm

1st Stage Alarm

Will sound like three short bells followed by a brief pause then followed by another three short rings

Upon hearing the 1st stage fire alarm signal

- a. The 1st stage fire alarm has been activated and the cause is being investigated by hotel security department
- b. Do not panic, you can remain in the area and listen for announcement.
- c. Do not attempt to use the elevators as they do not work when there is an active fire alarm.
- d. Should an evacuation be necessary, the sound of the fire alarm signal will change to continuous bell.

2nd Stage Alarm – Long fire alarm signal

Will sound like a continuous bell

1) Upon the activation of the 2nd stage fire alarm

- a. Everyone should proceed to the nearest fire/safe exit immediately
- b. Gathering in the south parking lot by the main entrance and listen to for announcement.
- c. Do not attempt to use the elevators as they do not work when there is an active fire alarm
- d. Do not re-enter to the hotel until it has been cleared by hotel staff or fire department.

Emergency Procedures – Medical

For any emergency situation call 911 immediately, contact security by dial 0 or 62597 for immediate first aid. Tell the operator the location of the sick person, symptoms and medical history. For any non-emergency situation, contact security by dial 0 or 62597.

Our facilities are equipped with three Automated External Defibrillators (AED); one located at the Sheraton Front Desk, one located in the Security office, and one located in the Parkway Health and Racquet, an oxygen supply system, and several medical response kits. Smaller, basic first-aid kits are at the Sheraton Front Desk, the Best Western Front Desk and the Parkway Health and Racquet Club, the larger medical response kits are brought to medical calls, as required; this is the standard.

All of our Security personnel are fully trained and certified in delivering emergency first aid, cardiopulmonary resuscitation, emergency oxygen, and in using the AED. It is our mandate to deliver emergency aid until the arrival of Emergency Services who then take over patient care. The Security Department operates 24 hours/7 days a week so there are always Security personnel on duty to provide assistance.

Showcase Space Details



Showcase Gallery & Premium Spaces Fees include the following:

- 8' x 4' draped Showcase Space with a 3' high side walls in silver, an 8' background can be ordered if desired through Stronco directly.
- One 30 in cruiser/bistro table with black spandex cover, two bistro chairs, plus a waste basket
- Complimentary refreshments during move-in on Sunday and complimentary light refreshments on Monday
- Showcase Space carpet vacuuming prior to opening
- General hotel security Sunday 6:00pm to Monday 6:00am
- Advance list of pre-registered delegates for the CUTA Fall Forum by Thursday October 20, 2017
- Brief description of your product or service in the Showcase Brochure
- Promotion in industry and conference publications

Showcase Spaces including Vehicle Showcase at the YRT Facility fees DO NOT include the following:

- Lighting, Hard Wired WIFI , telephone lines—must be ordered directly from STRONCO (Complimentary Wifi will be made available upon request at the Registration Desk for Gallery and Showcase Garage at the facility)
- Showcase Space decor (e.g. plants, etc)
- Audio visual equipment
- Shipping and advance storage or unloading of crates/skids at Showcase sites
- Washing and Drying of Buses or other equipment including wash stations
- Delivery and reloading of crates/skids to Showcase Space location
- Moving and return of empty crates to and from on-site storage

Please note that vehicle washes, compressed air, carpet and Hard Wired Wi-Fi and telephone services are not included in the Showcase Space/vehicle registration cost.

For Showcase Gallery at Hotel:

To order any additional services at the hotel , please contact STRONCO and WINNIE LAU—Senior Catering & Convention Services Manager T +1 905 695 2864 at the Sheraton.

Showcase Space Details



Showcase Garage Spaces Fees include the following:

- Vehicle space in YRT OMS Facility
- One 30 in cruiser/bistro table with black spandex cover, two bistro chairs, OR a standard 6ft table, 2 standard chairs plus a waste basket – this must be order ahead of time through Stronco
- Complimentary refreshments during move-in on Sunday and complimentary light refreshments on Monday
- Showcase Space carpet vacuuming prior to opening by Stonco
- General hotel security Sunday 6:00pm to Monday 6:00am
- Advance list of pre-registered delegates for the CUTA Fall Forum by Thursday October 20, 2017
- Brief description of your product or service in the Showcase Brochure
- Promotion in industry and conference publications

