

WOMEN DELIVER 2019 CONFERENCE



EXHIBITOR MANUAL



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1 GENERAL INFORMATION

A. THE EXHIBITION

The WD2019 Conference exhibition space is called: **The Fueling Station**

B. EXHIBITION PERIOD AND OPENING HOURS

MONDAY, 3 JUNE 2019	15:30 - 20:00
TUESDAY, 4 JUNE 2019	07:30 - 18:00
WEDNESDAY, 5 JUNE 2019	07:30 - 17:30
THURSDAY, 6 JUNE 2019	07:30 - 15:00

Exhibitors will have access to the Fueling Station one hour prior to opening hours.

Exhibitors are kindly requested to leave the Fueling Station each day no later than 30 minutes after closing of the exhibition.

C. SCHEDULED ACTIVITIES & EVENTS IN THE EXHIBIT HALL

MONDAY, 3 JUNE 2019:

Vancouver Convention Centre, final preparing	10:00 - 12:00
Youth Activities and private lunch	12:00 - 15:30
Opening Plenary – overflow transmitted	16:30 - 18:00
Opening reception	18:00 - 20:00

TUESDAY, 4 JUNE 2019:

Appy Hour (closed event)	18:00 - 19:00
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D. BUILD-UP AND DISMANTLE SCHEDULE

EXHIBITOR BUILD-UP

Saturday, 1st June 2019	07:00 - 22:00
Sunday, 2nd June 2019	07:00 - 22:00

EXHIBITOR, FINAL PREPARATION ONLY (NO BUILD ALLOWED)

Monday, 3rd June 2019	07:00 - 10:00
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WORK BADGES – HANDED OUT

Saturday, 1st June 2019	06:30 - 18:00
Sunday, 2nd June 2019	05:30 - 18:00

DISMANTLING

Thursday, 6th June 2019	15:00 - 24:00
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E. VENUE

Exhibition Halls A, B, and C, West Building - Exhibition Level

Vancouver Convention Centre

1055 Canada Place
Vancouver, British Columbia
V6C 0C3 Canada

www.vancouverconventioncentre.com

F. CONTACTS

ORGANIZER

Women Deliver

expo@womendeliver.org

OFFICIAL CONTRACTORS

Vancouver Convention Centre

PROVIDES: Internet/Technology, rigging and hanging, plumbing, electricity, additional cleaning, catering, security, AV

exhibitservices@vancouverconventioncentre.com

LEVY Show Services

PROVIDES: Basic shell scheme, drapery and carpet, material handling, labour, graphics and signs, plants and floral, tables and chairs, specialty furnishings and accessories, portable displays

operations@levyshow.com

Online Order Form

https://secure.levyshow.com/cgi-bin/lolo_exh.pl

The show code you will need is 'WD2019'

OFFICIAL FREIGHT FORWARDER

Davidson & Sons

PROVIDES: Shipping, Customs Brokerage, and Advance Warehousing. They will guarantee your materials arrive to the Vancouver Convention Centre safely and on time. They will store your materials prior to the event and have priority delivery during the scheduled move-in.

events@davidsonandsons.com

2 EXHIBITOR INFORMATION

A. EXHIBITION SPACE

One exhibition space is 10' x 10' (3m x 3m), 9 square meters.

For WD2019 Conference Sponsors, the number of exhibition spaces provided depends on sponsorship level (e.g., Bronze, Silver, Supporting, etc.) For all other exhibitors, the number of exhibition spaces provided depends on the number applied and paid for.

B. SHELL SCHEME PACKAGE

Our basic shell scheme package is included in all Sponsorship levels BUT MUST BE PRE-ORDERED NO LATER THAN 1ST MARCH 2019.

