



CDDW™
2020 Canadian Digestive Diseases Week™

Fairmont Queen Elizabeth
900 Rene-Levesque Blvd. W.

February 28 - March 1, 2020 (Show Dates & Conference)

Exhibitor Service Manual

EXHIBITOR CHECKLIST

The following material includes information relating to exhibits, suppliers, materials handling and show details. Please ensure you read the attached information carefully and return all the required forms prior to the deadline dates indicated in order to receive **discounted pricing**.

If you have any questions pertaining to the enclosed information, please contact the following:

Trina Mellon, Conference Producer
Tall Girl Conference Planning
Tel: 403.993.8025
E-mail: trina@tallgirlconferenceplanning.com

IMPORTANT DATES:

December 6/19	Island Booth renderings due to: trina@tallgirlconferenceplanning.com
January 10/20	Deadline for Audio-visual orders to ShowKraft Production Services
January 24/20	Hotel accommodation at CDDW™ pricing deadline
January 30/20	GES acceptance of advance shipping
February 14/20	GES order forms due for eligible discounts
January 30/20	Internet order forms (hard wired connection due back to PSAV)
February 20/20	Last day for shipments to GES

GENERAL INFORMATION

SHOW SCHEDULE

Thursday, February 27, 2020 Exhibitor Load in:

Island booths, 10h00 - 20h00

Single booths, 12h00 - 20h00

Friday, February 28, 2020 Exhibit hours for Networking Hall:

09h30 – 15h00 & 17h30 – 18h30 (Exhibitor Reception)

Saturday & Sunday February 29, March 1, 2020 Exhibit hours for Networking Hall:

10h30 - 15h30

Exhibitor Move-Out:

Sunday, **March 1, 2020** 15h30 – 19h30

**** Early dismantle and load out of booth will result in \$500 fine****

The Networking Hall will be in Place du Canada & Square Dorchester rooms located on the Conference level of the hotel

EXHIBIT INCLUSIONS:

- Electrical supply is 750 standard Watt. Quantity supplied depends on booth package:
 - Platinum – three 1500 electrical outlets
 - Gold Sponsors – four standard electrical outlets
 - Silver sponsors – three standard electrical outlets
 - Bronze sponsors – one standard electrical outlet
 - Exhibitors – one standard electrical outlet
- 8' high draped backdrop and 3' high draped sidewall (not applicable for Platinum, Gold and Silver Sponsor booths)
- Listing in the Exhibit and Abstract Book
- All exhibit space is carpeted
- Trade show service suppliers, (GES)
- Complimentary refreshment breaks and lunch, each day of the show
- Tables and chairs supplied. Quantity supplied depends on booth package:
 - Platinum – no tables and chairs
 - Gold, silver, bronze sponsors and exhibitors – one 6' table two chairs
- 1 x 7" x 44" show card sign

OFFICIAL SUPPLIERS:

BOOTH CLEANING Fairmont Queen Elizabeth Vicki Findley Conference Services Manager Vicki.Findley@fairmont.com 514.954.2235	ONSITE MANAGEMENT Tall Girl Conference Planning Trina Mellon trina@tallgirlconferenceplanning.com 403.993.8025	AUDIO VISUAL Showkraft Productions Wes Kinna info@showkraftps.com 778.892.0493
FURNITURE, TRANSPORTATION & CUSTOMS GES Canada montreal@ges.com (514) 361-4848 EXT4	WIRED INTERNET & RIGGING, (Platinums only) PSAV at the Fairmont Queen Elizabeth Dirk Bohns, CMP dbohns@psav.com 514.861.3511 x 2506	SHIPPING & STORAGE GES Canada Please see the label in the GES Exhibitor service manual

PLEASE NOTE:

- A final booth number will be provided once all booths have been assigned.
- GES is the official material handling contractor, advance warehousing provider, air and ground carrier for shipping and customs broker.
- For all GES related information see GES manual [HERE](#) If you are not shipping with GES, you may choose to use your own carrier, but you must ship to the GES advance shipping location between **JANUARY 30 - FEBRUARY 20, 2020..**
- Shipping directly to the Fairmont Queen Elizabeth is **NOT** permitted.
- Exhibitors are permitted to set up their own exhibits if they choose.
- Deliveries or removal of equipment must be made before or after exhibit hours, and only by individuals with appropriate identification.

BOOTH LAYOUT

- Each **standard booth** space is 8' x 8' and will be draped, with the exception of island booths.
- The floor in the exhibit hall is carpeted. The CDDW™ drapery and skirting colour will be black.

