



## OFFICIAL SUPPLIERS & SERVICES

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To ensure an orderly and efficient move-in and move-out, and to eliminate confusion resulting from solicitation by unknown and unqualified firms, Show Management has designated certain firms as Official Contractors. We urge you to place your orders with these firms unless you have a permanent arrangement with a display house. *Take advantage of pre-market discounts made available by a number of contractors by placing your orders early.*

### MARKET SERVICES CONTRACTOR / DECORATOR

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#### **Freeman**

61 Browns Line  
Toronto, ON M8W 3S2  
Tel: 416.252.3361  
Fax: 416.252.7750  
Contact: Exhibitor Services

Freeman is equipped to provide exhibitors with full display service, see enclosed website to obtain order forms online. Also, a complete Rental Service Centre will be available at the market for last-minute orders.

### TRANSPORTATION

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Show Management encourages the use of any of the recommended carriers listed below. These carriers will be consolidating shipments both in and out of the market. All recommended carriers will have supervisors on-site to ensure the prompt delivery and reloading of your exhibit material. Exhibitors are advised to order their shipping requirements well in advance for both the move-in and move-out.

**Note:** Officials do not charge extra for delays experienced during move-in or move-out.

#### **Lange Transportation & Storage Ltd.**

3965 Nashua Dr.  
Mississauga, Ontario L4V 1P3  
Tel: 905.362.1290  
Toll-free: 800.668.5687  
Fax: 905.362.1285

#### **Toronto Congress Centre North - Monique Arsenault**

Email: [moniquea@langeshow.com](mailto:moniquea@langeshow.com)  
Direct: 905-362-4381

#### **Toronto Congress Centre South - Leslie Bishop**

Email: [leslieb@langeshow.com](mailto:leslieb@langeshow.com)  
Direct: 905-362-4383

#### **YRC Reimer**

6130 Netherhart Rd.  
Mississauga, ON L5T 1B7  
Tel: 905.795.4678 Joy Mallouk  
Email: [joy.mallouk@yrcw.com](mailto:joy.mallouk@yrcw.com)  
Tel: 905.795.4672 Erika Yataco  
Email: [erika.yataco@yrcw.com](mailto:erika.yataco@yrcw.com)  
Toll-free: 800.531.3976

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CANADIAN GIFT  
ASSOCIATION.

## COURIERS

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Courier service will be available on-site, during **show days** (Monday – Wednesday only) to handle exhibitor requirements. Envelope and small parcel service within Canada only.

**Canpar & Loomis:**

- **Sunday service not available**
- Monday and Tuesday 12:00 p.m. – 5:00 p.m.
- Wednesday 10:30 a.m. – 3:00 p.m.

**PLEASE NOTE:** Any large parcels/boxes for shipping should be delivered to the above courier location before or after show hours as product cannot be removed during show hours or come in through any exterior doors during show hours.

## CUSTOMS BROKER

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### North American Logistics Services Inc.

49 Simpson Rd.  
Bolton, Ontario L7E 2R6  
Tel: 905.951.1612  
Toll Free: 888.595.5357  
Fax: 905.951.9613  
Contact: Joe Macdonald  
Email: [jmacdonald@nalsi.com](mailto:jmacdonald@nalsi.com)  
Office: 416.585.8227 Cell: 647.546.1359

Exhibitors wishing to contact Canada Customs may call:

### Revenue Canada

Ms. Mauveen Dayrell-Johnson Trade Services Officer  
Canada Border Services Agency  
1980 Matheson Blvd. E.  
Mississauga, ON L4W 5N3  
Tel: 905.803.5261

Exhibitors that are shipping goods into Canada and use the services of a custom broker, **MUST** declare each and every item that is contained in their shipment! Any penalties issued by Canada Customs for mis-Declaration will be passed along to the exhibitors.

The service of a customs brokerage is strongly recommended for all shipments originating outside of Canada. This will eliminate the possibility of materials being held at the border by Canada Customs due to improper or insufficient documentation resulting in these same materials arriving too late or not at all.

**North American Logistics Services Inc.** has been appointed as the official customs broker for the **Toronto Gift + Home Market** held at the **Toronto Congress Centre**. North American Logistics Services Inc. will maintain staff on-site from the first move-in day to the last move-out day and assist exhibitors with their entry/import and return/export of goods.

A comprehensive customs guide entitled “Canada Bound” is available to assist in the preparation and distribution of documents. This guide contains the required customs information, all the necessary inventory and regulation forms with examples for easy completion. Prior to shipping, the **Order Form** and **Canada Customs Invoice** should be completed and faxed to North American Logistics Services Inc. (Attn: Joe Macdonald, Tele: 888.595.5357).

North American Logistics Services Inc. will post the required bonds and securities with Canada Customs; clear your materials through Canada Customs; prepare export documentation and bills of lading; and arrange customs clearance return for ground/air freight.

