

**21st TRIENNIAL MEETING OF
THE INTERNATIONAL ASSOCIATION
OF FORENSIC SCIENCES 2017**
Exhibitor Manual

Dear Exhibitor,

We are pleased to announce **Robinson Show Services Inc.** has been named the Official Show Services Contractor for **21st Triennial Meeting of the International Association of Forensic Science 2017**. The Robinson Team is looking forward to help make your event a success.

We carry the following products and services to enhance your booth's visibility:

- Display Tables, Chairs & Stools
- Sofas & Coffee Tables
- Counters, Storage & Display Units
- Accessories & Office Furniture
- Carpet & Under-padding
- Booth Rentals
- Plants
- Labour – Install & Dismantle
- Signs & Graphics
- Transportation Services
- Advance & Post Show Warehousing

Please review the enclosed order forms for the services and equipment you may require. You may also view our products at www.robinsonshowservices.ca.

We would be delighted to assist you with any questions or special requests you may have.

Sincerely,
Team Robinson

Robinson Show Services Inc.
7615 Kimbel Street Unit 1-2
Mississauga, Ontario, Canada L5S 1A8
Phone: 905-417-7789
Fax: 905-417-2244
E-Mail: alexandra@robinsonshowservices.ca

DECORATOR FOR CONVENTIONS, EXPOSITIONS, CORPORATE & SPECIAL EVENTS



PLEASE NOTE:

- It is forbidden to make alterations to any existing part of the venue, including but not limited to furnishings and equipment, without prior written authorization from the venue. This includes the drilling of holes, mechanical fastening (nails, staples, and push pins etc.); adhesive fastening (tape, glue, Velcro); or the fixing in any manner of decals, promotional literature or posters. Violating this restriction will result in a minimum fine of \$100.00 per occurrence. Labour/Repair charges may be applied for the removal of prohibited items from venue property.
- The use of masking, clear packaging and plastic-based tapes are prohibited. To affix booth floor covering to the exhibit floor, only cloth based tapes such as Polyken are acceptable. Labour/Repair charges will be applied to remove prohibited tape from the venue property.
- Display or exhibit materials **must not** be attached to the drapes, lighting, chandeliers, walls, or hung from the ceiling. The exhibitor, in erecting a display, must not affix materials onto any surface, using thumb tacks, nails, spikes, staples, nor may they use adhesives. Exhibitors will be directly responsible for damage to Robinson equipment or supplies, and/or damage to the facility.
- Sample food or beverage products must not be prepared, distributed or sold without the express written authorization from the venue. Most venues do not allow outside food and beverages in their banquet space. Please contact the venue directly for more information on their food and beverage policies. It should be further noted, venues charge a daily cleaning fee to exhibitors who are granted permission to serve food and beverages during an event.
- Passenger elevators and escalators **are not to be used** for transporting freight or equipment from floor to floor. This includes hand dollies, hand-carrying of boxes, easels, chairs, tables etc.
- Protective footwear, i.e. safety shoes must be worn during move-in and move-out. At specific times, the exhibit floor (or parts therein) may be deemed “Construction” areas by the Show Manager. If you have been given permission to be on the floor at these times, you will be required to wear an approved hard-hat within the designated “Construction” zone. Also, when working at heights greater than 3 meters (10 feet) fall protection must be worn.
- During move-in and move-out, exhibit halls, loading dock areas and back of the house service areas are considered hazardous work zones.
- Ontario Law prohibits smoking anywhere inside the facility, public areas, or within close proximity to entrance or exit doorways.

LIABILITY

- “Hold Harmless” – The Exhibitor(s) assumes the entire responsibility and liability for losses, damages and claims arising out of injury or damage to exhibitors’ displays, equipment and other property brought upon the premises of the Facility and shall indemnify and hold harmless the Facility agents, servants and employees from any and all such losses, damages and claims.

