



# MOVE-IN/MOVE-OUT PROCEDURES & REGULATIONS

## MOVE-IN

### **NEW Scheduled Move-In for ALL Exhibitors:**

**Exhibitors, you will be assigned a move-in date and time to set up your booth. You must report to the Marshalling Area where an attendant will sign you in and direct you to an available dock for offloading.**

#### **Dates:**

|                     |  |
|---------------------|--|
| Friday, August 2    | <b>ONLY Exhibitors with 1400 sq. ft. &amp; larger by scheduled time.</b>       |
| Tuesday, August 6   | Scheduled time   |
| Wednesday, August 7 | Scheduled time   |
| Thursday, August 8  | Scheduled time   |
| Friday, August 9    | 8:00 a.m. – 2:00 p.m. Scheduled time <b>No crate delivery after 2:00 p.m.*</b> |
| Saturday, August 10 | 8:00 a.m. – 1:00 p.m. <b>Product set-up only**</b>                             |

Loading docks open at 8:00 a.m. to 4:00 p.m. forklifts stop each day at 4pm

**NOTE:** Exhibitors can work through the night (24 hours) during move in except Saturday where everyone must leave the show floor by 1:00 p.m. **Appropriate footwear (safety shoes) must be worn in work areas and loading dock areas at all times. This rule will be strictly enforced. (See Health and Safety Policy in your Exhibitor Toolkit).**

\*All storage must be ready by 2:00 p.m. Friday, August 9. No crate deliveries after 2:00 p.m. as aisle carpets will be installed. Only product set-up within booth can occur after this time.

**NO PRODUCT OR EXHIBIT MATERIAL WILL BE PERMITTED TO BE MOVED THROUGH GLASS DOORS.**

**\*\*Everyone must vacate the buildings by 1:00 p.m. Saturday, August 10.** In order for Show Management and the Show Decorator to properly prepare for the market opening, all Exhibitor personnel must vacate the buildings by 1:00 p.m.

### **Material Handling/Drayage:**

Show Management provides forklifts and operators to assist only with the unloading of trucks and delivery of crates to exhibitors' booth from 8:00 a.m. – 4:00 p.m. August 2-9<sup>th</sup>) Exhibitors must provide their own labour for the unpacking within their booth, as Show Management cannot assume any responsibility for loss or damage of goods. Exhibitors delivering with their own vehicles are responsible for the unloading of freight and delivery to their booth on their scheduled time.

If an exhibitor fails to provide a receiver to check goods delivered, Show Management may sign the delivery slip but will do so only as an agent for the exhibitor and without any count of parcels or any check or liability for damages.

A supply of dollies will be provided for exhibitor use and are available at the loading doors. To obtain a dolly or pallet jack, personnel must have a driver's licence or credit card. Maximum time limit for each dolly and pallet jack is 30 minutes. Show Management reserves the right to levy a \$5.00 rental charge for each 1/2 hour the dolly is used beyond the initial 30-minute period.

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**Fire regulations prohibit the storing of boxes or cartons behind any booths. Any boxes or cartons found stored behind booths will be removed and discarded.** All cartons will be placed in storage once they have been properly wrapped and labelled. Any exhibitor with more than 5 cartons must wrap them together and label with correct building colour coded storage labels including Company name, Booth number(s) and Number of crates to be stored. Cartons not labelled will be considered garbage and disposed.

Security precautions will be taken during move-in, however, neither Show Management, the Toronto Gift + Home Market, the Toronto Congress Centre, the officially appointed contractors, nor the employees of any one, or all, assume any responsibility for the loss of, theft of, or damage to any exhibitor's material or equipment while in the care of the receiver or on the premises of Toronto Congress Centre.

**All freight must be prepaid.** Show Management will not accept C.O.D. shipments.

Exhibitor goods will not be accepted at the Market buildings prior to the actual move-in period. Advanced shipments for the market are available through any of the two official carriers. (See Directory of Official Suppliers document in your Exhibitor Toolkit.)

