



## **Exhibit Rules and Guidelines - SPONSORS**

1. **Application:** Application for space shall be made in writing on the exhibitor application form.
2. **Assignment:** Exhibit space is assigned on a first-come, first-served basis with priority to sponsors of the CARO Annual Scientific Meeting who are entitled to one space with their sponsorship. CARO will attempt to honour all requests for exhibit space. CARO reserves the right to change location assignments at any time, as necessary. The exhibition area will be located in the Ballroom Foyer Anterooms. An information kit and floor plan will be provided prior to the meeting.
3. **Payment:** Full payment is required **BY July 15, 2009**.
4. **Cancellation:** CARO must be notified in writing in the event of cancellation.
5. **Exhibit Fee:** One exhibit spot is included with the cost of sponsorship (Platinum sponsors receive two spots). This includes complimentary registrations based on your sponsorship level, one 6' skirted table and two chairs, if requested and pipe and drape, where necessary. If additional registrations are required, each registrant must pay the non-member registration fee. *No free passes will be issued for additional exhibit staff to enter the conference.* Please see registration form with the meeting program.
6. **Promotional Items:** All items intended for distribution to registrants must be approved in advance. Exhibitors should offer for distribution only items that are essentially of educational or scientific value.
7. **Care of Exhibits:** Exhibitors are responsible for any damage to the hotel, including floor, ceiling, walls, carpeting, etc. Unless authorized in writing, nothing shall be posted on, nailed or otherwise attached to columns, walls, doors or other parts of the building. Approval must be given in writing by the Hilton Québec Convention Manager. Please note that signage is not permitted in the main lobby.
8. **Security:** It is the responsibility of each exhibitor to protect display material from loss or damage. Please ensure that all small display and personal items are secure before leaving the display.

**Please do not leave laptops or any items of  
value unattended at any time**

9. **Responsibility:** The exhibitor hereby assumes the entire responsibility and hereby agrees to protect, defend, indemnify and save the conference organizers, CARO, the Hilton Québec, P.E. Poitras Exposition Services, its owners, its operators and each of their respective parent companies, subsidiaries, affiliates, employees, officers, directors, and agents harmless against all claims, losses or damages to persons or property, governmental charges or fines and attorney's fees arising out of or caused by its products, materials, installation, removal, maintenance, occupancy or use of the exhibition premises or a part thereof.

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10. **Force Majeure:** CARO reserves the right, at its sole discretion, to change the date or dates upon which the Show is to be held and shall not be liable in damages or otherwise by reason of any such change. In addition, CARO shall not be liable in damages or otherwise for failure to carry out the terms and of this Agreement in whole or in part where such failure is caused directly or indirectly by or in consequence of fire, storm, flood, war, rebellion, insurrection, riot, civil commotion, strike or by any cause whatsoever beyond the control of CARO whether similar to or dissimilar from the causes enumerated herein. In the event that the exhibit space to be used by the Exhibitor should in any way be rendered unusable, the Exhibitor shall pay for such space only for the period during which it was or could have been used as determined within the sole discretion of CARO. A refund of monies paid by the Exhibitor to CARO will be made by CARO in the event that the Show is not held as proposed by CARO.
11. **Insurance:** It is the responsibility of all exhibitors to ensure that their insurance coverage is in good standing. The exhibitor shall obtain and keep in force during the term of the installation and use of the exhibit premises, policies of Commercial General Liability Insurance and Contractual Liability Insurance, insuring and specifically referring to the Contractual liability set forth in this Exhibit Agreement, in an amount not less than \$2,000,000 Combined Single Limit for bodily injury, property damage, personal injury, advertising injury, contingent employer's liability and contractual liability. This policy shall be in effect during all hours of the conference, move-in and move-out.