Showcase Spaces including Vehicle Showcase at the YRT Facility fees DO NOT include the following:

- Lighting, Hard Wired WIFI , telephone lines—must be ordered directly to through Stronco.
- Showcase Space decor (e.g. plants, etc)
- Audio visual equipment
- Shipping and advance storage or unloading of crates/skids at Showcase sites
- Washing and Drying of Buses or other equipment including wash stations
- Delivery and reloading of crates/skids to Showcase Space location
- Moving and return of empty crates to and from on-site storage
- Please note that electrical, compressed air, carpet and Hard Wired Wi-Fi and telephone services are not included in the Showcase Space/vehicle registration cost.

To order any additional services or décor – please contact Stronco directly.

Showcase Space Details Continued



Showcase Space Regulations

- Showcase Space exhibits may not exceed the height of 8'.
- Any company with a large exhibit exceeding 10' in length or 8' in height must reserve Showcase Spaces on the outer perimeter of the Showcase.
- Only CUTA members may participate at the Showcase.
- Showcase participants are welcome to begin set up after picking their identification at the CUTA registration desk.
- Set up for Showcase Gallery spaces at the hotel is as follows:
Sunday November 5, 2017 from 10:00am to 14:00
- Tear down for Showcase Gallery spaces at the hotel is as follows:
Monday November 6, 2017 from 17:00 to 20:00
- Vehicles and large exhibits must make arrival and set up arrangements directly with Stronco. Stronco will provide you with your scheduled time. **Please make arrangements with Stronco directly for move ins for large scale items and product.**
- Schedule to be arranged directly with Participants with vehicles.
- Failure to adhere to the schedule disrupts the Showcase Space set up and vehicles may be denied entry into the YRT facility.
- Please avoid excessive noise, flashing lights etc that may be annoying to other Participants

Showcase Theatre Details



Showcase Theatre

- Please note that the Theatre will be set up on Sunday November 5, 2017 by FMAV and STRONCO, however Theatre participants will only have access for their set up 20 minutes prior to their presentations. The Theatre will be presentation ready and will only require you to set up your laptop and presentation for your session.
- Should you wish to test your presentation on the Sunday, please contact Marie Noelle.
- Included in the Theatre Fee: Monitor, theatre seating, AV onsite assistant and electrical connection.
- Showcase Theatre participants are strictly responsible for bringing their own laptop, presentation, portable signage and hand out material or swag.
- Hotel will have a holding space for any material you require to store until the end of day Monday November 6, 2017 only.
- For additional decor or animation, please contact STRONCO directly.

For additional information, please contact Marie Noelle Tudieshe at conferences@cutaactu.ca

Exhibition Service Company

Stronco Showcase Services

Event Contact: Mike Farrell

Tel: (905) 270-6767 Fax: 1 800 665 2621

Email: Mike.f@stronco.com

www.stroncoonline.com Showcase Code **448301697**



Furnishings, Carpet, Labour, Material Handling, Custom System Showcase Spaces, Advanced Warehouse, Transportation, Customs Clearance.

Important information:

After the teardown of the exhibition, any material not recovered by the Participant's carrier will automatically be recovered by Stronco and all charges will be billed to the Participant. Refer to the document "Move out procedures at the closing of the exhibition". Unidentifiable material will be held for 48 hours and disposed of, if not claimed.

Material Handling and Storage:

Any Participant who ships their equipment direct to the Stronco Showcase Services and who is not there to receive said shipment understands that their material will be automatically handled by Stronco and that costs will apply for this service

Move-in or move-out through the Sheraton Parkway Toronto North lobby is strictly limited to hand-carried items. Wheels of any kind (dollies, flatbeds, or anything mechanical) are prohibited. Material that requires the use of wheeled or mechanical equipment must be delivered to the exhibit floor through the loading docks. The building's freight system is the only appropriate entry point for deliveries. There is no legal area in front of Sheraton Parkway Toronto North for vehicles to unload or drop off material. Exhibit product or promotional material that can be hand-carried in a single trip is permissible through the Hotel & Convention Centre's lobby.

For security reasons, Participants are not allowed to perform their storage themselves.