### **FREIGHT FREE AISLES**

Skids, merchandise and debris are not allowed at any time on a freight free aisle. Yellow tape on the floor will denote a freight free aisle. Ensure your booth personnel are aware and arrangements are made to set up and tear down without blocking the Freight Free Aisles.

### **Shipping Details:**

#### **South Building**

**TORONTO GIFT + HOME MARKET**  
Exhibitor Name, Contact Name  
Booth #, Hall #  
**Toronto Congress Centre South**  
650 Dixon Rd.  
Toronto, ON M9W 1J1

#### **North Building**

**TORONTO GIFT + HOME MARKET**  
Exhibitor Name, Contact Name  
Booth #, Hall #  
**Toronto Congress Centre North**  
1020 Martingrove Rd.  
Toronto, ON M9W 4W1

**ALL EXHIBITORS MUST REPORT TO THE MARSHALLING YARD TO BE ASSIGNED A DOCK AS PER YOUR ASSIGNED DATE/TIME:**

**Exiting after 8:00 p.m.:** Door 4 (Hall 1 loading dock area) must be used to exit the building.

Please ensure all move-in personnel have badges (Visit the My Badges section of your Exhibitor Toolkit to register for your badges. Badge registration will also be available on site.)

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## GENERAL INFORMATION

### **Set-Up Tables:**

During move-in the tables can be found by the loading docks in each building. These tables are for set-up purposes only and must be returned before 4 p.m. on Friday, August 9. Exhibitors can pick up tables or request assistance from a Floor Manager. Due to the high demand for these tables and as a courtesy to other exhibitors, please return set-up tables as soon as you no longer require them. **Note:** A limit of 1 table per booth (10' x 10') booth configuration.

### **Courier Packages:**

Any small shipments sent via courier to the Toronto Congress Centre during the scheduled move-in dates should be delivered directly to the exhibitor booth. If no one is there to sign for the package the courier could obtain a signature from the floor manager within the hall (usually at the docks), if these steps are not possible then the packages can be received at the show office and held for pick up by the exhibitor. Show Management will not take responsibility for the condition or number of packages received. Due to the challenge in managing the high volume of courier packages delivered to the show, we encourage you to consolidate your market materials prior to the event and send them by a freight carrier on your scheduled date/time.

**Storage:** All crates and cartons will be stored in trailers outside the building.

### **Storage Procedure:**

**IMPORTANT:** Show Management is not responsible for materials/goods placed in storage or any sustained damages for any reason.

Boxes must be folded, labelled and tied together for storage.

"Storage Labels" colour coded by building should be obtained from the Floor Manager or the Show Office during Move-in. **Remember to remove old storage labels.**

Identify storage by writing (in large print) Company name, Number of crates to be stored and your Booth number on the storage label.

All crates and storage with "Storage Labels" will be automatically removed from the exhibitor's booth and stored until the closing of the market.

Boxes and cartons without "Storage Labels" may be considered garbage and disposed of by the show cleaners.

All crates/cartons etc. are stored off-site in trailers. The first trailer loaded will be the first trailer off loaded.

All storage must be ready no later than 2:00 p.m. Friday of move-in.

Bring extra boxes/packing material in case of emergencies.

Security cages are available on a rental basis. Contact Lange Transportation & Storage for more details. Show Management recommends wheeled crates.

All crates should be clearly identified with Company name and Booth number.

## MOVE-OUT

**Wednesday, August 14** – the show closes at **3:00 p.m.** and storage return will start at 4:00 p.m. once all show aisle carpet has been removed.

**STORAGE RETURN STARTS AT 4:00 p.m. to 11:30 p.m.**

**Everything must be off the show floor by 2:00 p.m. on Thursday, August 15, 2019.**

Anything left on the show floor after 2:00 p.m. will be forced shipped by one of the official carriers at the exhibitor's expense. Exhibitors may work through the night to avoid lengthy delays for their carriers/trucks.