Basic shell scheme (10'x10'):

- 8' (2.5m) height backwall and sidewalls - white
- Fascia sign - With company name
- Two arm lights
- 10' x 10' (3m x 3m) carpet – grey

EXAMPLE 10' x 10' (3m x 3m) shell scheme package



EXAMPLE 10' x 20' (3m x 6m) shell scheme package



Following package is included per booth (no matter size of shell scheme package):

- One desk: 30" (76cm) x 30" (76cm) x 40" (1m) high
- One pedestal table 30" (76cm) diameter x 30" (76cm) high with coloured stretch cover
- Two chairs
- Wastebasket
- 1 basic power supply, 750 Watts/120Volt/7.5 Amp

Power outlet will be pre installed at the back wall of each booth.

LEVY Show Services is responsible for providing the basic pre-ordered shell scheme package and will contact you with more information regarding fascia signage, extra furniture, and other items. The basic shell scheme will be built and ready by 1st June 2019.

IMPORTANT:

No substitutions or alterations to the Shell Scheme package will be accepted.

C. GOOD TO KNOW WHEN EXHIBITING

CLEANING

Daily cleaning and vacuuming are included in your exhibition space and arranged for by Women Deliver.

FLOOR

The floor is concrete.

In most cases, power supplies, internet lines, compressed air and plumbing will be run into your exhibition space via the subfloor services duct.

ELECTRICITY

The power supply in Canada is 120 voltages. All needs for power must be ordered through the Vancouver Convention Centre at <https://www.vancouverconventioncentre.com/services/exhibitor-services>. No extension cords or power bars will be provided but can also be ordered through the Convention Centre.



Socket:

If you have selected our basic shell scheme package one 750 Watts, 120 Volt, 7.5 Amp is included.

WIFI

Free WiFi will be available for all the participants and exhibitors in all Conference areas including the exhibition halls. Please note that the bandwidth is dimensioned for emails and low speed downloads only.

If you require higher speed internet for business you can order it through the V portal at <https://www.vancouverconventioncentre.com/services/exhibitor-services>.

Please note: Exhibitors are not permitted to set up their own WiFi hot spot.

CATERING

The Vancouver Convention Centre retains the exclusive right to provide and control all food and beverage services for any event held in our buildings, including exhibition services. It is not permissible for any food and beverage to be purchased or brought in from off-site and served in the facility, regardless of quantity. To order catering services in your booth please use the following link: <https://www.vancouverconventioncentre.com/services/exhibitor-services/order-forms>

HANDOUTS, SAMPLES AND SMALL GIFT BAGS

Handouts, samples, small gift bags, and distribution of printed matter and circulation of advertising materials is permitted only at the booth space itself.

NO product sales are allowed.

STORAGE

Material handling and storage onsite at the Vancouver Convention Centre are handled by **LEVY Show Services**.

Storage space that is accessible during the Conference can be arranged for by LEVY; however, please note that the storage space will not be secure and lockable.

SHIPMENTS, ADVANCED FREIGHT, AND DELIVERIES

Advanced shipments to the Vancouver Convention Centre will not be accepted.

For support with all deliveries, please contact our official freight forwarder, Davidson & Sons.

TARIFF CLASSIFICATION/CBSA

WD2019 has been officially recognized by the Canadian Border Services Agency.

As such, non-Canadian exhibitors may import display items and exhibit booths temporarily as outlined in the provisions of tariff classification 9993.00.00.00 duty free, on the condition that the goods will be exported from Canada upon the completion of the Conference. See Letter from CBSA to Women Deliver, Inc., April 30, 2018, attached to this Exhibitors Manual.

D. ORDER FORMS – ADDITIONAL SERVICES

Vancouver Convention Centre (Online Ordering)

VCC Exhibitor Service

For assistance with Online Ordering or any of the service order forms, please contact Exhibitor Services by phone at +1-604-647-7480 or by email at exhibitorservices@vancouverconventioncentre.com

Levy Show Service Inc. (Online Ordering):

For assistance with Online Ordering or any of the service order forms, please contact the Exhibitor Services Department by phone at +1-604-277-1726 or by email at operations@levyshow.com

Davidson & Sons (Customs and Freight Forwarding)

For assistance with additional customs, freight forwarding and related services, please contact Davidson & Sons by phone at +1-604-681-5132 or by email at events@davidsonandsons.com

PLEASE NOTE THAT ALL ORDERS ARE NOT VALID UNTIL PAYMENT IS MADE.

