



General Information & Policies

LOCATIONS

Toronto Congress Centre South - 650 Dixon Rd., Toronto, ON M9W 1J1
Toronto Congress Centre North - 1020 Martin Grove Rd., Toronto, ON M9W 4W1

MOVE-IN (see pages 11-15 for complete Move-In details)

Tuesday, August 6	8 a.m. - 4 p.m.
Wednesday, August 7	8 a.m. - 4 p.m.
Thursday, August 8	8 a.m. - 4 p.m.
Friday, August 9	8 a.m. - 2 p.m. (No crate delivery after 2 p.m.**)
Saturday, August 10	8 a.m. - 1 p.m. (No crate delivery, Product set-up only)

*4 p.m. is the cut-off for forklifts – no crate delivery to booths after 4p.m. (Friday – 2 p.m.).

**All storage must be ready by 2 p.m. Friday, August 9, 2019. No crate deliveries after 2 p.m. as aisle carpets are being installed. Only product set-up within booth can occur after this time.

NOTE: Exhibitors can work through the night (24 hrs) during move in except Saturday.

Day Care: Please note that day care services are **NOT** available at the Toronto Gift + Home Market.

SHOW DAYS

Sunday, August 11	9 a.m. – 6 p.m.
Monday, August 12	9 a.m. – 6 p.m.
Tuesday, August 13	9 a.m. – 6 p.m.
Wednesday, August 14	9 a.m. – 3 p.m.

MOVE-OUT (see Move-In / Move-out Procedures & Regulations in your Exhibitor Toolkit for detailed move-out information)

Wednesday, August 14	4 p.m. storage return begins (exhibitors can work through the night)
Thursday, August 15	2 p.m. - everything must be removed.

(Anything left on the show floor beyond 2 p.m. Thursday, August 15 will be forced shipped at owners/exhibitors' expense.)

PLEASE NOTE

Children under 16 years of age are strictly prohibited from the show floor at all times during move-in, Market days and move-out. (See Page 4 regarding infant exception under the Children header.)

Pets are not permitted on the Market floor at any time, for any reason.

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SHOW MANAGEMENT

TORONTO GIFT + HOME MARKET

Owned and Produced by the Canadian Gift Association
42 Voyager Court South,
Toronto, Ontario M9W 5M7
Tel.: 416.679.0170 or 800.611.6100
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togifthomemarket.ca or e-mail: toronto@cangift.org

President & CEO – CanGift Markets – Anita Schachter

Vice President – CanGift Markets – Karen Bassels

Show Managers

Yvonne Hircock
Stephanie Gadbois

Show Coordinators

Meagan Campbell
Tara Giggie

Registration

Ilham Chaklane – Buyer Relations Supervisor

Membership Services

Carolyn Hoshoooley, Vice President
Sarojini Baul, Membership Administrator
Angela Voelkner, Members Services Associate

Housing

Carrie Severn, Hospitality Manager

ON-SITE OFFICES

Show Management will maintain a fully staffed office at the **Toronto Congress Centre South** and the **Toronto Congress Centre North** beginning the **Tuesday** of move-in and throughout the entire market including move-out. If we can be of any assistance, please do not hesitate to contact us at any time.

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MARKET POLICIES

The following policies are designed to ensure the safety, welfare and fairness of all exhibitors. Management reserves the right to restrict exhibits that interfere with effective conduct of business, because of noise or any other reason. The Canadian Gift Association also has the right to close without indemnity the exhibit of any exhibitor who shall refuse, after notice, to conform to the rules and regulations of the Toronto Gift + Home Market.