1. Appropriate footwear (safety shoes) must be worn in work areas and loading dock areas at all times. This rule will be strictly enforced. (Health and Safety Policy in your Exhibitor Toolkit.)
2. Under no circumstances may an exhibitor start teardown or removal of his exhibit before **3:00 p.m. on Wednesday August 14**. The market hours must be observed as a courtesy to both buyers and exhibitors. Notification of market closure will be made over the PA system.
3. Do not order teardown personnel to arrive at your booth until market closing time 3:00 p.m. They will not be allowed in the market before closing nor permitted to begin work until this time. These individuals will require a move-out badge to gain access to the floor. Please ensure that all individuals you hire for move-out are notified of this procedure.
4. At market closing time, the building will be cleared of buyers and the show decorator will be given one hour to remove garbage containers from the aisles and roll-up the aisle carpets. During this time, nothing with wheels will be allowed on the show floor. This includes dollies, handcarts, pump trucks, etc. Only items that can be hand-carried to or from the booth are allowed on the show floor at this time. Please keep items off the aisle carpets to ensure a speedy removal of the aisle carpets so storage return may begin.
5. Once all aisle carpet has been removed from the facility, material handling staff will begin to return storage to exhibitor's booths.
6. **Off-Site Storage:** The storage is housed off-site on trailers. All exhibitor storage will be returned to booths starting at **4:00 p.m.** after the market has closed and all aisle carpet is removed. Exhibitors should check the schedule posted in the Show Office at both locations by **1:00 p.m.** on **Wednesday August 14** for approximate off-loading times. Trailers will be off-loaded, and all storage will be returned to exhibitors in the order it was received (i.e. first in, first back).
7. Please be patient! Show Management and its official contractors will work diligently to return storage to all exhibitors as quickly as possible while ensuring a safe working environment for all concerned.
8. No product or exhibit material will be permitted through glass doors.
9. It is important that exhibitors do not leave their booth unattended at any time during this period, as it is almost impossible to protect against theft due to the general confusion present during dismantling.
10. As an added precaution against theft, exhibitors who do not plan to move out on **Thursday** are advised to hire a security guard from **Wednesday 3 pm to Thursday at 8 am** to ensure safety of product. This allows the exhibitor not to rush move-out and not having to pay overtime for staff. It may even be possible to share the guard and costs with neighbouring exhibitors. (See Directory of Official Suppliers online for Security details).
11. The forklift operators have been instructed to follow directions from floor management staff only. Attempting to have them retrieve specific items is not allowed and only slows the entire storage return process.

12. Dollies: Exhibitors are encouraged to bring their own dolly, clearly labelled with your company name. To obtain a dolly, a driver's licence or credit card is the only ID accepted.

Dolly location:

Congress Centre South: Hall 3 – rollup door G  
Congress Centre South: Hall 1 – Loading dock  
Congress Centre North: Hall 4 - Loading Dock  
(See Page 1 for Material Handling/Drayage details)

Set-up/tear down tables are also available if necessary.

13. All trucks will be held in a holding area until the exhibitor is packed and ready to load at the docks. Only when completely packed, can an exhibitor obtain a Marshalling and/or Dock Pass from the dock supervisor or floor manager for accessing loading docks.
14. No tipping of any facility employee or contractor is required or allowed.
15. For safety reasons, the use of alcoholic beverages on the show floor is strictly prohibited.

#### **STORAGE RETURN:**

The storage return schedule is posted outside the Show Office, South building, Hall 1, Waxman meeting room and Show Office, North building, Hall 4, main lobby by 1:00 p.m. on **Wednesday, August 13** for the approximate times storage will be unloaded and delivered to your booth.

**Fire regulations prohibit the storing of boxes or cartons behind any booths. Any boxes or cartons found stored behind booths will be removed and discarded.** Crates, boxes and non-combustible packing material **MUST** be removed from the booths and put into storage, there is no charge for storage.

Every effort will be made to ensure a smooth and stress-free move-out however, unforeseen circumstances can occur. We ask for your patience and co-operation in these matters.

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