No cardboard boxes or empty crates will be allowed in or at the back of the Showcase Space.



Custom Broker

The official CUTA Showcase customs broker is:

Stronco Showcase Services, Event Contact: Prakash Doobay

Tel: (905) 270-6767 ext 2333 Fax: 1 800 665 2621

Email: prakash.d@stronco.com, Fax: (905) 629-1520

Important: Participants who use courier companies such as Fed-Ex, UPS, DHL, or others must ensure that the costs of customs, taxes and so forth are paid in advance. All goods sent COD will not be accepted by the Sheraton Parkway Toronto North or CUTA under any circumstances. In some cases, the courier companies do not declare that the costs are paid by the consignor at delivery. Consequently, the Sheraton Parkway Toronto North may receive a bill sometimes 30-90 days after the event. In these situations, the Participant will be re-invoiced with administrative fees.

Official Carrier and Advanced Warehousing

Stronco Showcase Services, Event Contact: Prakash Doobay

Tel: (905) 270-6767 ext 2333 Fax: 1 800 665 2621

Email: prakash.d@stronco.com, Fax: (905) 629-1520

Liabilities and restrictions

The following liabilities and restrictions apply to Participants and their employees during exhibition setup and teardown.

Liabilities

Insurance

The CUTA Showcase at the Forum, both in the hotel and at the YRT Facility carries full exhibit liability insurance. In the event of fire, flooding or theft, no matter how caused, the Sheraton Parkway Toronto North and its representatives assume no liability for any bodily harm or material damage to products, Showcase Spaces, equipment or decorations occupying any rented space within the building or being moved in or out of the building.

It is highly recommended that each Participant carry full liability insurance to \$3,000,000.

Recycling and Residual Waste Management

The Participant is required 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 exhibit hours). Additional selective collection may be added to those mentioned above.

The CUTA Showcase is operated as a Zero Waste event. This means that any packaging and disposable signage should be taken with you when you leave the Showcase floor on Tuesday.

Please assist the Showcase Management by your compliance to this request.



Restrictions

Adhesive Tape

The only adhesives allowed at the Sheraton Parkway Toronto North are listed below, and may be purchased on site:

Walls: Painter's tape or 'funk tak'

Floors: Poly-coated cloth tape or Gaffer's tape. (Vinyl, foam and packing tape are prohibited)

Alcohol drinking during Setup and Teardown

To minimize the risks of accidents, and unless otherwise agreed with the Sheraton Parkway Toronto North, the Official caterer of the Convention Centre will not sell alcohol during the setup and teardown activities.

Animals

With the exception of service animals, the client must not bring any animals into the Convention Centre without prior written authorization, nor allow any to be brought in.

Balloons and Confetti

The use of helium balloons must be preauthorized by the Showcase Manager. Charges apply for taking balloons down from the ceiling after your event. The use of confetti and sequins is prohibited.

Common Areas

Participants must keep hallways, elevators, escalators, entrances, halls, lobbies, plasma screens, stairways, video monitors and building emergency exits free from obstruction at all times.

Fire

Participants must comply with the fire prevention rules. Please refer to the Safety & Security information in this guide.

Food Services

No outside food and/or beverage may be brought into the facility by its Participants, participants or suppliers. For menu selection, please contact the Sheraton main contact listed in this guide.

Motorized Vehicles including Natural Gas

Vehicles are permitted in exhibit hall areas strictly for purposes of loading and unloading freight. Unless they represent an integral part of a display, vehicles may not remain parked in any area of York Region Transit OMS Facility. Display vehicles must conform to Province and City fire codes as it pertains to fuel tanks and battery connections. Batteries on display must be disconnected, fuel tanks locked or duct taped closed and no more than a 10 gallons (38 litres) tank of gas is required. See the Motorized Vehicle Agreement for specifications.

Fire safety requirements are necessarily more stringent for facilities accommodating large numbers of people. Vehicles, because of the flammable nature of fuel tanks and their ability to obstruct exit ways, cannot safely remain in the high traffic areas. Vehicles or other equipment that are part of an exhibit or display are limited in size to those capable of being transported through our corridors or door openings

Shipping and Handling Tips



How can we remember all of the steps in shipping our material/product to and from this Event?