Standard Booths:

- Are defined as one or more standard units in a straight line.
- The approved maximum height for all standard booths displays is 8' **only in the portion of the booth extending no more than 4'** from the back wall. To the front of the booth, fixtures, tables, counters and other display materials must not exceed a height of 4'.

Gold Booths:

- Each gold booth space is 10' x 20' and will be draped
- The floor in the exhibit hall is carpeted. The CDDW™ drapery and skirting colour will be black.
- Are defined as one or more standard units in a straight line.

- The approved maximum height for all gold booths displays is 8' **only in the portion of the booth extending no more than 4'** from the back wall. To the front of the booth, fixtures, tables, counters and other display materials must not exceed a height of 4'.

Island Booths:

- Are defined as blocks of stand units with aisles on four sides. 20'x20'
- **Identification signs and canopies will be permitted to a maximum height of 12'**. Since an island booth is automatically separated by the width of an aisle from neighbouring exhibit, full use of the floor space is permitted.
- **No walls wider than 4', this includes conjoining walls, are permitted and they must not block a neighbouring exhibitor.** Special requests should be sent to the attention of the Conference Producer *as mentioned above*
- If you plan to hang or rig anything, you **MUST** contact the rigging supplier, PSAV as mentioned above

*****Island booth renderings must be submitted for approval by December 6, 2019**

SHIPPING

- All shipping for Canadian and US exhibitors can be handled at the exhibitor's discretion
- CDDW™ has chosen GES as their preferred supplier.
- To use GES complete the Transport/Logistics Form in the appendices. GES will have staff onsite to assist with all details.
- Exhibitors are encouraged to use advanced shipping with GES. Shipping directly to Fairmont Queen Elizabeth is **NOT** permitted.
- There is NO on-site storage at the Fairmont Queen Elizabeth hotel
- All Shipments must be sent to the GES Advanced Shipping Address. See information in the appendices.

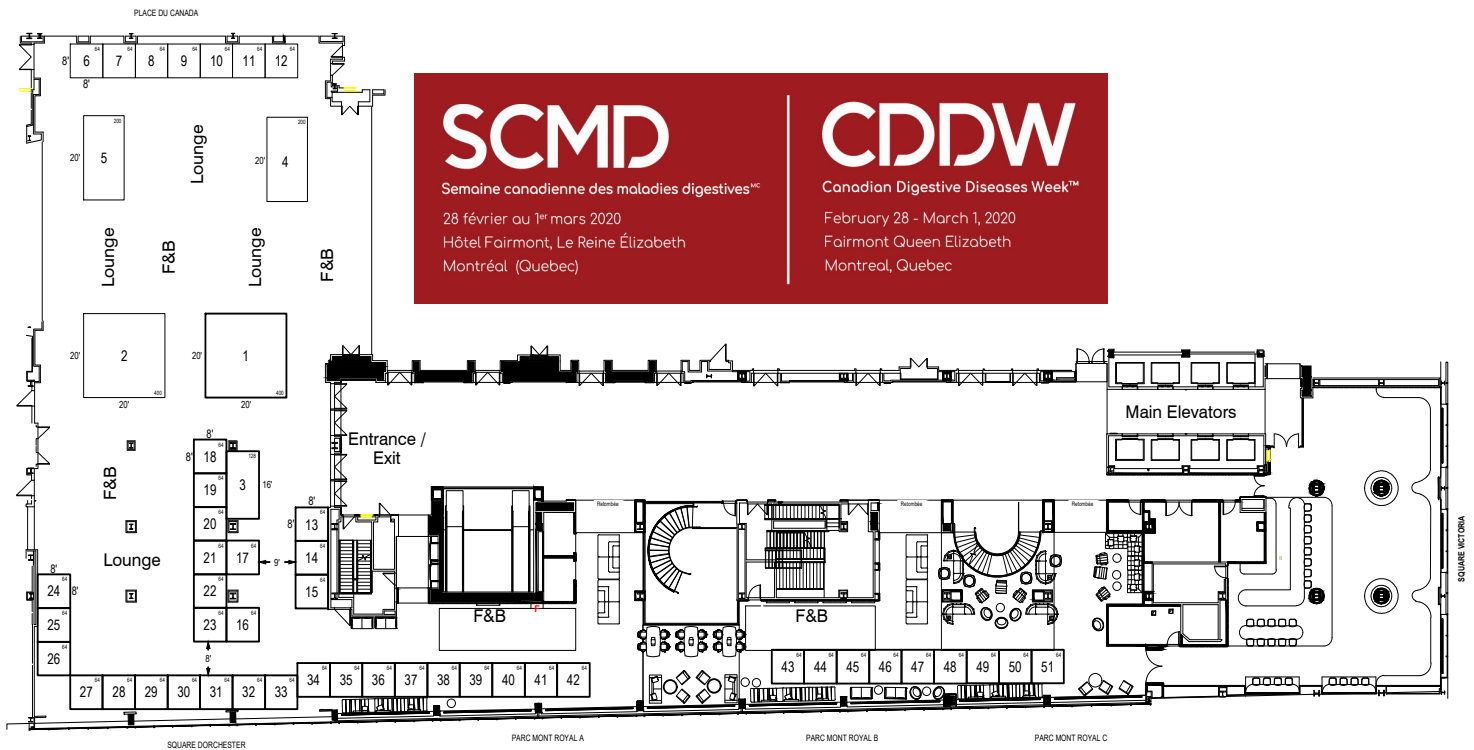
If you use GES for your material handling, they will unload your materials from your designated carrier and move them to your booth during move-in. At move-out, your empty crates will be returned to your booth and when packed and ready will be loaded onto your carrier for shipping out.

