

ONTARIO GOOD ROADS ASSOCIATION

TRADE SHOW INFORMATION, RULES AND REGULATIONS

FUNCTION TITLE: OGRA Conference

DATES OF EXHIBITION: February 24 – 26, 2019

PLACE OF EXHIBITION: Sheraton Centre Hotel, Toronto
Sheraton Hall and Osgoode Ballrooms
Lower Concourse

HOURS: Sunday, February 24 - 4:00 p.m. to 7:00 p.m.
Monday, February 25 - 8:30 a.m. to 4:30 p.m.
Tuesday, February 26 - 8:30 a.m. to 12:00 p.m.

DISPLAY EQUIPMENT AND SERVICES

- a) STRONCO SHOW SERVICES, Exhibitor Services, (905) 270-6767, are the official decorators and suppliers of display services and equipment for this function.
- b) RENTAL FURNITURE, DISPLAY TABLES AND SPECIAL SIGNS - These items are available from STRONCO SHOW SERVICES. Please contact them directly for your specific requirements. Order forms will be sent to exhibitors with confirmation of assigned booth.
- c) AUDIO-VISUAL EQUIPMENT
May be obtained from PSAV Show Services 416-703-3944 on advance order only.
- d) COMPLETE RENTAL DISPLAYS
May be obtained from STRONCO SHOW SERVICES. An illustrated brochure is available on request.

SPACE AVAILABILITY

Booth space will be ready for exhibitors to arrange displays at 10:00 a.m. on Sunday February 24, 2019. Neither exhibitors nor displays may enter prior to this time. Exhibitors are encouraged to have displays set up by 3:00 p.m. on February 24th. The Exhibition will open at 4:00 p.m. on that date.

REGISTRATION AND BADGES

The conference registration is located on the Concourse Level. Registration hours are:

Sunday, February 24 – 1:00 p.m. to 6:30 p.m.
Monday, February 25 – 7:30 a.m. – 4:30 p.m.
Tuesday, February 26 – 7:30 a.m. – 2:30 p.m.
Wednesday, February 27 – 7:30 a.m. – 10:30 a.m.

Only four (4) badges will be issued per single booth at any one time. Substitution is permitted however the old badge must be returned to registration before the new badge will be issued. Badges grant access to all non-ticketed sessions and events and therefore should be worn at all times. **Only conference issued badges are permitted. Exhibitors displaying or creating their own badges will not be allowed to exhibit at future shows.**

SHIPMENTS AND STORAGE OF EXHIBIT MATERIAL ORIGINATING IN CANADA

See Sheraton Center Toronto Package Shipping Instructions and sample shipping label attached.

SECURITY

Security services have been arranged by OGRA during non-show hours only. However, these arrangements do not constitute acceptance of any responsibility by the Association, the Sheraton Centre Hotel or Stronco Show Services, but is a service rendered only to assist exhibitors.

***** IT IS STRONGLY SUGGESTED THAT ANY SMALL ITEMS THAT ARE VALUABLE AND EASILY PICKED UP BE REMOVED FROM YOUR BOOTH WHEN YOU LEAVE AT THE END OF THE DAY.*****

DISMANTLING TIME

All exhibits must remain open until 12:00 p.m. on Tuesday, February 26th. At that time, exhibitors are requested to pack up and remove their booth materials. Any material left after this time will be removed to hotel storage and exhibitors will be charged prevailing rates.

DISPLAY BOOTHS

Each booth space is **8' deep and 10' wide** and will be equipped with a standard booth background, eight feet high and side rails thirty-two inches high, with flameproof drapes. All booth space is carpeted. Displays and exhibits shall not be placed in such a manner as to interfere with other exhibits. Any construction in excess of 30" in height must be kept within 4 feet of rear of booth. This rule must be adhered to so that no booth will interfere with adjoining exhibits. No construction in exhibit space shall exceed eight feet in height, unless prior authorization is obtained from the Exhibits Manager. The Exhibitor is required to finish the outside part of any partition installed between the booths. If the Exhibitor fails to do so, OGRA will finish such partitions at Exhibitor's expense. If an Exhibitor affixes signs or decorations of any kind to the partitions installed by his neighbour, which his neighbour has ordered from the Licensor, then he will be charged for the use of such partitions.

Each booth will be equipped with a 750 watt duplex outlet. Please use the PSAV Display Lighting order form to order any ADDITIONAL electrical and/or display lighting services. Questions regarding these services should be directed to PSAV 416-703-3944.

SIGNS

All signs must be provided by Exhibitor.

FLOOR LOAD

The floor load capacity is 125 pounds per square inch.

USE OF EXHIBIT SPACE

All demonstrations, interviews, or other sales activities must be confined to the limits of your exhibit booth. No Exhibitor shall assign, sublet or apportion the whole or any part of the space allotted to him without the knowledge and consent of the Exhibits Manager. Aisles must be kept clear and exhibits shall be arranged so that sales personnel will remain inside of the space rented.