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**Exhibitors using their own broker will have to arrange their own bond or cash deposit with Canada Customs at the point of entry into Canada.**

With the introduction of AECI (Advance Electronic Cargo Information) on the U.S. side of the border, PAPS (Pre-Arrival Procession System) has become mandatory for most highway shipments entering the U.S. This program requires that all carriers/PV with commercial goods must fax shipment information to the Customs Broker at least 3 hours prior to their arrival at the border. The Customs Broker must then submit the shipment information, in the proper format, to CBP at least 1 hour prior to the carrier/PV arrival. Carriers who fail to meet AECI/PAPS requirements are subject to penalties. **Carriers/PV penalties are set at \$5,000.00 USD for the first infraction, and \$10,000.00 USD for each infraction thereafter.**

If you plan to drive to the show with your goods, please contact North American Logistics Services Inc. for details.

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## BOOTH CLEANING

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All carpeted aisles will be vacuumed each day prior to show opening. Exhibitors who do not arrange booth-cleaning service are asked **NOT** to place debris or garbage from their exhibit area into the aisle. Each exhibitor will be responsible for the removal of such material to a garbage disposal area in the building.

### Booth Cleaning

**Toronto Congress Centre**

**Toronto Congress Centre Janitorial Services**

650 Dixon Rd.,  
Toronto, ON M9W 1J1  
Tel: 416.245.5000  
Fax: 416.245.3046

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## OFFICIAL ELECTRICAL CONTRACTOR

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### SHOWTECH POWER & LIGHTING

**Toronto Congress Centre**

650 Dixon Rd.  
Toronto, ON M9W 1J1  
Tel: 416.244.4899  
Fax: 416.244.6356  
Contact: Brad Hellas

Normal lighting in the exhibit area is sufficient; however, you may wish to obtain spotlights to highlight particular areas of your display.

Showtech Power & Lighting maintains a complete Service Centre during the Market hours. However in order to allow proper scheduling of equipment and manpower, exhibitors should place their orders well in advance of the show by returning the order form by the deadline date. If an estimate is required, please request it on the form. All exhibitors requiring hanging of banners or signs must place orders prior to the show. Please refer to the Exhibitor Toolkit for the correct height of your Sign/Banner for your booth configuration.

**Standard building voltage: 120-208-600 volts, Single or Three Phase.** Any voltage can be provided. Latex wire cord, duplex and triplex plugs are not allowed. All exhibitor extension cords must be 3 wire #16 or #14 gauge with u-ground caps and bodies. Small two-wire extension cords are illegal. We suggest you contact Showtech for further information.

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ASSOCIATION.**

**24 Hour Service:** All electrical outlets are turned off 1 hour after market hours. If you require electrical services to remain energized beyond these published market hours for lead retrieval systems, computer systems etc., please order the 24 HOUR, 1500 WATT, 120 VOLT OUTLET available on the Showtech Electrical order form.

We urge you to contact the Official Electrical Contractor with regard to voltage sensitive equipment or if you have special requirements or questions.

### **Provincial Requirements For Exhibiting Electrical Equipment At Trade Shows**

It is a requirement of Rule-2-022 for the Electrical Safety Code, a provincial regulation, that any electrical equipment which is being assembled, displayed, offered for sale or used in any show, convention, or similar exhibition **MUST BE APPROVED**. The authority for enforcing this regulation is vested the Electrical Safety Authority.

Electrical equipment is considered to be approved if it bears the certification mark or product approval acceptance label of an organization which has been accredited by the Standards Council of Canada to approve electrical equipment. If these markings are missing, the equipment is considered to be unapproved. These markings are not to be confused with similar markings used to identify equipment, which is approved for use in the United States and other countries. The letter 'C' must appear to the left of the ETL, Entela, MET, OMNI, TUV and UL marks.

At the present, the following organizations also have such an accreditation:

1. Electrical Safety Authority
2. CSA International
3. Intertek Testing Services
4. OMNI Environment Services Inc.
5. Underwriters Laboratories Inc (UL)
6. Entela
7. Met Laboratories Inc. (MET)
8. CTUV Rheinland
9. Underwriters' Laboratories of Canada (ULC)

Electrical equipment is also considered to be approved if it bears an Ontario Hydro Electrical Approval label.

