

Frequently Asked QUESTIONS

For our complete Exhibitor Kit, please visit: <https://edmontonhomeandgarden.com/Exhibitor-Kit>

What are the show hours?

Thursday	March 19	12:00 pm to 9:00 pm
Friday	March 20	12:00 pm to 9:00 pm
Saturday	March 21	10:00 am to 9:00 pm
Sunday	March 22	10:00 am to 6:00 pm

When can we set up?

Please refer to the website for the updated schedule with your specific move-in time. This should be posted within a month prior to the show.

When do we tear down after the show?

Sunday, March 22	7:00pm -10:00pm
Monday, March 23	8:00am - 12:00pm

Exhibits must remain intact and staffed until show closing at 6:00pm on Sunday, March 22. Please allow one hour for aisle carpet removal. Early tear down may prohibit you from participating in future shows and a fine.

How do we get our exhibitor passes?

You will pick up your exhibitor badges during move-in at the Hall E Show Office. The number of badges you will receive depends on the size of your booth. If you would like to purchase additional badges, please see the Exhibitor Kit where the Extra Exhibitor Badge Form is located.

<https://edmontonhomeandgarden.com/Exhibitor-Kit#form>

How do we get our parking passes?

Parking passes are available through the Edmonton Expo Centre. You will purchase your parking pass online or at the parking booth at the exhibitor entrance onsite. There will be no reserved/designated "Exhibitor Parking"; however, the parking pass will guarantee a parking spot on Edmonton Expo Centre grounds.

<https://edmontonhomeandgarden.com/Exhibitor-Kit#parking>

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.

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.

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.

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, signage/banner printing, 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 4, 2020. You can reach GES by phone at 780.469.7767 or by email: edmonton@gesexpo.com. Order forms can also be found on the exhibitor kit.

<https://edmontonhomeandgarden.com/Exhibitor-Kit#ges>

Is there an additional charge for electrical?

Yes, you are responsible for purchasing electricity from ShowTECH. 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 3, 2020. You can reach ShowTECH by phone at 780.429.1162 or you can place your order here:

<https://e.showtechordering.com/ST-00057924>

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 <https://e.showtechordering.com/ST-00057924>

Is wireless internet service available at the show?

Internet services are available through the Edmonton Expo Centre. Please visit the Exhibitor kit to access the order form.

<https://edmontonhomeandgarden.com/Exhibitor-Kit#order>

Telephone services are available through ShowTECH

What hotel should I stay at during the show?

For discounted rates (until Feb 24, 2020) please contact:
Chateau Lacombe Hotel
10111 Bellamy Hill
Edmonton, AB T5J 1N7
780.428.6611
www.chateaulacombe.com

Do I need to complete and send in any forms?

Yes, please complete the mandatory Certificate of Insurance form and return it by Friday, January 10th, 2020. This form can be found on our Exhibitor Kit: <https://edmontonhomeandgarden.com/Exhibitor-Kit#insurance> You have also paid a mandatory \$129 Exhibitor Listing fee; therefore please ensure that your Exhibitor Listing has been uploaded online. The instructions can also be found in the Exhibitor Kit. <https://edmontonhomeandgarden.com/Exhibitor-Kit#listing>

Are there rules for signage for 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. Any signs that may extend past your booth walls must be approved by Marketplace Events staff prior to move in. 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 neighboring 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 March 3, 2020.

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

<https://edmontonhomeandgarden.com/>

What is the Exhibitor Listing?

You were emailed instructions to set up your initial Exhibitor Listing. Review your listing on our website <https://edmontonhomeandgarden.com/Exhibitor-Kit> If you would like to make changes to your listing at any point, please email Sarah at sarahc@mpeshows.com

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 unless you have purchased Roaming Rights

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.

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.

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.

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.

Have any additional questions? Contact us!

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