3 RULES & REGULATIONS

A. ADMISSION

Only registered delegates will be admitted to the Conference. The Organizer reserves the right to refuse admission or to remove any person. Rules of admission also apply during the build-up and dismantling period.

Some conference registrants will have access to the Fueling Station 3rd June during final preparation. Please notice that Conference badges must be worn at all times and be visible for security.

B. EXHIBITORS

All exhibitors must to be registered as a regular conference delegate.

C. WORKING BADGES

Note: Work Badges Do Not Grant Access to the Conference Program

For security and purposes of identification, all external contractors for exhibitors shall wear their work badges at all times during build-up and dismantling. Exhibitors are entitled up to four complimentary work badges for constructors only. Work Badges provides access to the Fueling Station and registration area only during build-up and dismantling.

To order your work badges please contact: expo@womendeliver.org

WORKING BADGE COLLECTION

Working badges can be picked up at the Exhibitor Registration Desk located in the West Entrance Hall on the Level 1. The working badges shall be available for pick-up Saturday 1st June and Sunday 2nd June.

D. FAILURE TO EXHIBIT

In the event an Exhibitor fails to exhibit or reduces its use of the exhibition space included in its sponsorship or purchased package, no compensation or reimbursement will be provided. These terms will not be varied under any circumstances.

E. SECURITY AND LIMITATION OF LIABILITY

Building Security will conduct rounds of the Conference area and exhibition halls during the build-up on 1st and 2nd June and throughout the duration of the Fueling Station opening hours, 3rd - through 6th June 2019. The exhibition halls will be closed at night and have video surveillance. Neither the Organizer nor the Vancouver Convention Centre shall be liable for the safety and security of Exhibitors, their employees, representatives, servants, agents, contractors or invitees, nor for any exhibit materials, articles, documents or other property of whatever kind, brought into the Exhibition venue at any time during the Exhibition.

Exhibitors shall bear all liability, costs, and expenses due to any loss or injury to contractors or invitees as well as that of any third parties and members of the public, however caused by and as a result of any act, omission, default, or negligence on the Exhibitor's part.

F. OPERATING GUIDELINES – VANCOUVER CONVENTION CENTRE

The operating guidelines are part of this exhibitor manual.

[Operating Guidelines](#) and [Additional Exhibitor Information](#)

YOU ARE ADVISED TO REVIEW THE OPERATING GUIDELINES IN THEIR ENTIRETY.

G. FEDERAL AND PROVINCIAL REGULATIONS

Exhibitors at the Vancouver Convention Centre are obliged to observe a number of Canadian regulations governing work safety and prevention of injury and disaster. In addition, Exhibitors must comply with workplace safety regulations of British Columbia. Please see <https://www.worksafebc.com/en>.

H. EXHIBITOR INSURANCE

Exhibitors shall ensure that they are fully covered by insurance including, but not limited to, all risks on their property, exhibits, or articles of any kind, public liability and comprehensive protection against any loss or damage caused by any circumstance whatsoever whether by reason of fire, water, theft, accident or any other cause. If the Organizer so demands the Exhibitor shall provide proof to the Organizer that the Exhibitor has adequate insurance coverage.

Exhibitors must ensure that all their staff, servants, agents, or contractors are insured against claims for Workmen's Compensation. The period for which such insurance shall be maintained shall run from the time the Exhibitor, or any of its servants, agents, or contractors first enter the exhibition grounds and to continue until they have vacated the exhibition grounds and all of the exhibitor's exhibits and property have been removed.

I. SPACE ALLOCATION

Exhibitors will receive their desired space on first-come first-served basis. Exhibition Organizer reserves the right to make changes it deems necessary.