**Note:** Electrical equipment must be approved as an assembly unit. Electrical equipment that consists of an assembly or combination of other individually approved electrical equipment or devices is not considered to be approved. The exhibitor is expected to make every reasonable effort to have electrical equipment approved prior to the market. To assist the industry in determining market potential before going through the approval process, Electrical Safety Authority will postpone the approval requirement as permitted by Rule 2-030 of the Electrical Code. This postponement of approval is only for specific equipment and is only granted for a determined period of time. In these cases, the exhibitor is requested to obtain written permission to have the equipment at the event. A fee will be administered for this service. Please complete the application attached and forward it with a cheque or credit card authorization to the Customer Service Centre. **This applies even if equipment is not to be energized at the show. Equipment energized at own risk.**

#### **Displaying Electrical Equipment At Trade Shows:**

- In Ontario, all products on display at shows, even if not connected, are required to be approved.
- The product **must** bear the appropriate approval markings.
- The approval markings **must** be for Canada or Ontario and not be confused with similar marks used in the United States.
- Exhibitors wishing to display unapproved electrical equipment **must** obtain permission from Electrical Safety Authority and pay the necessary fees.
- Please complete and return the application form enclosed in this package.

For an information sheet and application form please fax a request to Electrical Safety Authority (800) 854-0079. Please request "Permission to Show" information.

**Failure to comply with this provincial regulation could result in unapproved electrical equipment being ordered removed from your display.**

**Electrical Safety Authority**  
Customer Service Centre  
P.O. Box 24143

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Pinebush Postal Outlet  
Cambridge, ON N1R 8E6  
Toll-free: 877.372.7233  
Toll-fax: 800.667.4278  
www.esa-safe.com

**Note:** All exhibitors lighting must be CSA or Ontario Hydro approved fixtures. If you have any questions regarding the distribution of electrical loads in your booth, please contact a Showtech Representative at 905.283.0550

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## TELEPHONE SERVICE

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A specific time of day cannot be guaranteed, lines will be installed between 9 a.m. and 6 p.m. on a move-in day. Late orders or changes will be put at the end of the list.

**Toronto Congress Centre**  
**Bell Canada (Trade Show Contact)**  
Fax: 866.350.6606  
Email: tradefair@bell.ca  
Contact: Trade Show Desk Representative

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## INTERNET SERVICE

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**Toronto Congress Centre**  
**Freeman Audio Visual**  
650 Dixon Rd.  
Toronto, ON M9W 1J1  
Tel: 416.240.7838 ext 222 or cell # 416.991.4948  
Fax: 416.240.1750

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## PHOTOGRAPHY

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**Please Note:** Only approved Professional Photographers are allowed on the floor. (See Page 5 Cameras/Video Recorders for details.)

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## SALES LEAD RETRIEVAL

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### Conexsys Registration

CONEXSYS can help heighten your business success by providing comprehensive lead-retrieval information in a simple, fast & efficient manner. Using bar codes, the CONEXSYS system records information (such as the name and address) of each visitor to your booth, which of the products/services they are interested in and the type of follow-up action desired. CONEXSYS leaves you free to do what you do best introduce your products and services to prospective clients.

### **How Do I Use The Conexsys System?**

1. Complete the CONEXSYS order form.
2. Collect your scanner(s) from the CONEXSYS representative (at the registration areas) at the start of each day of the market.
3. Scan your prospects bar code.
4. Scan the appropriate bar codes on your personalized product/service and follow-up menu.
5. At the end of the day, return all scanner(s) to CONEXSYS to be downloaded.

### **You Will Receive:**

1. A daily lead report in scans sequence.
2. An email containing all of your leads scanned (in .csv format).

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## PRODUCT LOCATOR

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Annually, the online Product Locator fields nearly 250,000 searches and is the #1 planning tool for retailers attending the Toronto Gift + Home Market. It's a FREE service, so update your profile today. Retailers can search by keyword, company, or brand. They can also sort and print by company and booth and by special designation, such as Canadian-Made.

- Make an impact by posting up to 10 descriptions with product photos.
- You're also encouraged to include a company profile, logo and product brochures.
- List your brands! For some, brand recognition can be very important and it can make it easier for customers to find you.

The online Product Locator is available 24/7. Retailers come to the Toronto Gift + Home Market website year-round, but visits increase dramatically as buyers plan ahead for the show.

Click here: [Product Locator Admin login](#) to update your profile now.

For assistance, contact Barbara Prazmowski, Website Administrator at [bprazmowski@cangift.org](mailto:bprazmowski@cangift.org) or call 416.642.1039 or 800.611.6100 ext. 1039.

## HOSPITALITY

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DON'T FORGET TO BOOK YOUR HOTEL ROOM THROUGH OUR NEW  
**IN-HOUSE HOSPITALITY SERVICE**  
**PREBOOK FALL 2019**

### Exclusive Hotel Deals!

CanGift Hospitality ensures Toronto Gift + Home Market exhibitors and buyers get the best accommodations at the lowest nightly rates possible. All official Toronto Gift + Home Market hotels are located close to the show for your convenience.