NOISY OR OBNOXIOUS EQUIPMENT

If the operation of any equipment or apparatus produces noises of sufficient volume, excessive light or odours found to be annoying to neighbouring exhibitors or guests, it will be necessary to discontinue such operation.

Radio, television, motion pictures or other sound and visual aids will be operated in such a manner and place as not to provide inconvenience to other exhibitors. Sound must be at a level to reach the immediate vicinity of the exhibitor's area and the management reserves the right to prohibit use of any equipment contravening these regulations.

HAZARDOUS MATERIALS

- a) MOTOR VEHICLES ON DISPLAY
 - i) See attached Fire Safety Guidelines.
 - ii) Floor coverings must be provided so as to completely protect hotel floors, carpets and property.
- b) Radioactive materials of any kind or equipment emitting radiation are strictly prohibited from use or display, and must not be brought upon the Hotel premises.

CONCESSIONS

Any and all concessions in the building including checkroom, food, alcoholic beverages and refreshment privileges, tobacco, cigarettes, cigars, candies, vending machines, souvenirs, programs, brochures and sundries of any nature whatsoever are specifically reserved and the Exhibitor agrees that none of the aforementioned items shall be sold or offered by the Exhibitor on or from or about the leased space without the prior written permission of the Hotel.

INTERNET

If you require internet access at your booth, you must arrange for this yourself by contacting:

PSAV Show Services
(416) 703-3944

LIABILITY

Ontario Good Roads Association and/or The Sheraton Centre and/or Stronco Show Services and/or their personnel will not be responsible for loss and/or

damage or injury to exhibits, merchandise, personnel or other properties while such are on the Hotel property. The Exhibitor shall accept full responsibility for any and all damage caused by the Exhibitor or his representatives and agrees to indemnify and save harmless the Ontario Good Roads Association and/or The Sheraton Centre and/or Stronco Show Services and/or their personnel from and against any and all claims for any such loss, damage or injury, no matter how caused.

PROTECTION OF EXHIBITOR'S PROPERTY

Ontario Good Roads Association and/or The Sheraton Centre and/or Stronco Show Services will not be responsible for the safety of exhibits and/or merchandise or personnel against robbery, damage by fire, accident and any other causes. In all cases, exhibitors must provide their own insurance.

LITERATURE DISTRIBUTION

Advertising and sales promotion materials may be distributed from your booth only. No materials may be placed on seats, attached to walls, ceiling or woodwork or placed in public places for distribution.

WAIVER

No consent to any variation of any term or condition of the Lease Agreement shall be valid unless in writing and identified with the Agreement.

NOTICES

Any notice by either party to the other shall be in writing and shall be given and shall be deemed to have been duly given if either delivered personally or sent by registered mail addressed to the Lessor or to the Exhibitor at the address given in the Agreement.

It is understood and agreed to by the Exhibitor that each and all of these Rules and Regulations shall become a part of the Lease Contract and/or Agreement between the Association and/or Show Management and the Exhibitor. The Exhibitor agrees to accept and legally abide by each and all of these Rules and Regulations.

ON-SITE SUPERVISION

The Exhibits Manager, Joe Tiernay, Ontario Good Roads Association, is charged with complete responsibility and full authority to enforce all of the provisions of these Rules and Regulations for the benefit of all concerned. Any exceptions to or deviation from these Rules may be made only on his authority.

CLEANING OF DISPLAY BOOTHS

Show aisles are cleaned nightly after hours, but the cleaning staff is not permitted to enter exhibitors' display spaces. Refuse should be placed in the aisles for removal, at closing time.

REGULATIONS FOR MEETING PLANNERS & OUTSIDE COMPANIES
FOR EXHIBITS & PRODUCTION

Thank you for choosing The Sheraton Centre Hotel for your upcoming conference. The Sheraton Centre Hotel maintains good working relationships with the Nation's premier Show Services. Our goal is that these guidelines will assist the Show Services partner with the Service Teams in place at The Sheraton Centre Hotel. Detailed information of the following guidelines is explained within this publication; The Sheraton Centre Hotel we have identified "Top 9" needs below:

1. Exhibit floor plans with an exhibitor list are required 30 business days in advance of the load in date.
2. All show cases, boxes, exhibit containers, staging, etc are to be placed 2-4 feet off any wall or air wall.
3. Loading Dock and Freight Elevator access times must be scheduled in advance with your Convention/Catering Services Manager. Please adhere to the assigned times. The Freight elevator is controlled and operated by the Hotel, on a shared use basis. Please read the detailed information regarding additional shipments.
4. Please use proper move-in/move-out routes. Pre and Post inspections of rooms will be scheduled prior to move-in and move-out. These inspections must be signed off by member of Sheraton Centre and the appropriate representative from the Show Services Company.
5. Rented Lifts are to be in good repair, have non-marking tires and not to be charged on carpeted areas.
6. Only electric forklifts are allowed in the building or garage. No ladders or lifts will be loaned out to anyone.
7. It is the responsibility of Show Services to remove all trash associated with their shipment from the Hotel property, or to make prior arrangements with Catering and Convention Services Management for dumpster rental. Additional fees will apply for dumpster rental as well as any clean up not completed by Show Services Company upon departure.
8. CPSC (Consumer Product Safety Commission) approved electrical cords and connections for electrical usage only. PSAV is the exclusive provider of show power. All requests must go through our PSAV Office.
9. Note that our meeting space does not lock, and it is the recommendation of the hotel that you hire overnight security for exhibit space.

