

SERVICE INFORMATION**BOOTH EQUIPMENT**

Each 10' x 10' black draped booth will include an 8' high back wall and 8' high side walls. Show Management will provide dollies and forklift service during move-in and move-out. The facility is not carpeted. Please note that floor covering is mandatory.

Note: Our office will be closed January 1, 2020 for New Years Day.

IMPORTANT ELECTRICAL INFORMATION

Electrical not included. By default, any power outlets ordered are located at the rear of the booth for inline and peninsula booths. Please see the Electrical Labour Form for rates and instructions if you require outlets in other locations, have lights or electrical items to hang or erect, have orders for power of 208v or higher, or have other electrical requirements.

EXHIBIT HALL CARPET

Floor covering for your exhibit space is mandatory. The exhibit area is not carpeted; however the aisles will be carpeted in red. To enhance the appearance of your booth, rental carpet is available through Freeman. Please refer to the Carpet Order Form in the service manual.

DISCOUNT PRICE DEADLINE DATE

Take advantage of a 30% discount by ordering online at www.freeman.com by **January 7, 2020**. Freeman cannot guarantee pricing and availability of the Specialty Furnishing items noted with the symbol (+) on the Furnishing Order Form after this deadline.

SHOW SCHEDULE**EXHIBITOR MOVE-IN**

For more information and helpful hints on preshow procedures and move-in, please go to [Pre-Show FAQ](#)

Wednesday, January 22, 2020	8:00am - 8:00pm
Thursday, January 23, 2020	8:00am - 11:00am

EXHIBIT HOURS

Thursday, January 23, 2020	12:00pm - 9:00pm
Friday, January 24, 2020	12:00pm - 9:00pm
Saturday, January 25, 2020	10:00am - 7:00pm
Sunday, January 26, 2020	10:00am - 5:00pm

EXHIBITOR MOVE-OUT

For more information and helpful hints on postshow procedures and move-out, please go to [Post-Show FAQ](#)

Sunday, January 26, 2020	5:00pm - 10:00pm
Monday, January 27, 2020	8:00am - 2:00pm

DISMANTLE AND MOVE-OUT INFORMATION

- To ensure all exhibitor materials are removed from the exhibit facility by the Exhibitor Move-Out deadline please have all carriers check-in by **January 27, 2020 at 1:00pm with Freeman.**

LABOUR INFORMATION

Booth Installation and Dismantle: If utilizing Freeman labour, please refer to the Installation & Dismantle order form to place your order for display labour. Straight time and Overtime hours are also listed on the order form. Exhibitors supervising Freeman labour will need to pick up and release their labour at the Service Desk.

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

MECHANICAL SERVICES

- When ordering gas hook up, your order and Technical Standards & Safety Authority (TSSA) approval must be submitted 10 days prior to the exhibitor move-in date or your order will not be processed.
- For propane requirements please contact the EY Centre directly.

All 24hr. water requests must be preapproved. Water connection is available only for exhibitors who are on the Back Wall of the building and closer to the EXIT / Roll Up entrance doors. The water pressure is not guaranteed and it is a regular garden hose connection. One 50' hose will be provided and the balance can be rented with Freeman or provided by the exhibitor.

SHIPPING INFORMATION

Show site shipping address:

Ottawa Home & Remodelling Show 2020
 Exhibiting Company Name C/O Freeman
 Booth # _____
EY Centre
4899 Uplands Drive
 Ottawa, Ontario, Canada K1V 1S2

Shipments will be received at the exhibit facility beginning **January 21, 2020 at 8:00am**. Shipments arriving before this date may be refused by the facility. Any charges incurred for early freight accepted by the facility will be the responsibility of the exhibitor.

Please be aware that disposal of exhibit properties is not included as part of your material handling charges. Please contact Freeman for your quoted rates and rules applicable to disposal of your exhibit properties.

FACILITY RESTRICTIONS

Notice to Carriers : The Ottawa Airport Parkway is completely restricted to all commercial vehicles and will be subject to severe fines.