SAFETY

- Displays, exhibits or shipments of an excessive weight must receive prior approval by the Facility, and must be placed on wooden platforms to distribute the weight evenly to avoid damage to the floor and/or carpeting.
- It is not recommended to use chairs, tables and other rental furniture to support standing weight. Please use proper ladders.
- Flammable, explosive or corrosive liquids or materials are prohibited in the exhibit area. It is an offence to ship hazardous materials. Each offence is subject to fines or penalties.
- All displays and exhibits must be assembled in a safe and secure fashion to prevent hazards or damage to any other exhibitor, participant and/or display.
- Exhibitors and their Exhibitor Appointed Contractors (EAC's) are not permitted to operate motorized lifts or motorized material handling equipment for the installation and dismantle of exhibits.
- Due to fire regulations, booths and tables are not permitted to block entrance or exit doors. The Fire Code requires a minimum of 3 meters, (10 feet), clearance from all entrances and exits.
- Please use caution while in the exhibit hall. This is an active work area during move-in and move-out with potential hazards such as machinery, equipment and obstacles.
- Stay clear of trucks, trailers and dock areas.
- It is recommended as a safety precaution, and for insurance purposes, no one under the age of 16 be permitted in the exhibit area during move-in and move-out. If children are present during these times, they must be supervised by an adult at all times.

FULL FREIGHT SERVICE

- Full Freight Service is available to all exhibitors within the GTA, such as: Metropolitan Toronto, Brampton, Mississauga, Richmond Hill & Markham. This service package includes:
- Pick-up & Return of your exhibit materials from your office
- Storage at Robinson Show Services Warehouse (pre & post show)
- Material handling
- Storage of empty crates during the show (if onsite storage is unavailable, additional charges will apply)
- Post show service
- Our Full Freight Service is available to all exhibitors within the GTA and surrounding area only.
- To place your order, please refer to the full freight order form in this manual.

ADVANCE WAREHOUSE

- Robinson will accept and store your shipment at our warehouse for a maximum of two weeks in advance of the show.
- Please call TBD at Robinson Show Services directly at 905-417-7789 ext. TBD if you require further information, quotations or assistance with transportation and storage options.
- Please fill out the Advance Warehouse form included in your manual.

Advance Warehouse Address (shipping Labels are Included in your manual)

Robinson Show Services
21st TRIENNIAL MEETING OF THE INTERNATIONAL
ASSOCIATION OF FORENSIC SCIENCES 2017
(Exhibitor Name Here), (Booth #)
7615 Kimbel Street, Unit 1-2 Receiving, Mississauga, Ontario, L5S 1A8
Tel. # 905-417-7789 ext. 201

Shipping hours from **Monday August 7th – August 21st 2017**, Monday – Friday between 9am – 4pm

To place your order: please refer to the advance warehouse order form in this manual.

EXHIBITORS PLEASE NOTE

- It is the responsibility of Exhibitors to notify Robinson Show Services of any shipments requiring material handling or special handling, (including Forklift services-see below). If shipments are sent by carrier directly to show site, please schedule the delivery date and time with Robinson Show Services and have all tracking numbers available on-site during move-in.
- When ordering Advance Warehouse, material handling is compulsory. If material handling is not included with the order, charges for this service will subsequently be added to the bill. In addition, it is highly recommended that Robinson Show Services provide post show service, to complement other freight services already in place. It should be noted that freight remaining on the show floor or left on the dock following the take-down of the event, will be collected and returned to Robinson's warehouse for storage. Additional post show and material handling charges may be applied, including a 30% late fee.
- Advance Warehouse order forms must be submitted to Robinson Show Services for processing prior to the shipment being delivered to the warehouse. Robinson Show Services reserves the right to decline any carrier delivering freight to the warehouse on behalf of an exhibitor, if the relevant paperwork has not been provided beforehand by the exhibitor, and full payment received.
- Exhibitors must pay full shipment and customs fees prior to shipping exhibit material to the Advance Warehouse or to the show site. Should exhibit material be shipped pre-paid, penalty charges of \$100 plus customs fees will automatically be charged to your credit card.