**The exhibitor MUST provide a certificate of insurance to CARO when this Agreement is signed, or within a reasonable time thereafter, and within a reasonable time after such coverage is renewed or replaced.**

The Hilton Québec, its owners, its operator, and CARO shall be included in such policies as additional named insured. In addition, the exhibitor acknowledges that neither CARO, the hotel, its owners, its officers, directors, employees, agents, maintain insurance covering exhibitor's property and that it is the sole responsibility of the exhibitor to obtain business interruption and property damage insurance insuring any losses by the exhibitor.

If you use a contractor and/or a sub-contractor, you will ensure that your contractors and/or sub-contractors comply with the insurance provisions contained herein.

To obtain a certificate, you must contact your insurance provider. Depending on the size of your organization, your finance or administration department is likely to have this information on file. Simply provide your insurance company with the sample certificate (attached) and request that they provide a certificate based on the sample. **Please note that the Hilton Québec and CARO must be named as additional insured for the duration of the event.** There is no charge to produce the certificate and your insurance company should be able to provide you with a copy of the certificate within a week of your request.

**ALL REPRESENTATIVES WITH AN EXHIBIT MUST COMPLETE A REGISTRATION FORM AND WEAR THEIR NAME BADGES AT ALL TIMES**

*Upon arrival, please check-in at the CARO registration desk*

## **Exhibitor General Information - SPONSORS**

### **FACILITY**

The exhibition area will be located in the Ballroom Foyer and Anterooms at the Hilton Québec, Québec, QC. **You will be notified of the exact location of your space and the floorplan will be posted on the website.**

### **EXHIBITS**

Each exhibit spaces includes the following:

- One 6' skirted table
- Two chairs
- Wastepaper basket

**The exhibit area is carpeted and the minimum ceiling height in the exhibit area is 20 feet.**

### **ELECTRICAL AND INTERNET**

All electrical wiring and outlets shall be at the exhibitor's expense. All operating electrical equipment used in the exhibit area must be approved for use in Canada. Should you wish to order electrical or internet services, please contact (*contact name, contact title*) at (*phone number*) at the Hilton Québec to order.

### **EXHIBIT HOURS**

All exhibitors must register and wear their name badges at all times. Please check-in at the CARO registration desk.

#### **Exhibitor Set up:**

<b>Thursday, October 1</b>	<b>0600-0900</b>
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**Exhibiting Hours:** It is at your discretion when to attend your exhibit. Please refer to the preliminary program for the daily schedule. Delegates are encouraged to view the exhibits throughout the conference and are specifically invited to do so during their nutrition breaks:

<b>Thursday, October 1</b>	<b>0700-1800</b>
<b>Friday, October 2</b>	<b>0700-1800</b>
<b>Saturday, October 3</b>	<b>0830-1430</b>

#### **Dismantling:**

<b>Saturday, October 3</b>	<b>1430</b>
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### **SET UP / DISMANTLING**

Set-up of exhibits commences as early as 0600 on Thursday, October 1, 2009. Each exhibitor will be responsible for ensuring that **all materials are removed from the exhibit area and clean-up completed by 1430 hours on Saturday, October 3. Please keep noise to a minimum as sessions are still being attended.**

The Hilton Québec and CARO are not responsible for loss or damage to equipment, exhibits or any other property brought into the hotel for the purpose of meetings, conventions, exhibits or any similar functions.

**Reserving Exhibit Space:** Please complete the exhibitor application form (page 1), a registration form for each representative and submit with full payment to the CARO no later than July 15, 2009.

## **HILTON QUÉBEC EXHIBIT RULES**

### **EXHIBIT MATERIAL HANDLING - IMPORTANT NOTICE:**

The Hilton Québec will NOT accept shipments of any kind for trade show/exhibitions until 24 hours prior to the start of the meeting (September 29). It is the exhibitor's responsibility to make arrangements for the removal and shipping of all items, within 24 hours after the meeting is over. Any material not removed by this time will be shipped at the exhibitor's expense. It is suggested that all equipment or material be shipped during normal operating hours of the Hotel Receiving Department (Monday-Friday, 8am-4pm, closed from noon-1pm). There are no storage facilities at the hotel. The Hilton Québec has no facilities for storing packages, parcels, boxes and crates, exhibit displays or equipment. The loading dock cannot be used to store any of the above-mentioned materials. The hotel does not supply any manpower or equipment (dollies, carts, etc.) to bring convention equipment and supplies to the banquet level. All of your shipping should be coordinated through P.E. Poitras Exposition Services.