CUSTOMS BROKERAGE, AIR FREIGHT SHIPMENTS & CLEARANCE

- GES is the Official Supplier for the trans-border clearing and Customs Brokerage
- Contact GES for customs clearance information when shipping materials from outside Canada.
- Special provisions have been set up to ensure your shipments are expedited across the border.
- Contact **GES Customs & Logistics Department at 514-367-4848, achavez@ges.com.**

Exhibit Floor Plan

Place du Canada & Square Dorchester
Fairmont Queen Elizabeth



****FLOOR PLAN SUBJECT TO CHANGE****

EXHIBIT GROUND/AIR TRANSPORTATION & FREIGHT FORWARDING

- Allow ample time for delivery to ensure that your exhibit materials arrive on time.
- All freight charges must be prepaid.
- Shipments to the GES advance warehouse must arrive between **January 30 & February 20, 2020**.

GES will remove all unclaimed freight left on the show floor to their warehouse after **19h30 on March 3, 2019** at the expense of the exhibiting company.

MOVE-IN

- Exhibitors are encouraged to use the official carrier, GES Logistics & Materials handling services, for movement of their exhibits, especially when dealing with larger shipments.
- GES will pick up your material, deliver goods to the appropriate booth, and remove and ship them after the show.
- Should you wish to use your own carrier, please note that exhibit materials will not be accepted on the show site prior to the move-in times listed under the "General Information section.
- Please use the mailing label found in [GES Manual](#) for shipping to the GES Advanced Shipping Location.

- Exhibitor may bring their own goods through the Hotel facility loading dock and to their booths during permitted hours listed above only.

MOVE-OUT/ DISMANTLING OF EXHIBITS

- Exhibitors may begin move-out on **Sunday, March 1, 2020** at **15h30** and are required to be out of the venue no later than **19h30**. **Loading out, or dismantling earlier than 15h30 on Sunday March 1, will result in a \$500 fine.**

EXHIBIT LABOUR REQUIREMENTS

- Exhibitors may set up, operate and dismantle their own displays using their own staff and employees.
- For additional general labour during move-in and move-out or booth set-up, please contact:
GES Canada, 514-367-4848, montreal@ges.com

EXHIBIT BOOTH VIOLATIONS

It is the responsibility of the exhibitor to correct any violations before the opening of the exhibit hall. CDDW™ exhibit management reserves the right to correct the violations at the expense of the exhibiting company if not in compliance by **22h00** on **Thursday, February 27, 2020**.

FAILURE TO OCCUPY SPACE

The exhibitor will forfeit any space not claimed and occupied by **19h30** on **Thursday, February 27, 2020** and this space will be resold, reassigned or used by the CDDW™ management. **NO REFUNDS WILL BE GRANTED FOR UNUSED DISPLAY SPACE.**

SUBLETTING

No exhibitor may sublet any portion of his/her exhibit space to another supplier without the express written consent of exhibit management.