MATERIAL HANDLING

- Robinson Show Services offers material handling services for show materials. This includes off-loading from delivery trucks, transporting material to exhibitor booth locations, removal of empty crates to designated storage areas (maybe off site – note additional charges may apply for off-site storage), return of empty crates to booths at close of show and reloading on transport trucks.
- To place an order, please refer to material handling order form included in this manual.

STORAGE DURING THE SHOW

- Exhibitors can store a limited amount of empty cartons in their booth – this storage is restricted to under your skirted table only and not behind display material.
- Material handling service includes the placing of empties in the designated storage area. Exhibitors not ordering material handling services are responsible for removing and storing all empties - please label all empty crates before storing.
- If there is limited storage on the show floor and your company has not ordered material handling from Robinson, it is highly recommended that you consider using our storage service. Alternatively, it is the exhibitor's responsibility to make arrangements for your empty crates to be stored offsite.

To place an order, please refer to the storage order form included in this manual.

NOTE: if onsite storage is unavailable, additional charges may apply for offsite storage – this applies to all exhibitors procuring material handling.

POST SHOW

- We recommend that you order RSS post show services as this guarantees your exhibit material is secure at the end of the show. All exhibitors using this service will have up to 5 business days to make arrangements for your freight to be collected from RSS warehouse. If your exhibit material is not collected during the stipulated time frame, storage charges will apply.
- Prior to leaving show site, it is the exhibitor's responsibility to affix labels, bill of lading and if applicable, a "customer commercial invoice" to your exhibit material. If the compulsory documents are not included and RSS office staff is required to contact the exhibitor to request the information, an admin fee of \$50.00 will apply.
- To place an order, please refer to the post show order form included in this manual.
- It should be noted; if your carrier does not collect your freight during the dismantle window, it is the responsibility of RSS to take and store your freight at our warehouse and charges will apply, (refer to additional terms and conditions for more information).

ADDITIONAL TERMS AND CONDITIONS

- Payment in full must be submitted with your order form. Any orders received without payment will not be processed and will be returned to you via email.
- Orders received before the discount date will be given a 30% discount.
- Onsite orders will be charged a 30% late fee (this includes ordering of booth furnishings, material handling, onsite/offsite storage & post show services).
- Written cancellation submitted after processing of payment and more than 3 business days prior to the event will be subject to the lesser of a \$100.00 administration fee OR 25% of order value pre-tax. Order cancellation received 3 business days or less will be subject to a cancellation fee equal to 50% - 100% of the total order (this is based on the level of work already completed by RSS and also any expenses incurred inclusive of labour and purchased material).
- All exhibit material and equipment must be removed by the exhibitor during the assigned dismantle period. Any material left on show site after this time will be removed by RSS and stored at our warehouse for a maximum of 5 business days at the exhibitor's expense. If the named contact, supplied by the show manager does not reply within 5 business days to our written correspondence informing re: your exhibit material, we will retain your freight for a further 6 weeks. This will be classed as long term storage and premium pricing will apply. After this date, RSS will dispose of your exhibit material. Please note, RSS shall not be liable for any loss or damage to your exhibit material left on show site post show.
- Freight will be rounded up to the nearest 100lbs (a minimum of 200lbs will be charged for all freight orders). Exhibitors will be charged for actual weight if different from weight recorded on the order form.
- All freight either being collected by RSS staff or delivered to our warehouse or show site without a weight ticket will be weighed. The dimensions generated on our scale will be used for billing. Invoices will be adjusted for off target shipments and a further payment will be deducted from your credit card.
- If you intend to use an exhibit appointed contractor, please complete and return the relevant forms 10 days prior to exhibitor move-in.