The best way to master this task is to do it in three steps... pre-Showcase... during Showcase... and after Showcase.

A shipping and handling checklist can help keep track of the key areas. Here's an example which you can customize to fit your requirements.

PRE-SHOWCASE

1. Decide if you want to ship to the general contractor's warehouse or directly to the Showcase site.
2. Check the service manual for freight receiving dates, i.e.: target date, warehouse receiving date, warehouse cut-off date, etc.
3. Arrange with your freight carrier to pick up your freight and ship it to the desired location.
 - Make sure your carrier will arrive on the designated date. Missing target dates and times can cost you unnecessary added expense.
 - Make sure that you obtain a copy of the signed bill of lading from your carrier. **BRING A COPY WITH YOU TO SHOWCASE SITE.**
 - Make sure that freight is shipped "PREPAID"

For security reasons, it is best to ship high-tech equipment in unmarked containers.

4. Once materials have been shipped, forward a copy of your shipping bill of lading to the contractor, along with shipping information forms (if they have not been submitted already).
5. Begin tracing your freight with the freight carrier to ensure an on-time schedule.
6. Trace freight with the drayage contractor to ensure receipt. Confirm the number of pieces received and any "exceptions" to delivery. (Exceptions are piece count discrepancy or damages).

SHOWCASE SITE

1. Confirm the number of pieces in your Showcase Space with the number of pieces shipped.
2. Once you have set your Showcase Space:
 - Place "empty" storage tags on ALL empty containers. You can get these at no cost from the general contractor.
 - If possible, place smaller containers inside larger containers to cut down on the amount of empty containers you need to keep track of.
 - Write your company name and Showcase Space number on the empty tags in **BIG LETTERS!**
 - Make sure to count the number of cartons for storage and develop your own empty container list.
 - Do not leave **ANYTHING** in empty containers.

Shipping and Handling Tips Continued



3. ALWAYS make outbound shipping arrangements with the drayage contractor for your materials. Unclaimed freight left on the floor after a Showcase can be an added expense for you.
4. If you have not designated a carrier, ask your Showcase Manager for help.
 - Ask for rates.
 - Ask for an anticipated shipping schedule.
 - Ask for a business card with information that would allow you to trace.
5. Obtain a shipping bill of lading and shipping labels from the general contractor.
6. After materials are all repacked and ready for shipping, count the number of items to be shipped and indicate that amount on the bill of lading.
7. Materials must be left in the Showcase Space space for pick up.
8. Turn the bill of lading over to the general contractor. DO NOT leave the bill of lading in the Showcase Space with materials that will be shipped.
 - Have the customer service representative check your bill of lading to be sure all necessary information is completed.
 - Make sure you receive a copy of the bill of lading.

AFTER SHOWCASE

1. Trace freight with the designated outbound carrier.
2. Ensure arrival of your freight at the final shipping destination. Confirm the number of pieces and note any exceptions, i.e.: missing pieces, damages, etc.

REMEMBER THAT BILLS OF LADING ON INBOUND AND OUTBOUND SHIPMENTS ARE CRITICAL IF YOU AND THE GENERAL CONTRACTOR NEED TO TRACE ANY MISSING FREIGHT!

Direct Shipping Information and Template



Sheraton Parkway Toronto North

Please find below a pre-addressed mailing label for the Sheraton Parkway Toronto North . We have provided this template so that you can easily fill in the blanks and photocopy as many pre-addressed labels as you need. All of our mailing information is included for your convenience – however we ask that you please fill in the remaining sections, especially the EVENT NAME and your PARTICIPANT COMPANY NAME.

Please note that every event at the Sheraton Parkway Toronto North has an official move-in date. The Sheraton Parkway Toronto North is unable to store Participant freight prior to any event due to the limited storage facilities. We reserve the right to refuse delivery of Participant freight that arrives at the facility prior to the appropriate move-in date. Please consult with your Event Management Company if you require more details regarding move-in dates or official freight storage

Send To: **SHERATON PARKWAY TORONTO NORTH**
600 Highway #7 East
Richmond Hill, Ontario
L4B 1B2
Hotel Contact: WINNIE LAU—Senior Catering & Convention
Services Manager
T +1 905 695 2864

