MOVE-IN & MOVE-OUT GUIDELINES

SAFETY DURING MOVE-IN & MOVE-OUT

1. The Ontario Ministry of Labour has determined that the exhibit area is considered a “construction site” during move-in and move-out and that all workers must wear protective footwear as stipulated in the Ontario Occupational Health and Safety Act. The act states that “A worker exposed to the hazard of a foot injury shall wear footwear protection appropriate in the circumstances.” (Please complete the Safety Release Form)

2. IMPORTANT: Please be certain to alert all those representing your company on-site at the MTCC during move-in and move-out, that all children under the age of 16 will not be permitted in the exhibit hall during both the move-in and move-out of this event. All exhibiting personnel working on the show floor must wear protective footwear i.e. safety shoes as stipulated in the Ontario Occupational Health and Safety Act.

1) MOVE-IN:

MOVE-IN TIMES

YOUR ALLOTED MOVE-IN TIME AND DATE:
In order to create an efficient move-in for all, the move-in has been pre-scheduled by GES. For a colour-coded move-in schedule (exhibit hall floor plan) detailing your allotted move-in time and date please click here. Inquiries relating to your allotted move-in time and date are to be directed to GES, 5675 McLaughlin Road, Mississauga, Ontario, Canada, L5R 3K5; Telephone: 905-283-0524 (Marissa McDonald); Fax: 905-283-0501.

DELIVERY OF EXHIBIT MATERIALS TO THE MTCC

MTCC will not accept advance or C.O.D. shipments of materials. Arrangements for receiving advance shipments can be made with our “official” transportation & warehouse services contractor, GES Logistics. For information about GES Logistics’ transportation and warehouse services, and their “Shipping Order Form”, please click here.

All vehicles are required to first report to the vehicle marshalling area. For a detailed outline of the Vehicle Marshalling procedures including a map of the location of the Vehicle Marshalling Yard, please click here. All material coming into MTCC-South Building (Halls D & E) must be delivered to the exhibit floor via the South loading docks. Cars, vans and SUV’s may proceed directly to the MTCC South loading docks. There is no need to check in at the Marshalling yard.

Shipping labels for both advance shipments and direct shipments for this event are included under the Move-in & Move-out / Shipping & Customs section of this manual. Direct shipments should not arrive before 2:00 p.m., Friday, November 3rd, 2017. Please refer to the colour-coded move-in schedule for your allotted move-in date and time.
Recommended label information for direct shipments to MTCC on your pre-scheduled move-in date:

FROM: __________________________________________________
TO:  (Exhibiting Company) ________________________________
     (Exhibit Space Number) ________________________________
RE:  HealthAchieve 2017
c/o:  GES
     Metro Toronto Convention Centre
     Halls D & E, South Building
     222 Bremner Boulevard
     Toronto, Ontario, Canada  M5V 3L9

VEHICLE MARSHALLING YARD

A marshalling yard has been established at 100/120 Cherry Street in Toronto in order to facilitate move-in and move-out of events at the Metro Toronto Convention Centre. This lot is 3.8 km from the MTCC or about a 5 minute drive away.

All vehicles delivering material to the Convention Centre will report first to the vehicle marshalling area. The marshalling yard is open one hour prior to scheduled move-in time. For a detailed outline of the Vehicle Marshalling procedures including a map of the location of the Vehicle Marshalling Yard, please click here.

MATERIAL HANDLING (DRAYAGE)

Exhibitors are responsible for their own material handling.

The handling of exhibit material (display and/or product) is one of the most misunderstood procedures in the show industry. This is due to the large number of variables that affect this operation - facility access, show management directives, move-in and move-out schedules, and storage space availability.

In short, every show is different and therefore the following clarification is important. It outlines exhibitor procedures and options for this event.

The “open dock” policy will apply for this show. In other words, exhibitors have a number of options to get their exhibit materials (display and/or product) to their exhibit space for move-in, to and from storage, as well as out of the building at show closing.

OPTION #1: HAND CARRY METHOD

For your allotted move-in time and date, please refer to the colour-coded Move in Schedule

If your exhibit materials (display and/or product) can be safely hand-carried or easily rolled to your exhibit space, you use the following procedure:

- Park in one of the many public parking areas/lots
- Hand-carry or roll your materials to one of the facility’s many entrance/exit doors
- Locate your space on the exhibit floor
- Set up your exhibit and/or product
• Store your cases, cartons, etc. in the designated “Self-Storage Area” marked off on the exhibit hall floor in the Exhibit Storage Area
• Retrieve your materials from storage at show closing time
• Re-pack your exhibit and/or product
• Hand-carry or roll your materials to your parked vehicle.

Note: You are required to have all your materials cleared from the aisles by 12 Noon on Sunday, November 5, 2017. All items left in the aisles after that time will be put in your exhibit space or assumed to be garbage.