Robinson Show Services - Payment and Credit Card Authorization form

Tel - (905) 417-7789 | Fax - (905) 417-2244 |

Email: exhibitorservices@robinsonshowservices.ca | www.robinsonshowservices.ca

Company Name _____ Booth # _____ Booth Size _____

Address _____ Postal Code _____

Email Address _____ Phone # _____

Email for invoice (if different from above) _____

Onsite Contact Name _____ Cell # _____

THIRD PARTY COMPANY INFORMATION

ONLY COMPLETE THIS SECTION IF A THIRD PARTY WILL BE MAKING PAYMENTS FOR THIS ORDER

Third Party Company Name _____

Contact Name _____

Third Party Address _____

_____ Post Code _____

Contact's Email _____ Phone # _____

Email for Invoice (if different from above) _____

CREDIT CARD

*****ONCE YOUR ORDER IS RECEIVED, A ROBINSON REPRESENTATIVE
 WILL CONTACT YOU TO UPTAIN YOUR CREDIT CARD INFORMATION*****

Card Holder Name _____

Card Holder Billing Address _____

Card Holder Signature _____ Date _____

BANK WIRE TRANSFER

Canadian Imperial Bank of Commerce, 35 Lakeshore Road East, Port Credit, Ontario, L5G 1C9

CIBC Bank Code: 010 | Transit or Branch #: 00422 | Robinson's Account #: 1047701 | SWIFT CODE: CIBCCATT

- Canadian Banks do not carry IBAN numbers
- Please reference – 21st Triennial Meeting of the International Association of Forensic Science 2017 & Booth Number on all Bank Transfer so we properly credit your account. Customers are responsible for the bank processing fee of \$30.00 CDN.



PAYMENT POLICY

Your order will not be processed if this credit card authorization form is not fully completed or is not submitted with your order.

All payments must be made in full with the submission of your order forms. If the final price for the products or services you are ordering is different from the price on the order summary form, you will be notified in writing of any further deductions to be taken from your credit card prior to your card being charged. Payment will be deducted from your credit card once your order is processed and you will be issued with payment confirmation. Please note additional charges will automatically be deducted from your credit card for service such as freight, labour, damage and items or services ordered onsite by your representative - All applicable taxes will be added and charged to your credit card.

This form must be completed for all onsite orders or payment will have to be made in full.

Method of Payment: RSS will only accept the following forms of payment – Master Card, Visa, Amex and bank wire transfer. All exhibitors paying by bank wire transfer, please include an additional \$30 to cover the bank charges associated with this method of payment. For exhibitors paying in US currency via wire transfer, please ensure your payment is equivalent to Canadian dollars.

Charges: A 30% discount will automatically be given to all exhibitors placing their order before the order discount date documented in the exhibitor manual.

Third Party Billing: In order to authorize RSS to invoice a third party for payment of services rendered to exhibitors, this form must be fully completed and signed by both the exhibiting company and third party.

The exhibiting company understands and agree that your company is ultimately responsible for payment of charges and agree by submitting this form or ordering materials or services from RSS, to be bound by all terms and conditions as described in the Terms and Conditions section of this service manual. In the event that the named third party does not discharge payment of the invoice prior to the set up day of the show, charges will revert back to the exhibiting company. All invoices are due and payable upon receipt, by either party.

Cancellations and Amendments: Written cancellation submitted after processing of payment and more than 3 business days prior to the set-up will be subject to the lessor of a \$100.00 administration fee OR 25% of order value pre-tax. Order cancellation received 3 business days or less will be subject to a cancellation fee equal to 50% - 100% of the total order (this is based on the level of work already completed by RSS and also any expenses incurred inclusive of labour and purchased material).

All invoices will be sent via e-mail. Please provide the e-mail address of the person who reconciles your invoices if different than contacts email.

By signing this form, I agree to accept RSS payment policy & RSS contract terms included in this manual.

Exhibiting Company

Authorized Signature _____ Date _____

Authorized Name – Please Print _____

Third Party

Authorized Signature _____ Date _____

Authorized Name – Please Print _____

Robinson Show Services is committed to providing excellent customer service. To assist us with serving you more effectively, please send your feedback to exhibitorservices@robinsonshowservices.ca

