

Frequently Asked QUESTIONS

For our complete Exhibitor Kit, please visit:

<http://www.calgaryhgs.com/Exhibitor-Kit>

What are the show hours?

Thursday, February 27 th	12 PM – 9 PM
Friday, February 28 th	12 PM – 9 PM
Saturday, February 29 th	10 AM – 9 PM
Sunday, March 1 st	10 AM – 6 PM

When can we set up?

Please refer to your specific move-in time on the Move-In Schedule which can be found on the Exhibitor Kit online.

When do we tear down after the show?

Sunday, March 1 st	7 PM – 10 PM
Monday, March 2 nd	8 AM – 2 PM

Exhibits must remain intact and staffed until show closing at 6 PM on Sunday, March 1st. Please allow one hour for aisle carpet removal.

How do we get our exhibitor passes?

You will pick up your exhibitor passes during move-in at the Show Office in room #105 – across from Hall B at the BMO Centre. Number of passes depends on the size of your booth. More information will be in the official Exhibitor Kit on our website.

www.calgaryhgs.com/Exhibitor-Kit

Does our booth have to be staffed at all times?

It is mandatory that exhibitors have a staff member in their exhibit at all times during the hours of the show. Show Management does NOT assume any responsibility for losses.

How do we get our parking passes?

Parking passes are available through the Calgary Stampede Event Services. Pre-order by **February 10th, 2020** for a discounted rate and a guaranteed in/out pass. Order forms are available on the Exhibitor Kit web page (section 5). You will pick up your parking passes on site during move-in. There will be no reserved/designated “Exhibitor Parking”; however, the parking pass will guarantee a parking spot on Calgary Stampede grounds.

What is supplied at our booth?

There will be an 8’ backdrop and 8’ side curtains (3’ side curtains if you are in a perimeter booth). You will not receive tables, chairs, etc. You are welcome to bring your own, or rent them from the decorator - GES.

Do I need to complete and send in any forms?

Yes, please complete the following mandatory forms by **Friday, February 14th, 2020**.

These forms can be found on our Exhibitor Kit

<http://www.calgaryhgs.com/Exhibitor-Kit>

- Certificate of Insurance – complete and send back to us
- Safety Regulations Consent Form – complete and send back to us
- Exhibitor Listing – complete form online

Are there rules for signage within and above my booth?

Hand written or unprofessional signs are not permitted. If the sign is attached to the booth, the top of the sign must not be higher than 12' from the floor with the bottom being at least 8' from the floor. Signs hung from the ceiling must be 11' from the floor to the bottom of the sign and 3' less than your booth width. All signage must be single sided, face the aisle in front of the booth and cannot be attached directly to the top of the back wall. It must be completely within the cubed boundaries of the rented space and must be finished when facing into a neighbouring exhibit. For any signage printing, management has appointed GES as sign contractor. Cost of banner hanging is the responsibility of the exhibitor and must be ordered through Calgary Stampede Event Services.

www.calgaryhgs.com/Exhibitor-kit

Deadline for discount is Monday, February 10th, 2020.

What are the booth regulations?

- Exhibitors must supply their own tables and chairs (if needed) or they can be rented from the decorator (GES).
- Booth personnel are required to **work within the confines of their booth space**. Working in the aisles is not permitted.
- Show Management reserves the right to refuse entry or to remove at the exhibitor's expense, any display that is not in accordance with these rules and regulations. If any doubt exists, the exhibitor must provide details and have such exhibits approved by Show Management. Management may require exhibitors to make such alterations to their displays as it deems necessary to the proper conduct of the exhibition and, if failure to comply, may order the immediate removal of the entire exhibit without compensation and at the exhibitor's expense.
- Appropriate **floor covering is mandatory** for every booth. This could be carpet, interlocking stone, ceramic tile, linoleum, etc. and must cover the entire surface of your exhibit space. Companies without proper flooring will be made to rent appropriate flooring at their own expense.
- Exhibitors need to make arrangements to dispose of any shipping crates or other rubbish created through the building or dismantling of their individual displays. Exhibitors are responsible for removing their own trash. Please plan accordingly.
- Inline booths may reach a maximum of 8' in height. Island booths may be over 8' in height. Perimeter booths may be 10' in height on back wall only. No walls or drape are allowed on the aisle side of the exhibit unless approved in advance by Show Management. If unsure, please contact Show Management prior to set up.
- Exhibits must have 8' high walls along the sides and at the back of the booth; however, booths along the perimeter of the show are required to have 3' side walls unless approved by Show Management. All solid walls must be neatly finished on both sides where visible.

Is there wireless internet service available at the show?

Telephone and internet services are available through Calgary Stampede Event Services. **Please pre-order by February 10th, 2020 to receive a discounted rate.**

Who is the show decorator?

The official show decorator is GES Canada Exposition Services Ltd. (GES). The decorator office will be open during move-in, show times, and move-out. GES can supply your booth with furniture rentals, printing or signage/banners, carpet rentals, draping, and even display set-up assistance. Order what you need well in advance of the show to ensure availability of all needed items and to take advantage of their discounted rates. Deadline for discount is **Monday, February 10th, 2020**. You can reach GES by phone at 403.243.2212 or by email: calgary@gesexpo.com. Order forms can also be found in the Exhibitor Kit.

Is there an additional charge for electrical?

No, if you require any electrical services, you will need to place an order through Calgary Stampede Event Services. Calgary Stampede Services will have a discounted rate available until **February 10th, 2020**. You can reach them by phone at 403.261.0377 or you can place your order by visiting the Exhibitor Kit.

What if I need gas hook-up?

Contact your exhibit sales consultant for details. Your consultant will ensure that you're in a suitable location for gas hook-up. You must then order gas through Calgary Stampede Event Services.

What are the Fire Safety Regulations?

The Calgary Fire Department requires proof that all materials (sheds, canopies, tents, fabric coverings on display pop-ups, temporary structures including signage in and hung above a booth) comply with fire regulation and are rated CAN/ULC - S109. Any non-compliant material may be removed. As per the Calgary Fire Department Indoor Special Events Requirements Guide, all tents and canopies must have a **permanently attached label** indicating conformance to CAN/ULC-S109, Flame Tests of Flame-Resistant Fabrics and Films. **Any tents or canopies without the proper labeling will be removed from the show floor immediately.**

What is the Exhibitor Listing? How do I set it up/make changes to it?

Consumers will know that you are at the show by being able to view your Exhibitor Listing. You were emailed instructions to set up your initial Exhibitor Listing. Please check the website to view your listing.

<http://www.calgaryhgs.com/exhibitor-list>

If you would like to make changes to your listing, please contact Marie at mariey@mpeshows.com

What hotel should I stay at during the show?

For discounted rates (until **January 24, 2020**) please contact:

Hotel Arts

119 12 Ave SW

Calgary, AB T2R 0G8

403.266.4611

www.hotelarts.ca

What is the website for the Calgary Home + Garden Show?

www.calgaryhgs.com

Have any additional questions?

[Contact us!](#)