Event Details: **Event Name: CUTA's 2017 Showcase**
Event Date: NOVEMBER 6, 2017
Event Planner: Paulina Cadena

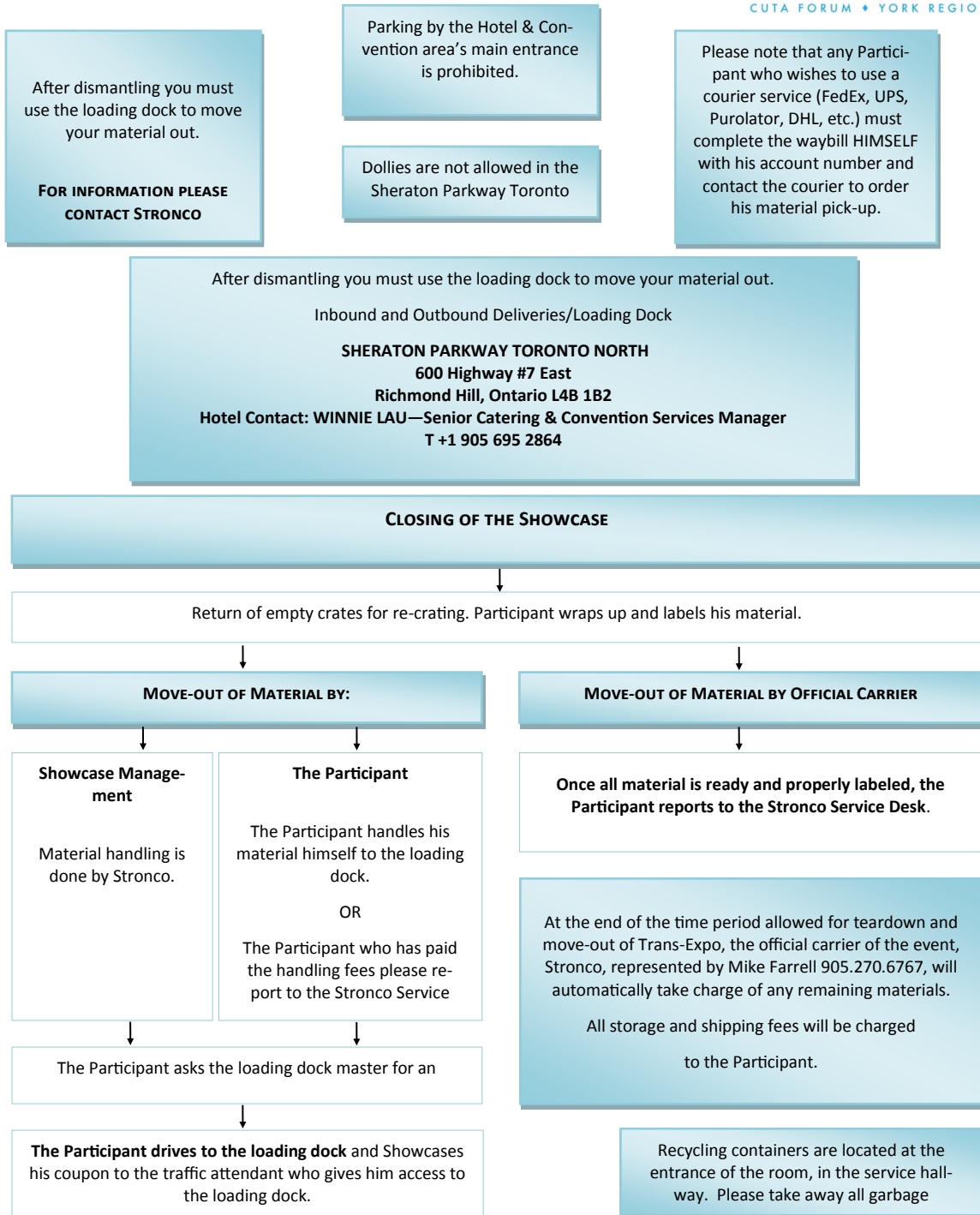
Showcase Space
Number:
Participant Name &
Phone Number:

Customs Brokers

Details

Number of boxes:

Move-Out Procedures



THANK YOU FOR YOUR CO-OPERATION!

NOTES