Payment of Account

Full and final payment for exhibit space must be made before entry to the show floor. Booth payment must be made with a company cheque in the name of the member company or online credit card payment available via the Exhibitor Toolkit. Use your username and password to login at togifthomemarket.ca, **click Exhibitors**, **click Exhibitor Toolkit**, **click My Payments**. *(Show Management reserves the right to refuse entry to any exhibitor whose account has not been paid).*

Cancellation Policy

An Exhibitor may terminate the Contract Agreement only in writing, received by the Toronto Gift + Home Market. If such notice in writing is received, the following shall apply:

- Notice received **90 days** or more prior to the first day of moving in the Market will entitle the Exhibitor to a refund of its deposit paid to date less **25%**;
- Notice received **43-89 days** prior to the first day of moving in the Market will entitle the Exhibitor to a refund of its deposit paid to date less **50%**;
- If notice is received by an Exhibitor **42 days or less** prior to the first day of move-in the Market no monies paid to date will be refunded. Under no circumstances shall the amount of any refund to the Exhibitor exceed the amount of the booth space fees paid up until the signed notification of termination.

Termination of this Agreement shall disentitle the Exhibitor to any rights or claims against the booth space, the Market or CanGift and all monies retained are hereby agreed by the parties to be a fair and reasonable estimate of the damages incurred by CanGift for administrative and other related costs arising out of the termination. This Agreement may be terminated forthwith and without prior notice by the Market at any time on the breach of any of the terms and conditions hereof by the Exhibitor, and thereupon all rights of the Exhibitor hereunder shall cease and terminate. CanGift may thereupon sell or otherwise deal with the space as it deems necessary.

Subletting

Exhibitors are strictly prohibited from subletting all or part of their booth space. Confirmation of this infraction will result in loss of booth space. *Please review the Booth Space Contract item #3 or online under Booth Space Policies & Allocation, **click Exhibitors**, **click Exhibitor Toolkit**, **click Rules & Regs**.*

Entry To Market

Show Management reserves the right to refuse admission to any visitor, exhibitor or exhibitors employee, who, in the opinion of Show Management, is unfit, intoxicated, or in any way creating disruption to the Market. *The public is not invited to the Market and retail sales are strictly prohibited.*

Only exhibitors/personnel with appropriate badges are permitted to enter the building during move-in, Market dates and move-out hours.

Children

No persons under the age of sixteen (16) years are permitted on the show floor, except infants incapable of sitting up on their own. Infants taken onto the show floor must be carried at all times in a bunting bag or similar support. No strollers are allowed. Parent(s)/guardian(s) will be required to sign a **'Release and Indemnification Acknowledgement'** waiver before entering the show floor. Daycare is not available at the Toronto Gift + Home Market. For details on admission restrictions, visit togifthomemarket.ca.

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Pets – No animals are permitted on the Market floor at any time, for any reason.

Alcoholic Beverages

Alcoholic beverages are prohibited during move-in, move-out and the Market except in the designated lounge areas only.

Booth Access

Exhibitors are not permitted to enter another exhibitor's booth or handle any product without expressed permission from the other exhibitor as per the Code of Ethics.

Cameras/Video Recorders

Cameras and video recorders are strictly prohibited on the Show Floor with the exception of approved media and official Market photographers. Exhibitors who wish to take photographs of their own booth must wear a badge with the company name corresponding to the booth being photographed and obtain a Camera Pass from the Show Office of their facility (See Page 37 for official photographers).

Draws

Draws conducted by exhibitors in conjunction with their display must be free of any obligation on the part of the winner. Prize winners are not to be required to place an order before collecting the prize offered. The schedule of prizes and terms of the draw must be clearly stated on the entry form and must comply with all existing regulations. Show Management must be notified of all such activities at least six weeks before the Market.

Fire Regulations - See Fire Regulations document in your Exhibitor Toolkit for details.

First Aid and Emergencies

First Aid Personnel will be on-site during move-in, show hours and move-out. The First Aid rooms are in Toronto Congress Centre South and Toronto Congress Centre North buildings.

Food Demonstrations

Food demonstrations may be conducted within an exhibitors own booth space (when applicable to the goods being sold). Show management reserves the right to restrict or request an exhibitor cease the cooking of food should the aroma be considered offensive or affect the conduct of business in the surrounding area.