J. SUBLETTING OF SPACE

Any transfer, assignment, sublet, or the like, of an Exhibitor's space by an Exhibitor is strictly prohibited.

K. RULES OF GOOD CONDUCT FOR EXHIBITORS

It is important that you study The Vancouver Convention Centre Operating Guidelines carefully before exhibiting at The Vancouver Convention Centre. The rules are designed to help ensure optimal conditions for everyone, so please show consideration to your neighbors by observing the rules, thereby assuring a favorable experience for all. Should you feel the need for help, do not hesitate to contact the Exhibit Services Department for assistance.

Taking part at an exhibition should be a beneficial experience for you – as well as your neighbors.

- **Make sure your build-up, display material, etc., is kept within the confines of your own stand** – for the sake of the public flow, the cleaning staff, escape routes, and the appearance of the exhibition as a whole.
- **You must not cause inconvenience for your neighbors** by employing light or sound effects, smells, etc., which can in any way cause annoyance. Similarly, you may not hand out giveaways, foodstuffs etc., which necessitate extra cleaning of the gangway areas.
- **Your stand design, signage, banners etc., may not exceed 2.5 meters in height.** If you require exemption from this rule, please contact: expo@womendeliver.org.

The general rule for objects in excess of 2.5 meters in height is that any surfaces facing a neighboring stand must appear completely neutral (white) and may not contain company names, product names, text, or logo designs. Wall panels facing towards the arcades must if not decorated, but should appear with a neutral white surface.

- **We recommend that you inform your neighbors of the nature and frequency of the music/sound you intend to reproduce.** In the event of complaints, either from the management or from neighboring stands, the volume must be reduced or turned off completely.

Take care of the building, its furnishings and equipment

The Vancouver Convention Centre intends to remain an attractive exhibition center for many years to come, and you can help us in this respect. It is important that you and your staff avoid causing damage to stand walls, fascia boards, light fittings, or any part of the building itself.

- **It is not permitted to** screw, nail, glue, stick, paint, or in any way cause damage to convention center's material or equipment. Damages to the building or its inventory are subject to charge.
- Similarly, **only Vancouver Convention Centre staff is permitted to** affix wires to the ceilings or other parts of the building. It is also forbidden to mount or dismantle material belonging to the Vancouver Convention Centre, such as stand walls, fascia boards, spotlights etc.
- **All rigging or hanging of overhead items must be done through** the Convention Centre's exclusive supplier RiggIt. Quotes can be requested through the Vancouver Convention Centre's online ordering system.
- **Any material remaining after your departure from the venue will be removed and environmentally sorted. You will be invoiced for this service.**
- **During stand build-up**, your staff are welcome to use the rinse basins provided for cleaning brushes, paint rollers etc. It is strictly forbidden to use the public toilets or the permanent flowerbeds etc., for this purpose. It is also important that you lay protective covering during build-up to avoid damaging the hall floor or carpeting. Please read the section concerning the Fire Authorities regulations regarding materials.
- **During events, fuse boxes must be accessible at all times.** If Vancouver Convention Centre employees are denied access to these due to the customers' booth setup, the customer will be charged with the price for break down and any possible re-establishment that allows access to the fuse boxes.
- **You may not use parts of a pillar that is outside your stand area**

L. WASTE HANDLING

As an organization committed to global leadership in environmental sustainability, the Vancouver Convention Centre is proud to work with its clients and partners to create events that employ sustainable practices and protect the environment.

As part of the Vancouver Convention Centre's sustainability program, the Centre is committed to reducing the amount of waste (materials that cannot be recycled, composted, donated or reused) that is brought into and left behind in our facility. The following information will support you in managing items that are prohibited in the facility and waste handling practices for those items that will be recycled, reused or disposed to minimize impact on the environment.