Note: Since you will be using public parking and do not require vehicle access to the exhibit floor - you do not need to go to the marshalling yard for move-in or move-out.

**OPTION #2: DO IT YOURSELF METHOD**

For your allotted move-in time and date, please refer to the colour-coded.  
*Move in Schedule*

If your exhibit materials (display and/or product) are being delivered and picked up by your own company truck or personal vehicle/van and you need direct access to the show floor, use the following procedure.

• Go to the Vehicle Marshalling Yard. For a detailed outline of the Vehicle Marshalling procedures including a map of the location of the Vehicle Marshalling Yard please [click here](#).
• After checking in at the Vehicle Marshalling Yard, you will be directed by the MTCC personnel there, to the South loading dock once it is available, for access to a dock space.
• Using your own equipment (pump truck, tailgate dollies and labour) unload your own vehicle. Unloading must be done in a safe and timely manner. If you require a forklift, you must use GES’ Material Handling Service (located at the loading docks). GES is the show’s official show services contractor.
• Move your materials to your exhibit space location. There will be a limited number of dollies available at the loading docks.
• Immediately remove your vehicle/truck from the exhibit hall floor so others can have access.
• Once your exhibit materials (display and/or product) are set up, promptly store your excess materials in the designated “Self-Storage Area” marked off on the exhibit hall floor in the Exhibit Storage Area.
• At the close of the show and after all aisle carpet has been removed, retrieve your material from storage.
• Dismantle and pack your exhibit materials (display and/or product).
• Advise the loading area staff that you are ready to load your truck/vehicle.
• Arrange to have your vehicle/truck access the South Loading Docks.
• When your truck/vehicle is permitted to a dock space - load safely, promptly, and exit.

Note: Using this Option #2 during move-in, you are responsible for clearing the aisles’ materials (empty or unused) promptly by 12 Noon on Sunday, November 5, 2017. All items left in the aisles after that time will be put in your exhibit space or assumed to be garbage.
OPTION #3: EXHIBITOR APPOINTED CARRIER METHOD

For your allotted move-in time and date, please refer to the colour-coded.

Move in Schedule

If your exhibit materials (display and/or product) are being delivered and picked up by a common carrier (other than the “official” show carrier in Option #4 below), transport, van line, or courier that you have appointed, please be aware that in most cases these carriers are not prepared or equipped to unload, assume responsibility, and deliver your materials to and from your exhibit space as well as reloading at show closing. If you are using a common carrier, transport, van line, or courier, use the following procedure:

- Determine in advance (approximately 3 weeks) if your carrier is prepared to unload with their own equipment, take on-site responsibility for your shipment, move your materials to your exhibit space, return your materials to the reloading area, and using their own equipment, reload their truck, transport, or van line at show closing.
- If the answer to point one above is “yes” then have the carrier follow the steps outlined in Option #2.
- If the answer to point one above is “no” then please make arrangements to follow the Do-it-yourself Method (Option #2), or hire the official material handling contractor - GES (see Option #5).
- In all cases your appointed carrier, transport, van line or courier must go to the Marshalling Yard for both move-in and move-out access instructions.

Note: Unless you have hired GES to provide Material Handling services, you are responsible for clearing the aisles of all your materials (empty or unused) to storage by 12 Noon on Sunday, November 5th, 2017. All items left in the aisles after that time will be put in your exhibit space or assumed to be garbage.

Note: Outside labour must be approved by the Metro Toronto Convention Centre, as well as provide proper insurance coverage as outlined in the “Service Contractors Insurance” form located under “Required Forms to be Returned” section of this manual. Exhibitors must abide by all union regulations having jurisdiction in effect in the exhibit facility at the time of this show.

OPTION #4: OFFICIAL CARRIER METHOD

For your allotted move-in time and date, please refer to the colour-coded.

Move in Schedule

If you have used the show’s “official” carrier GES Logistics, your exhibit, display and/or product will be transported to the show site as part of your trucking costs.

GES Logistics’ charges do not cover Material Handling at the show site. If you use the “official” carrier, you must be present at show site for the arrival and unloading of your materials or you should hire the services of GES to perform the operations outlined in Option #5 below.

If you do not hire GES directly, and are not present at the show site for the arrival and your unloading of the materials, Show Management has the obligation to use Option #6 to provide the necessary services in a timely manner.
OPTION #5: GES’ MATERIAL HANDLING SERVICES METHOD

For your allotted move-in time and date, please refer to the colour-coded.
Move in Schedule

If you choose to hire GES for Material Handling services, you use the following procedure.