BUILDING LOADING AREAS:

Please note: the Loading areas for the building at the EY Centre are as follows:

8 Loading docks (7'11"H x 8'W)

Hall 2 & 3: Outside doors & inside roll up doors (15'11W X 13'11"H).

Exhibitors are not allowed to bring freight by the front doors of the building

FREEMAN ONLINE®

Take advantage of discount pricing by ordering online by **January 7, 2020**.

Using the enhanced FreemanOnline, you will enjoy easy access to added features and functions as well as the high caliber of Freeman services you've come to expect — **before, during** and **after** your show. Additionally, you can now access FreemanOnline from any device — **desktop, laptop, tablet**.

To place online orders you will be required to enter your unique username and password. To access FreemanOnLine for **Ottawa Home & Remodelling Show 2020** go to: <http://www.freemanco.com/store/show/showInformation.jsp?showID=487105> Click on the "Login" link in the top right corner to proceed.

If this is your first time using Freeman Online® click on the "Create an Account" link in the top right corner. If you need assistance with FreemanOnLine please call our Customer Support Centre toll free at (888) 508-5054 for Canada & U.S. exhibitors or (512) 982-4186 for local and International exhibitors.

Les exposants francophones qui ont besoin d'aide sont priés de communiquer directement avec le bureau d'Ottawa au 613-748-7180 poste 234. Veuillez noter que nos heures d'ouverture sont de 8h30 à 17h00 du lundi au vendredi. // For French speaking exhibitors that require assistance, please contact the Ottawa office directly at 613-748-7180 ext. 234. Our office hours are Monday to Friday from 8:30am to 5:00pm.

AS A REMINDER

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

SMALL PACKAGES / BOXES DELIVERIES (Including Portable Display Cases)

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

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

ASSISTANCE

We want you to have a successful show. If we can be of assistance, please call our Exhibitor Services Department at (613) 748-7180 ext 234. We can also be contacted via email at freemanottawaes@freeman.com

SERVICE CONTRACTOR CONTACTS / INFORMATION

EY CENTRE SERVICE PROVIDERS

This link will take you to all the service providers at the EY Centre:

eycentre.ca/facility/service-partners

FREEMAN GENERAL INFORMATION

TRANSLATION SERVICE

Freeman is pleased to offer a new service for our international exhibitors that provides quick interpretation and translation in 150 languages. This service will not only interpret for us on a three-way conversation, but also translate emails from customers. To access this service you may contact Freeman Ottawa Exhibitor Services at (613) 748-7180 or Freeman's Customer Support Center at (888) 508-5054 for Canada and U.S. exhibitors or (512) 982-4186 for international exhibitors.

SAVE MONEY

Take advantage of a 30% discount by ordering online at www.freeman.com by **January 7, 2020**.

SAFETY TIPS

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

Be aware of your surroundings. You are in an active work area with changing conditions during move-in and move-out. Pay attention. Look for obstacles, and machinery and equipment that are in use.

Keep your eyes open for scooters and forklifts. The drivers of these vehicles may not be able to see you.

Stay clear of dock areas, trucks and trailers. These areas can be particularly dangerous.

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

We discourage children from being in the exhibit hall during installation and dismantle. If children are present during installation and dismantle, they must be supervised by an adult at all times.

Freeman does not ship or handle Hazardous Materials. If any materials you are shipping to the event fall into this category, please contact Freeman to be sure that the material will be allowed at the facility and by the association. In addition, if authorized by the facility and the association, you will need to make separate arrangements for the transport and handling of the approved materials, since Freeman will not transport or handle them.

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

EXHIBITOR ASSISTANCE

For more information and helpful hints on preshow procedures and move-in, please go to [Pre-Show FAQ](#)

For more information and helpful hints on postshow procedures and move-out, please go to [Post-Show FAQ](#)

Should you have any questions or require assistance, please contact Freeman Exhibitor Services at 613-748-7180 ext. 234 or via email at FreemanOttawaES@freeman.com.

French order forms are available upon request.

WE APPRECIATE YOUR BUSINESS.