STORAGE

It is the exhibitor's responsibility to properly store any crates/containers. For your convenience, simply order material handling services from GES and your materials will be taken away and stored until the end of the show. Please note that there are **no onsite storage facilities at Fairmont Queen Elizabeth hotel.**

Upon delivery of materials to Fairmont Queen Elizabeth, your carrier will have to deliver your materials to your booth(s). **All exhibit crates must be off or ready for removal from the show floor by no later than 21h00 on Thursday, February 28, 2020 to allow for carpet cleaning.**

Assuming you choose to use GES's material handling services, your crates will be placed in storage and returned at the close of the show. All crates will be moved to the loading dock and loaded on your outbound carrier at the end of the show, Exhibits not dismantled by **19h30** on **Sunday, March 1, 2020** will be dismantled and shipped by GES for a charge.

ELECTRICAL AND LIGHTING

Unless otherwise requested, power will be supplied to the centre back wall of each booth space. All hook-ups to building electrical service must be done through PSAV at the Fairmont Queen Elizabeth hotel. The following requirements must be adhered to in the installation of all temporary electrical and lighting equipment or service:

- a) Use of Lumex wire in displays will not be permitted.
- b) Use of duplex or triplex plugs will not be permitted.
- c) Exposed wire must be three-wire grounded of proper size to serve the fixture to which it is attached.
- d) Official electricians will refuse connections where wiring constitutes a fire hazard
- e) All electrical installations are subject to inspections.

Note: Additional on-site electrical orders are subject to an extra charge. For additional electricity complete the required order form [HERE](#)

The electricians will provide a power drop only to each exhibitor. Extension cords to move the power within the display must be provided by the exhibitor at their expense, or rented from PSAV at the Fairmont Queen Elizabeth hotel – click [HERE](#) to order

Methods of connection to and distribution of electrical power must conform to existing electrical safety standards. The Electrical Inspector will be present at the Show to ensure all electrical appliances; cords, connections and displays with electrical components comply with the Quebec Electrical Code. (**Note:** designation sticker, i.e. CSA, CUL, UCL, CGA and ETL). Any items not meeting the standards will be requested to be removed from the Show.

CAMERA/ RECORDING EQUIPMENT AUTHORIZATION

Audio, video or photo recording equipment is not allowed in educational sessions or the exhibit hall unless registered in advance with exhibit management.

SIGNS

To maintain high overall quality and to meet fire regulations, **paper signs will not be permitted.** Show cards may be used but must be professionally printed in keeping with the overall appearance of the show.

CLEANING / JANITORIAL

- The registration, foyer areas, aisles and feature areas will be cleaned on a daily basis.
- Hotel cleaning staff will not enter any exhibit for the purpose of sweeping or dusting.
- It is suggested that exhibitors, at the end of each day, sweep out their booths, placing waste material in the aisle, so that it may be removed during the night.

All exhibit booth areas: Vacuuming services can be requested for the confines of your exhibit booth for an extra charge, to access these services contact the hotel directly with the contact information provided on page four.

FOOD SERVICES

- Food, beverage and candy are prohibited from being served from exhibit booths.

SOUND LEVELS

- Exhibit Management reserves the right to determine at what point sound constitutes interference with other exhibitors and must be turned down or discontinued.
- The CDDW™ 2020 Exhibit Management must approve the use of open audio systems in advance. Any attention arousing devices, such as noise makers, flashing lights, movies, music, broadcasting, television, are subject to review.
- No approval will be given to devices, which are obviously distracting and annoying to other exhibitors.

INSURANCE / LIABILITY

- It is mandatory that exhibitors insure their exhibit materials, goods and/or equipment against theft, damage by fire, accident or loss of any kind.
- The CDDW™, Fairmont Queen Elizabeth and GES will assume no liability whatsoever for loss or damage caused by the Exhibitor.

ADDITIONAL FURNITURE OR TECHNOLOGY SUPPORT

- If you would like to order additional furniture for your exhibit space such as chairs, tables, magazine racks, etc. please see full GES catalogue and order form [HERE](#).
- If you would like to order additional technology such as a monitor, speakers, etc please see full Showkraft order form [HERE](#).

SECURITY

- CDDW™ provides professional security service after hours commencing with the first day move-in and continuing until the exhibit hall is vacated.
- Security guards will provide protection after hours during show days, but not for any individual exhibit. The security is peripheral only.
- CDDW™ and Fairmont Queen Elizabeth will assume no liability whatsoever for loss or damage through any cause of goods, exhibits and other materials owned, rented or leased by the Exhibitor.
- In-booth security is the responsibility of and at the expense of the exhibitor. You may want to remove any valuable/portable equipment at the end of each exhibit session.