Food Samples

The distribution of prepared food samples is permitted with the following conditions: samples are free of charge, distribution is confined to the exhibitor's own booth space and items are provided in sample size quantities. Please contact the Toronto Congress Centre catering department for more details.

Goods Release Forms

No product may be removed from the building while the Market is in progress. In special circumstances, Show Management may authorize removal of goods after show hours, which must be accompanied by a release form obtained from the Show Office. Once move-out begins release forms will not be necessary.

Internet

Internet is available at both the Toronto Congress Centre only in specific areas. (See order form online)

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Outside Food & Beverage

The Toronto Congress Centre strictly prohibits outside food and beverages anytime that facility food service is available. Please contact the catering department for details. Note: Food + beverages must be ordered through the facility at both buildings.

Recycling Centres – Move In

The Toronto Congress Centre provides large corrugated pallet boxes located within each hall marked cardboard only.

Removal of Tape From Show Floor

Upon removal of each booth, the facility representatives and Show Management will inspect each space for any damages inflicted by the exhibitor and to ensure that all materials, including tape adhered to the show floor, are properly removed. (see page 18 for details on tape to be used) Charges will be levied to any exhibitor not following this regulation.

Sales on Show Floor

In order to maintain the high calibre of this Market for both the attendee and exhibitor, *the sale of goods from the show floor is strictly prohibited*. Visitors are not permitted to remove goods/products from the show floor at anytime.

Security - Staffing of Exhibits

Exhibitors are required to maintain a staff member in their exhibits at all times during the hours of the Market. This will reduce the likelihood of a loss in your booth during the Market. *The Toronto Gift + Home Market, its management, and the building owners/management, however, cannot assume any responsibility for losses incurred from pilferage or any other causes*. Therefore, exhibitors should take all reasonable precautions to protect their own property, including obtaining adequate insurance. Packing smaller items in cartons or crates immediately at show closing is recommended to reduce the risk of loss. Security guards will be on 24-hour duty from the start of move-in to the end of move-out at the Toronto Congress Centre.

Smoke Free Fair

The Toronto Congress Centre is considered a public place and a workplace, therefore smoking is prohibited anywhere in the facility at all times. For the health and welfare of all concerned, please abide by this rule. Those contravening the Smoke Free By-Law are subject to a fine of up to \$5,000.00 per occurrence.

Soliciting, Samples and Promotional Material

Distribution of samples or promotional material and soliciting of business must be confined to an exhibitors own booth space. Such activities are not permitted in the aisles, restaurants, registration areas, hallways, other exhibits or parking lots. Only participating exhibitors have the right to promote goods and services in the Market. *All other parties who attempt to solicit sales without the written permission from Show Management will be permanently removed from the Market area*. Exhibitors are asked to report any infractions to the Show Office so that immediate action can be taken.

Sound Levels

Electrical and other mechanical apparatus must be muffled to ensure you do not disturb other exhibitors. This includes noise-producing products. Audio or sound aids may be used; however, if sound levels disturb or disrupt your neighbors their use must be stopped immediately.

Tipping

Exhibitors are required to abide by the prevailing labour conditions and rates effective at all Market buildings. No tipping of any facility employee or Market contractor is required or allowed.

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Health and Safety Policy

In accordance with the *Occupational Health & Safety Act*, the Toronto Gift + Home Market requires that all reasonable steps and precautions are taken to protect the health and ensure the safety of all persons involved in the production of its Markets. Preventing injury is a key objective; accordingly, every possible measure is taken to provide a safe, healthy work environment. To succeed, these safety initiatives require that every Exhibitor assumes responsibility for helping meet this objective. Exhibitors must, therefore, carefully read the applicable sections of the Occupational Health & Safety Act, in order to fully understand their responsibilities as they apply to themselves and their workers while at the Market, including all activities within their own booth areas. For more information on the Act, visit the Health & Safety section at www.labour.gov.on.ca

All persons involved in the move-in/move-out process (i.e., setup and tear-down of this trade Market) **must be properly dressed and equipped to work safely in specific areas of the Market** deemed by the Act, or by an on-site Safety Inspector, as an 'industrial' environment which may involve the use of heavy equipment (forklifts, etc.), as well as 'overhead activities' (hanging signs, lights, etc.). These areas, including areas in and around booths, may be marked off with safety cones or caution tape, only persons wearing hardhats and safety shoes will be permitted into these areas until all work is completed.