### **SIGNAGE**

Unless authorized in writing, nothing shall be posted on, nailed or otherwise attached to columns, walls, doors or other parts of the building. Approval must be given in writing by the Hilton Québec Convention Manager. Please note that signage is not permitted in the main lobby.

### **SECURITY**

CARO and the Hilton Québec cannot guarantee against loss or damage of any kind. Exhibitors are responsible for their exhibit materials. Please ensure that all small display and personal items are secure before leaving the display. Please do not leave laptops or any items of value unattended at any time.

### **EMERGENCY**

The Hilton Québec and CARO shall not be held liable if the exhibition is cancelled, postponed or relocated on account of fire, strikes, government regulations, casualties, Acts of God, or other causes beyond the control of CARO and the Hilton Québec.

### **SHIPPING CONFERENCE MATERIALS DIRECTLY TO THE HOTEL**

Exhibit materials can be shipped to the hotel directly; however, they should not be shipped to arrive any earlier than September 29, 2009. The Hilton Québec does not have storage space for exhibit materials during the meeting.

The following information **MUST** be clearly printed on all labels for all boxes delivered to the hotel. This will ensure that they are received in a timely and efficient manner.

Company Onsite Contact	_____
Company Name	_____
Address	Hilton Québec 875, rue St-Joachim Québec, QC G1R 5V4 Mary Hooey, Annual Meeting Coordinator Hilton Convention Coordinator
Conference Title	CARO Annual Meeting (Tradeshow)
Dates of the Conference	September 30-October 3, 2009
	Box ____ of ____ (total # of boxes)

For further information, please contact the Hilton Québec:

**HOTEL CONTACT INFORMATION**

Andrée L. De Blois Hilton Québec Assistant Manager, Convention Services 875, rue St-Joachim, Québec, QC G1R 5V4	Tel: 418.648.6481 Fax: 418.647.2986 Email: andree.de.blois@hilton.com
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**LIVINGSTON EVENT LOGISTICS CUSTOMS SERVICES & TRANSPORTATION**

Livingston Event Logistics has been appointed as official customs broker for the CARO Annual Meeting. For all customs & shipping needs, we recommend that you deal directly with this customs broker. They will assist exhibitors in the completion of customs documents. Their Canada Bound Customs and Shipping Guide PDF forms are available on-line @ [www.livingstonintl.com](http://www.livingstonintl.com) in the Event Logistics section. If you are shipping from the USA it is **necessary** to complete their Order Form and Canada Customs Invoice, prior to shipping, please fax John Santini copies of these completed forms as well as your shipment tracking number fax: 514-849-3446.

**FOR CUSTOMS INQUIRIES PLEASE CONTACT :**

John Santini, Operations  
 514-987-2700 ext. 24  
 Mobile: 514-466-0680  
 Fax: 514-849-3446  
[jsantini@livingstonintl.com](mailto:jsantini@livingstonintl.com)

**Please note that SHIPPING information will be made available at a later date.**

**Please visit [www.caro-acro.ca](http://www.caro-acro.ca) for updates or contact the CARO Office.**

## **GUIDELINES FOR EXHIBITORS**

These guidelines are suggestions and are strongly recommended to be followed by each exhibitor.