### Fall 2019 Toronto Gift + Home Market Hotel Booking

Make your reservation online, by phone or email

#### BOOK ONLINE

#### **EMAIL**

[hospitality@cangift.org](mailto:hospitality@cangift.org)

#### **PHONE**

855.460.0296



### Beware of Housing Poachers

If someone other than CanGift Hospitality contacts you about hotel bookings, do not provide them with your personal information, specifically your credit card number! If you give your credit card information to one of the "pirates" or "poachers," your credit card may be charged and you might not have a hotel room when you arrive at the Toronto Gift + Home Market. Ensure you book your hotel through CanGift Hospitality.

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## MARKET SERVICES

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### **Parking**

**Free parking** is available at the **Toronto Congress Centre**. Mini bus service is provided between all lots at no charge. Please assure that you are parked correctly in the spot you choose, do not block fire or bus routes, do not park in undesignated areas as tickets will be issued for parking infractions. Please ensure all valuables are locked away and out of sight.

### **Buses**

A bus service will operate on market days between the **Toronto Congress Centre** in the morning between the hours of 8:00 a.m. to 10:30 a.m. and commencing in the afternoon at 5:00 p.m. and continuing until a half hour after market closes (Wednesday from 2:00 p.m. to 3:30 p.m.).

Bus schedules will be posted in the hotel lobbies and the bus drop off/pick up entrances.

### **Food Service**

Food service is available at several lounge/snack bar areas at the Toronto Congress Centre. Catering is also available from both facilities. See online booth menu order form.

### **Photocopying**

Photocopying services are available in the Show Offices during show hours only.

## PROMOTIONAL MATERIAL

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### **PROMOTE YOURSELF!**

To help you promote your participation at the **Toronto Gift + Home Market** we are pleased to provide you with 2 easy ways to tell your customers.

1. You can go to the market's [website](#), sign into the '**Exhibitor Toolkit**' to download your **FREE 'BANNER'**. Once you log in, the banner will automatically be customized with your company name and booth already populated for you. You can use this '**BANNER**' on any letters, invoices or other documents you send out as well as your website and on all of your emails.
2. You will also find on the website (above) a customized '**E-VITE**' which you can send out to all your customers. It's very easy to make the '**E-VITE**' your own! You can personalize the message you would like to communicate (your booth #, any special sale or promotion you will have at the market), and email it to all of your current and potential customers. You can use this tool as many times as you wish!

These are all **FREE** tools to use to tell the industry you are part of the largest gift trade show in Canada! Please contact our Marketing Coordinator, Alison Salmon at [asalmon@cangift.org](mailto:asalmon@cangift.org) for further assistance.

### **Attendee List Rental**

CanGift Gold members are eligible to rent mailing lists with attendee names for the Toronto Gift + Home Market and/or Alberta Gift + Home Market. (Select any or all of the shows.)

Individual show lists can be populated with: (1) only those buyers who attended last season (2) only buyers who are pre-registered for the upcoming show, or (3) both. They can also be customized by business type and/or geographical area. Please note that these are third-party lists and are intended for a one-time use only.

List rental request forms are available online on the Toronto Gift + Home Market exhibitor forms web page. For more information, contact Ilhaam Chaklane, Buyer Relations Supervisor at 800.611.6100 ext. 1058 or email [ichaklane@cangift.org](mailto:ichaklane@cangift.org).

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## TORONTO GIFT + HOME MARKET GUIDE

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The Toronto Gift + Home Market *Guide* is the only guide that publishes complete listings of all companies at the Toronto Gift + Home Market. The Market *Guide* lists exhibitors by building, product category and alphabetical, as well as providing an advertisers' index to assist buyers in locating exhibitors' advertisements.

### **Listings**

Listings include company name, full address, telephone, fax numbers, booth/building numbers and description of products represented. Please update your Toronto Gift + Home Market *Guide* form **online ONLY** using your username and password which was enclosed in your Renewal Package. Go to the "My Guide" Section of your [Exhibitor Toolkit](#) before the deadline of **July 5, 2019 11:59p.m. EST** to update your listing.

### **PRODUCT DESCRIPTION – FOR BOOTHS MORE THAN 1,500 NSF!**

NOTE: Changes to the number of words for your Toronto Gift + Home Market *Guide* company listing is now based on the size of your booth at the Toronto Gift + Home Market. Please see below. Descriptions longer than parameters will be edited.

### **Allowable Toronto Gift + Home Market *Guide* Word Count For Booth Sizes Outlined Below**

Up to 275 characters (approx. 4 lines in the *Guide*).

No change for exhibitors with booth sizes up to 1,499 square feet (this is the current limit for booths of this size)

Up to 550 characters (approx. 9 lines in the *Guide*) - 1,500 square feet to 2,499 square feet

Up to 825 characters (approx. 13 lines in the *Guide*) - 2,500 square feet or more

This process should be completed for each show.

**\* Every effort is made to ensure the accuracy of the listings. However, we are not responsible for any errors or omissions.**

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