Working in sandals/flip-flops/open-toed shoes/bare feet, etc. is strictly forbidden on the Market floor. Any individual wearing inappropriate footwear will be prevented from entering the Market floor by security.

HELP US ENSURE EVERYONE INVOLVED IN THE TORONTO GIFT + HOME MARKET IS SAFE AND PROTECTED!

Exhibitors are responsible for the health and safety of all employees and other persons on the show floor who are directly or indirectly under their supervision/direction. As an exhibitor, it is your responsibility to inform/contact all persons you will be hiring (i.e. your staff and any outside contractors hired to set up your booth, bring in your product, or anyone required to be on the show floor during move-in and out), that they must wear safety shoes, as well as any other necessary protective equipment, to keep them safe from injury.

In compliance with established safe work practices and procedures, and as a minimum requirement, the Toronto Gift + Home Market asks that all persons on the show floor during move-in and move-out wear **protective/safety shoes**. Additional personal protective equipment, such as **hardhat** and **safety goggles**, must be made available to your staff where overhead activity is taking place. Acknowledgment that you have read, understand and will comply with the Occupational Health & Safety Act is required via signed form included in the Renewal Package or available online in the Exhibitor kit.

LAWS AND POLICIES: All parties will comply with all applicable Provincial, Federal, local laws, facility (Toronto Congress Centre) and Toronto Gift + Home Market rules and policies including the Health & Safety Act and the Accessibility for Ontarians with Disabilities Act.

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INSURANCE

Exhibitor

As you are aware, accidents may occur at any time during the progression of the event. Appropriate insurance coverage is your best protection against these unforeseen events. Your exhibit contract requires a minimum of **\$2,000,000** to cover any possible theft, damage or liability in case of any damage or injury caused while at the show site. Market Management will ensure that all official Market contractors have the appropriate insurance however each Exhibitor should be adequately covered and protected for any unforeseen circumstances.

As per your signed Contract for Booth Space, Market Conditions, Rules and Regulations of Agreement: Item #5; a minimum of two million dollars insurance coverage is necessary to exhibit at the Toronto Gift + Home Market. Proof of coverage is required in the form of a signature, name of insurance company and policy number as indicated on the "Exhibitor Insurance Confirmation" form provided in the Renewal Package and also found online, under Exhibitor Kit.

Sub-Contractor

Exhibitors, who use independent contractors to deliver, install and/or dismantle their booth, must ensure these contractors have insurance coverage of **\$2,000,000** listing Canadian Gift Association as a co-insured. Independent contractors should be indicated on the bottom of generic Insurance Information form found online under Exhibitor Kit as proof of coverage, listing the name of the insurance company and policy number. Any contractor found not to have proof of adequate insurance coverage will not be permitted on the show floor.

Please Note: Insurance regulations strictly prohibit the entry of anyone under the age of 16 years, during move-in and move-out. Please advise all staff involved in set-up or removal of exhibits, as well as staff working during the Market, of this restriction. *This policy will be strictly enforced and there will be no exceptions.*

Note: The above requirements are for your protection! In the event of an accident involving an inadequately insured independent contractor, or an accident involving a buyer/customer/guest during the Market, affected parties would rely on your own insurances to cover damages.

Please insure you are covered for the full duration of the Toronto Gift + Home Market!