- Read the prospectus carefully, paying particular attention to potential problem areas, such as drayage requirements and rates, liability and prepayment clauses, installation and dismantling dates and times (standard time or double time rates), penalty enforcement or violation clauses, etc. Underscore or circle important items that will instantly draw your attention or that of the person in charge of the exhibit for your company.
- Reply promptly to all requests to exhibit that you receive in one of the following ways:
  - acceptance of application as submitted;
  - letter of regret; or
  - letter of regret asking to be dropped from the mailing list if there is no reason for future consideration of attendance.
- Make space payment promptly and all payments before their deadlines.
- Complete and mail service contractor order forms at least 4 weeks before the meeting. Any telephone orders should be confirmed in writing. Any service or rental cancellations should also be confirmed in writing.
- Allow adequate delivery time for the exhibit to reach its destination. Note the specified dates, address and deadline the drayage company is to receive shipments prior to set-up day. Note the shipping address to be used before and after the deadline date. If the prospectus fails to provide this information, contact the CARO Office to obtain it. Please contact the CARO Office if you require shipping and drayage information.
- Advise the person in charge for your company that it is his/her responsibility to monitor the movement of the exhibit via pro numbers, air bills, etc.
- Provide your booth personnel with a copy of the rules and regulations applying to exhibitors as provided by the sponsoring association and emphasize the importance of adhering to them. Alert your personnel to the fact that if these rules and regulations are violated, your company may be denied the opportunity to exhibit at future conferences and could be responsible for damages.
- If you do not use professional installation/dismantling supervisors familiar with your exhibit, be certain that your company's representative, who is the assigned supervisor understands the conference hall regulations.
- Advise booth personnel not to criticize or engage in arguments with labour personnel. Your booth personnel should discuss the problem with the CARO conference manager in the office set aside for conference management. The CARO conference manager should then discuss the problem with the venue supervisor, if necessary.
- Report to the CARO conference manager any requests from booth personnel, in areas such as drayage and set-up, for payments (tips) for services performed. If you plan to set up a small exhibit by yourself without labour, you should check in advance to see if this is permitted. If the prospectus indicates you may do your own set-up and dismantling but if you are stopped by union personnel, do not argue; contact the CARO conference manager.

## **GUIDELINES FOR EXHIBITORS – CON'T**

- Arrange for products or equipment to be locked up or consider hiring a security guard to protect valuable materials.
- Unpack literature and other materials well in advance of opening of the exhibit hall so the aisles can be cleared of debris before meeting registrants enter.
- Advise your booth personnel to arrive early, obtain their badges and be in the exhibit booth before the exhibits open.
- Be certain a company representative or agent supervises the packing of product, equipment and dismantling of the exhibit at the conclusion of the meeting. Supervision of valuables should continue until the material is transported from the exhibit hall docks.

### **HAZARDOUS MATERIAL & WASTE**

Hazardous material and waste is any material being exhibited, stored, recycled or thrown away that could potentially be dangerous to those attending the event, which could cause injury, harm, or death or pollute air, land or water (example – Hazardous materials can often be identified by certain characteristics that they possess such as being corrosive, flammable, reactive or toxic (scented products such as perfume, cologne, after shave, chemicals, etc.) Exhibitors who generate materials fitting any of these criteria in the course of their meeting activities must:

- Inform the CARO and Hotel Facility Management Staffs of the presence and planned disposition of hazardous material at the time of space application to allow for thorough planning and preparation and preclude misunderstanding.
- Be aware of the full scope of the hazard(s) associated with their material(s).
- Conform to the requirements of all regulatory agencies having jurisdiction in the location of the hazardous material and/or waste.
- Ensure that all personnel who could possibly be engaged in the transportation, containerization, use, coordination, or disposal are fully informed of associated risks.

### **ANY QUESTIONS REGARDING EXHIBIT SPACE CAN BE DIRECTED TO:**

Ms. Mary Hooey  
Annual Meeting Co-ordinator  
CANADIAN ASSOCIATION OF RADIATION ONCOLOGY  
Tel: 416-946-4457 Fax: 416-946-4442  
Email: [mary.hooey@uhn.on.ca](mailto:mary.hooey@uhn.on.ca)  
Website: [www.caro-acro.ca](http://www.caro-acro.ca)