- Fill out the GES’ Material Handling Order Form and send it to GES.
- Send your truck, vehicle, transport, van line or courier to the Marshalling Yard for move-in and move-out access instructions.
- GES will:
  - Meet your vehicle/carrier/truck at the show site
  - Complete a Receiving Report
  - Unload your exhibit, display, product
  - Move the material to your exhibit space location
  - Provide official storage labels
  - Move your excess materials to the designated storage areas
  - Return your storage materials at show closing
  - Return exhibit materials (display and/or product) to load-out area
  - Reload your materials on your vehicle.

Note: Using this option your vehicle/truck must first go to the Marshalling Yard to obtain show site access instructions for both move-in and move-out.

OPTION #6: SHOW MANAGEMENT OPTION

For your allotted move-in time and date, please refer to the colour-coded.
Move in Schedule

If your company truck, exhibit house, common carrier, transport company, van line, courier or official carrier goes to the Marshalling Yard, is given clearance to go to show site without one of the 5 preceding options, and your vehicle needs assistance to unload and reload, Show Management has instructed GES to perform the Material Handling services outlined in Option #5 at your cost.

Note: This decision is made to facilitate the timely and safe move-in and move-out of the show.

All GES charges in this case are the sole responsibility of the exhibitor and accounts must be paid in full at the GES Centre (located on-site on the exhibit hall floor) prior to move-out.

In all Material Handling options the show move-in and move-out schedule must be strictly followed.

If you have questions about Material Handling procedures and options, contact GES at (905) 283-0500 and ask for this show’s (HealthAchieve 2017) Account Executive.
STORAGE

Exhibitors that have chosen Option #5 above (GES’ Material Handling Services) will have storage provided. Using the official "Empty Crate Storage" stickers available at the GES Material Handling Desk, located at the South Docks, place empty crates in the aisles. It is recommended that you place smaller boxes into larger ones to ensure that they are returned from the storage area.

Exhibitors looking after their own empty crates and cartons must put their packing materials directly into the Exhibit Storage Area in the locations marked on the floor as "Self Storage Area".

2) MOVE-OUT:

MOVE-OUT TIMES – DISMANTLING OF EXHIBITS

November 7th (Tuesday)  3:30 p.m. to 10:00 p.m.

MTCC's "Rules and Regulations" state that Show Management is responsible for "ensuring that dismantling does not commence for at least one hour after the end of the show". This time period is for the purpose of: 1) allowing the delegates to leave the Exhibition Hall in safety, and 2) for the removal of all aisle carpeting. Please keep aisles free of booth materials until aisle carpet is removed.

Security cages, empty crates and boxes for exhibitors who are contracted with GES for this service, will be brought to the exhibit space as soon as the aisle carpet has been removed after the show has closed. Exhibitors are requested to keep the aisles clear until the aisle carpet has been removed and the crates and cages have been returned.

Show Management urges exhibitors to remove small cartons and open cases of products from the show area immediately after the close of the show. While Show Management will take all reasonable security measures to safeguard exhibits, it assumes no responsibility for loss of, damage to or theft of property of exhibitors howsoever caused. Immediate removal of small items will minimize the possibility of loss from pilferage.

In order to minimize the risk of theft during move-out, it is recommended that all small articles of value be removed at the start of move-out, and that the rest of the materials be monitored by the exhibitor.

All materials must be out of MTCC by 10:00p.m. Tuesday, November 7th, 2017. HealthAchieve 2017 Show Management reserves the right to have materials which are left on the exhibit floor after this deadline removed from the floor at the exhibitor's expense.

If forced removal of exhibitor material is necessary, your materials will be removed from the floor by GES (the show’s “official” show services contractor), and loaded onto a GES Logistics’ truck and delivered to their warehouse. GES Logistics is the “official” transportation and warehouse services contractor for this event. The exhibitor will then be contacted to make arrangements for delivery or pick-up. All of the above-mentioned handling of materials will be charged directly to the exhibitor.
SECURITY TIPS FOR EXHIBITORS

MOVE-IN
✓ Use plain boxes, containers and labels that do not identify the product.
✓ Have adequate personnel present at the exhibit space to receive the shipment and take inventory.
✓ Report any discrepancy in goods received to the shipper immediately.
✓ Ensure you have proper insurance coverage.

DURING THE SHOW
✓ Pack small items in boxes out of sight, or remove them from the exhibit space overnight.
✓ Never leave your exhibit space unattended. Samples or briefcases are easily taken.
✓ Consider hiring contracted security personnel from the show's "official" security contractor to watch over your exhibit space at night as only 24-hour peripheral security is provided.
✓ Report all security and safety incidents to Show Security or Exhibit Management immediately.

MOVE-OUT
✓ Have proper exhibitor identification on all goods.
✓ Remain with your shipment until it is removed from your exhibit space.
✓ Don't leave exhibit spaces unattended. Many outsiders have access to the exhibit space during this busy time.