Neither Show Management, the Canadian Gift Association, the owners & management of the Toronto Congress Centre, nor any of their officially appointed contractors/suppliers and/or their employees and/or agents will be held accountable for or liable for such losses, and/or damages, loss, harm or injury to a person(s) or any property of exhibitor(s), or other person(s), however caused, or any of its officers, agents, employees or representatives, nor for goods sent to the Toronto Congress Centre, before, during the Market or remaining after the Market.

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EXHIBITOR BADGES

Exhibitor Badge Request Mailing FINAL Deadline – JULY 26, 2019 11:59PM EST

(see Deadline Checklist in the online Exhibitor Kit for all deadlines)

In order to secure exhibitor/Market product during the move-in/Market/move-out days, *it is required that all persons have show badges for entrance onto the show floor.* Exhibitors should wear their 'exhibitor show badges' at all times including move-in/move-out.

All personnel/outside contractors setting up and/or tearing down the booth should only have 'Move-In/Move-Out Badges' pre-ordered and should wear their badges at all times, these badges are *not acceptable during the market.*

Register Online

To order your Exhibitor badges online follow these four easy steps:

- visit **togifthomemarket.ca**
- click on Exhibitors
- click on Exhibitor Toolkit
- click on **My Badges**, user name and password is required (contact us if you require them)

Note: All names will be listed from the last Market but must be manually selected from Market to Market in order to receive badges for the current show.

Exhibitor badges - have access to both the move-in/move-out and show days.

Move In/Out Badges - applies to all personnel/outside contractors setting up and/or tearing down the booth only and not working in the booth during the Market.

- Begin your badge registration by clicking the box in the first column under 'Badge Required' beside each name requiring badges.
- When you are finished selecting all the badges for your company press submit to process your badge requirements.
- You will receive an immediate confirmation on the screen listing only the badge names you have just requested.
- Please print this confirmation for your records, no other confirmation will be provided.
- These steps must be followed to receive Market badges.

You may also add new names by entering them in the blank lines at the bottom of the existing list. Please do not overwrite an existing name with a new name. Only corrections to spelling should be overwritten on existing names, please contact us to have this correction done for you so we may keep the history for that person. Please keep your list current by deleting names of people that no longer work for your company by clicking on the 'delete' button on the left column. Then click the 'Submit' button, at the bottom of the page to process your changes.

Register On-site

Exhibitor registration desks will be located on-site at The Toronto Congress Center as of Tuesday 10 a.m. of move in. **Identification is required.**

1) **Exhibitor Registration Desks** locations:

- a) **Toronto Congress Centre South** - Main West entrance (Hall 2)
- b) **Toronto Congress Centre North** - Main Lobby (front of Hall 5)

2) Identification: Exhibiting company imprinted personalized business card and Drivers License

3) Complete a badge request form * First and last name must be provided for badge printing.

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Please Note: Any last minute staff requiring badges that have not received their badge in advance should have their names entered into the exhibitor badge registration system on-site and their badges will be available for pick up at the registration desk or ensure they have a note on your exhibiting company letterhead endorsing the individual as a representative of your company in order to pick up their badge. Personal identification is also required for on-site badge pick up.

Move-in/Move-out Staff - that do not receive a badge in advance may obtain one from a security guard upon entrance to the Market, personal identification (ie. Drivers license) must be valid.

On-Site Sales Representatives

*If no identification is available, your company representatives will not be allowed on the show floor.

For the protection of all exhibitors at the Market, company representatives/agents requiring on-site exhibitor badges must have identification verifying their employment with each exhibiting company they will be representing at the Market. **They are required to present a personalized imprinted business card in the exhibitor company name or a note on the exhibitor's letterhead endorsing the individual as a representative of your company.**

Attendee Invites

Please be reminded when inviting 'first time' retailers and potential buyers to visit the Market that *proper identification* must be presented when ordering badges onsite.

Proper identification – Business License/Registration for the giftware industry **and** imprinted personalized business card. Documentation must identify business as a retail operation for a buyer's badge.

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