STAFFING OF EXHIBITS

- All exhibit booths are required to be staffed at **ALL** times during exhibit hours.
- Staff must wear the registration badge at all times during the show and move-out times.
- All badges are to be picked up onsite at the Conference Registration Desk, located on the mezzanine level.

To register online, click [HERE](#)

Note: All exhibitors and sponsors are entitled to a special discounted rate to attend the conference. A promo code was included in the sponsorship package. If you have any questions please contact, Trina Mellon for more details, trina@tallgirlconferenceplanning.com

HOTEL ACCOMMODATION

- Exhibitors should arrange their accommodation directly with Fairmont Queen Elizabeth, who will provide confirmation. Room reservations are your responsibility. Reservations can be made in one of two ways:
- Phone: +1-800-441-1414. Please quote the group code **2020CDDW_001** when making your reservation.
- To book online, click, [HERE](#)

Important: Special conference pricing is available until January 4, 2020 and is based on space availability.

INFECTIOUS OR DANGEROUS MATERIALS

No exhibitor shall display, bring on the premises or solicit any substance or material that is infectious or dangerous to the health, safety or well being of attendees.

FIRE AND SAFETY REGULATIONS

The following materials shall be flame retardant if used for display or decorative purposes:

- Paper (cardboard or compressed paperboard less than 1/8 " thick is considered to be paper)
- Dried Flowers
- Foliage
- Plastic material
- Ruscus (holly)
- Split wood and bamboo fibres
- Styrofoam
- Textiles

The use of the following materials is prohibited: Open flame (including candles, lamps and torches), oilcloth, tarpaper, sisal paper, nylon, orlon and other plastic materials, which cannot be made flame retardant, straw and hay, acetate fabrics, corrugated paper, paper backed foil, unless glued securely to suitable backing, combustible materials used for covering tables or for skirting tables, Styrofoam constructed booths. Table coverings must be treated unless they lie flat with an overhang no greater than 6 inches.

All display materials are required to be flame proof. No flammable fluids or substances may be used or shown in the booths. Flammable or combustible and/or compressed gases shall not be used or displayed. (if this is required at your booth please contact GES before January 3, 2019 to arrange approval with local fire department)

Exhibit aisles and every designated exit shall be continuously maintained free of all obstructions or impediments for instant use in case of fire or emergency. Fire hose cabinets and pull stations must be left accessible and in full view at all times.

Sharp objects and other hazards may be declared unsafe and exhibit management reserves the right to order their removal or correction. Fairmont Queen Elizabeth reserves the right to test any materials to ensure its safety.

Exhibitors showing equipment in operating condition must ensure the safety of visitors, operators and other personnel.

GENERAL REGULATIONS AND SHOW RULES

These rules are designed to ensure safety and fairness to all exhibitors:

1. All exhibitors will have access to electrical outlets at their booth.
2. All structures should be sound and meet all building codes and fire regulations. Nothing may extend or project the outer boundary of an exhibit into the aisles or to an adjoining booth.
3. All exhibits must be freestanding and self-supporting. Freestanding displays may be used provided neighbouring booths are in no way hidden from view. Exhibit management reserves the right to restrict displays that unduly hamper visibility to neighbouring booths. The exhibit manager has the final decision in this regard.
4. All demi-walls must be constructed of suitable building materials.
5. Sidewalls and back walls, which may show, must be finished on both sides. Reverse sides and backdrops must be finished or otherwise covered. When using an expanding display and set-up, the support systems should be hidden.
6. Audio/Visual displays must be located within the exhibit space to avoid congestion in the aisles. Volume is to be kept to a minimum.
7. Management reserves the right to restrict exhibits, because of noise or any other reason, become objectionable; also to close, without indemnity, the exhibit of any exhibitor who refuses, after notice, to conform to the rules which apply to all exhibitors.
8. All dimensions and locations shown on the official floor plan are preliminary and are subject to change. Exhibit Management reserves the right to make any modifications that may be necessary to meet the needs of the exhibiting companies' request for space.
9. Each Exhibitor is responsible for the protection of the visitor.
10. CDDW™ Exhibitors are subject to Innovative Medicines Canada and Canadian Medical Association (CMA) Guidelines. **NO 'giveaways'** are permitted; however, distribution of product literature is permitted in the exhibitor booth and does not need written approval. **Displays, demonstrations and canvassing or distributing any materials including literature, invitations, advertisements, etc., outside the exhibitor's own space is prohibited.**
11. In order to not detract from the meeting program, the CDDW™ does not permit companies to hold meetings or events (other than staff only) at any time during the CDDW™ program.
12. **Handwritten signs are not permitted.** Nothing shall be posted on, nailed, stapled, or otherwise attached to columns, walls, floors or other parts of the building or furniture of Fairmont Queen Elizabeth.

