

Frequently Asked QUESTIONS

For our complete Exhibitor Kit, please visit:
www.edmontonhomeandgarden.com/exhibitor-kit

What are the show hours?

Thursday, March 22 nd	12noon – 9 PM
Friday, March 23 rd	12noon – 9 PM
Saturday, March 24 th	10 AM – 9 PM
Sunday, March 25 th	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 or www.edmontonhomeandgarden.com/MoveInSchedule {will confirm once we get move-in schedule}

When do we tear down after the show?

Sunday, March 25 th	7 PM – 10 PM
Monday, March 26 th	8 AM – 2 PM

Exhibits must remain intact and staffed until show closing at 6 PM on Sunday, March 25th. Please allow one hour for aisle carpet removal.

How do we get our exhibitor badges?

You will pick up your exhibitor badges during move-in at the Show Office in Room E2. Number of badges depends on the size of your booth. More information will be in the official Exhibitor Kit available on our website closer to the show.

www.edmontonhomeandgarden.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 Edmonton Expo Centre. 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 Edmonton Expo Centre 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, March 2nd, 2018**.

These forms can be found on our Exhibitor Kit
www.edmontonhomeandgarden.com/exhibitor-kit

- Certificate of Insurance – complete and send back to us

- Buyer's Guide 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 ShowTECH.

Deadline for ShowTECH discount is Wednesday, March 7th, 2018.

- Exhibitors must supply their own tables and chairs (if needed) or they can be rented from the decorator (GES).

What are the booth regulations?

- 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?

Internet services are available through the Edmonton Expo Centre, and telephone services are available through ShowTECH. Please **pre-order by March 7th, 2018** 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 **March 2nd, 2018**. You can reach GES by phone at 780.469.7767 or by email: edmonton@gesexpo.com.

Order forms can also be found here:

Is there an additional charge for electrical?

You will have one electrical plug/800 watts (120 V) included in your booth cost; however, if you require any ADDITIONAL electrical services, you will need to place an order through ShowTECH. They will have

a discounted rate available until **March 2nd, 2018**. You can reach ShowTECH by phone at 780.429.1162 or you can place your order here:

What if I need gas hook-up?

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

What are the Fire Safety Regulations?

The Edmonton Fire Department requires proof that all materials (sheds, canopies, tents, and 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 Edmonton 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 Buyer's Guide Listing? How do I set it up/make changes to it?

You were emailed instructions to set up your initial Buyer's Guide Listing. Please check the website to view your listing.

<http://www.edmontonhomeandgarden.com/buyers-guide/exhibitors>

If you would like to make changes to your listing at any point, please contact Jen at jens@mpeshows.com

What hotel should I stay at during the show?

Show Management recommends the Matrix Hotel. For discounted rates (**until February 16th, 2018**) please contact:

Matrix Hotel
10640 100 Ave NW
Edmonton, AB T5J 3N8
780.429.2861
www.matrixedmonton.com

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

www.edmontonhomeandgarden.com

If you have any other questions, feel free to contact us:

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