The following items are prohibited and not allowed in the facility:

- Any hazardous substance or item containing a hazardous substance (e.g., PCBs, asbestos, biohazard waste)

The following items are permitted in the facility, but must be removed by the end of the event:

- Banners and/or table cloths (vinyl)
- Carpet, carpet scraps, or carpet padding
- Items that cannot be donated such as plaques or trophies
- Any signage that cannot be recycled or reused, including decals or window clings
- Foam core signage
- Helium balloons
- Single-use plastics such as bags, straws, water bottles, take out containers, cutlery, and party cups
- Construction debris (lumber, plywood, particle board, metal equipment and scraps, concrete, brick, porcelain, pavers, asphalt, PVC pipe)

The following items can be recycled:

- Styrofoam (pellets and white packaging only)**
- Cardboard boxes and signs**
- Food scraps
- Glass bottles and jars
- Kitchen grease
- Paper and newsprint
- Wood (uncoated, untreated) **
- Plastic film and shrink wrap

- Plastic containers
- Metal and aluminum containers
- Electronics, furniture or equipment
- Pallets
- Plants, trees and yard debris

** For very large quantities, pre-approval is required, and additional fees may apply (fee to be quoted based on size and amount of waste).

Note: Any items not listed here, please contact the Vancouver Convention Centre Exhibit Services exhibitservices@vancouverconventioncentre.com

ITEMS FOR DONATION:

Items left behind after an event for donation must first obtain pre-approval by the Vancouver Convention Centre to ensure items can be donated. Details must be provided in writing regarding the materials being left behind (type and quantity), as well as pick-up details (time, number of trucks required).

Management of donation of items at the end of an event is the Organizer's responsibility. However, with advanced notice and upon request, the Vancouver Convention Centre will help to coordinate donations.

The Vancouver Convention Centre's Sustainability Coordinator will advise on items that can be reused and recycled and provide information for companies seeking donations. Items that work well for donation: non-perishable pre-packaged food items within their expiration dates, conference bags and giveaways, wood construction materials that have not been painted, and gently used carpet that has not been cut.

M. MUSIC, SOUND AND MOTION PICTURES

If a motion picture or part of it is to be shown on the stand, the exhibitor must apply for a license from copyright owner due to public legislation on this matter. An MPLC Umbrella License covers more than 400 motion picture producers and distributors and can be applied from the Motion Picture Licensing Company (MPLC A/S) <https://www.mplc.org/>.

N. FORCE MAJEURE

The Organizer shall not be required to perform or held liable for any failure to perform if nonperformance is caused by labor strikes, work stoppages, war, hostilities, national emergency, acts of God, epidemics, quarantines, natural disasters, power failures, or any other causes beyond its control.

O. SECURITY

Exhibitors and their staff will not be allowed in the exhibition hall after the show hours. If your displays are very valuable or sensitive and you wish to hire security personnel to attend to your stand exclusively during off show hours, please contact exhibitservices@vancouverconventioncentre.com for more information.

All personnel in the exhibition hall must wear identification badges at all times.

For security and safety reasons, exhibit movement in or out of the exhibition during show hours is not permitted.

The Organizers reserves the right to request any of the Exhibitors, their employees, representatives, servants, agents, contractors or invitees, to leave and vacate the exhibition venue as well as remove their exhibition materials, if they should in any way cause chaos, discomfort, or threaten the safety and smooth proceedings of the exhibition in any manner whatsoever.

P. NON-OFFICIAL CONTRACTOR

Non-official contractors (contractors hired by Exhibitors who are not listed as official contractors) must

- a. Agree to abide by all rules and regulations contained in this Exhibitors Manual.
- b. Ensure identifying work badges are worn at all times while at the Vancouver Convention Centre.

The Organizer reserves the right to charge “any additional cost incurred” to any such Exhibitor and/or contractor who has violated the Rules and Regulations or caused delay in the build-up or teardown or additional works as a result of the violation.

Q. AISLE AND GANGWAYS

Under no circumstance can any Exhibitor’s display be allowed to encroach into the aisle/gangways. Please remember to keep your entire exhibits inside your stand at all times.