Board of Directors

President

Nicola L. Jones
Toronto, ON
President@cag-acg.org

President Elect

Kevin Waschke
Montréal, QC
PresidentElect@cag-acg.org

Past President

David Armstrong
Hamilton, ON
PastPresident@cag-acg.org

VP Secretary

Rob Enns
Vancouver, BC
Secretary@cag-acg.org

VP Treasurer

Elena Verdu
Hamilton, ON
Treasurer@cag-acg.org

Operations Committee

VP Administrative Affairs

Louis Liu

VP Clinical Affairs

Grigorios Leontiadis

VP Education Affairs

Charles Ménard

VP Quality Affairs

Paul Moayyedi

VP Research Affairs

Bruce Vallance

Executive Director

Dionne Duncan

Committee Chairs

Admissions: Yvonne Tse

Diversity & Equity: Laura Targownik

Ethics: Flavio Habal

Publications/Archives: Jerry McGrath

Program Directors: Winnie Wong

MOC: Brian Yan

GRIT: Elyanne Ratcliffe

Scholars' Program: Steven Gruchy/Herbert Brill

Pediatrics: Matthew Carroll

Practice Affairs: Frances Tse

Endoscopy: Steven Heitman

Regional Representation: Mark MacMillan

Research Topics: Natalie Perreault/David Reed

Innovation: Maida Sewitch/Geoff Nguyen

Quality Practice Guidelines: David Morgan

Reporting: Peter Rossos

Practice Audit: Harminder Singh

Skills Enhancement: Don MacIntosh/Alaa Rostom

Canadian Association
of Gastroenterology



L'Association Canadienne
de Gastroentérologie

English Requirement

The request is that all vendors/sponsors at the CAG CDDW 2020 conference to supply company branded Signs, Documents and Advertising in French and English. If the bilingual version of signs, posters and advertising is not available at the time of the conference, the vendors/advertiser must supply the documentation in a 60-day period, and must make CAG aware of materials that could not meet the requirement for translation for the CDDW 2020 conference.

Signs that include French and English - must have the French wording defined / more predominant. Vendors have the ability to make the French version larger on the sign.

Meaning, the French version is at least twice as big, or takes up at least twice as much space, as the other language. Signs and advertising for products/activities in non-French media can be only in English or another language, but the vendor/advertiser must inform the Canadian Association for Gastroenterology about the inability to meet the translation requirement 60 days before the conference.

CAG is adhering to the French language laws for conferences and conventions in Quebec. Thank you for your cooperation.

Materials including abstracts that are more than 200 words are exempt from this translation

French Requirement Translation

La demande est que tous les fournisseurs / sponsors participant à la conférence CDG 2020 de l'ACG fournissent aux enseignes, documents et publicités de marque de l'entreprise en français et en anglais.

Si la version bilingue des affiches, affiches et publicité n'est pas disponible au moment de la conférence, le vendeur / annonceur doit fournir la documentation dans un délai de 60 jours et doit informer l'ACG des documents qui ne pourraient pas satisfaire à l'exigence de traduction. la conférence CDDW 2020.

Les signes qui incluent le français et l'anglais - doivent avoir la formulation française définie / plus prédominante. Les vendeurs ont la possibilité d'agrandir la version française de l'affiche. Ce qui signifie que la version française est au moins deux fois plus grande ou prend au moins deux fois plus de place que l'autre langue.

Les affiches et la publicité pour des produits / activités dans des médias non français peuvent uniquement être en anglais ou dans une autre langue. Toutefois, le vendeur / annonceur doit informer l'Association canadienne de gastroentérologie de l'incapacité de satisfaire aux exigences en matière de traduction 60 jours avant la conférence.

L'ACG respecte les lois de la langue française pour les conférences et les congrès au Québec. Merci de votre collaboration. Les matériaux comprenant des résumés de plus de 200 mots sont exemptés de cette traduction

Regards,

Dr. Dionne Duncan PhD
Canadian Association of Gastroenterology Executive