I have read the above guidelines and will adhere to The Sheraton Centre Hotel policies as outlined.

Company: _____

Signed/Date: _____

Event Name/ Date: _____

Please scan and email back to Meeting & Events Manager

ALLOTMENT OF BOOTHS

Booth assignment is the responsibility of the client. Floor plans must be submitted and approved by The Sheraton Centre Hotel prior to literature being printed and booths being sold, otherwise, the hotel reserve the right to remove obstructions without notice and indemnification to the hotel.

RENTALS

Rental for commercial exhibit or display space is assessed on a square footage basis and will be set during the initial negotiations between the client and the facility. **Rental fees do not include tables and/or draping.**

LABOUR

It is necessary for exhibitors to provide their own labour for the unloading of trucks and movement of exhibits or displays to and from the exhibit area. Should you require assistance in this area; a recognized display company can be contracted for this purpose. The spotting and erecting of the booths is also the responsibility of the exhibitor or the contracted supplier. Requests for labour supplied by the hotel are strictly subject to availability, and will subject to a minimum hourly labour charge based on rates in effect during the date of the exhibition.

CONDITION OF FACILITY

The client, Display Company Supervisor and The Sheraton Centre Hotel Banquet Manager will conduct a joint tour of the exhibit space prior to the exhibit set up, to note the existing stage of the facility, its walls, floors, ceiling, and related coverings and fixtures. The joint tour will be repeated after the conclusion of the exhibit tear down to note any damages that may have been caused during the set up, exhibit and tear down. The facility will be returned in the same condition that it was in prior to the exhibit set up. Failure to do so will result in the application of cleaning charges consistent with the labour required to clean the area, the charges for the cleaning are as following: \$1000.00 for the first hour, and \$200.00/hour thereafter. Any damages incurred will be assessed and charge on a case per case basis.

CARPET PROTECTION (EQUIPMENT & TAPE)

Please help us protect our asset. The carpeting in travel routes (exhibit aisles), storage and back stage areas are to be protected with a product called Poly-tak (Carpet Mask), which is a self-stick adhesive visqueen and or plywood depending on weight of equipment or items displayed in booths. Carpet Protection is required for both move-in and move-out, and all back stage production areas of the ballrooms. The hotel reserves the right to inspect the amount of floor covered and how floor is protected and advise without dispute, if more coverage is required. Additional fees would apply for additional material needed to properly protect function space. Orders are to be placed no later than 2 weeks in advance of the scheduled exhibit move-in date, with written confirmation provided to hotel. For pricing and ordering information, please consult with your display company.

All fork/scissors lifts, if used, must be battery operated (not propane or gasoline). Operators must provide certification prior to operating any fork/scissor lifts. This must be presented to the Hotel Security Department. Carpeting must be covered with Poly-tak (Carpet Mask) in all locations on which forklifts or other heavy equipment will travel. All tires must be non-marking with minimal tread. Any use of pallet jacks or similar lifting equipment in the meeting space require plywood/masonite or similar hard surface material be used over the poly-tak to prevent damage to the floor structural integrity.

CARPET PROTECTION (EQUIPMENT & TAPE) CONT'D

Should the Show Services Company damage Hotel property, or have an injury, it is the responsibility of the Show Services Company to immediately report the incident to Hotel Security.

We request that cord covers be used wherever possible. When gaff tape must be used, duct tape is not allowed, we specify that it be the type that is non-marking and black in color. When lifts are used, please ensure the wheels are non-marking with minimal tread. It is the responsibility of the Show Services to provide the above equipment.

It is the responsibility of the Show Services Company to remove and dispose of all carpet tape.

LOADING DOCK PROCEDURES

No storage is available on the dock level or hotel front/back of house areas. All load -in and load-out must flow from the truck to the show floor. Storage is also not permitted in the back hallways of the hotel. At no time will freight be allowed to block egress on the dock level. All material handling equipment must be supplied by the Show Services. Dock operations are restricted to loading and unloading only. All engines must be shut down while docked. It is the responsibility of the Show Services to remove all pallets, crates, trash and shipping materials associated with their shipment from the dock area. The Hotel's dumpsters are reserved for collection of our normal operating trash deposits. Show Services are required to haul move-in/move-out trash off site or arrange for "special service" at their expense.

EXHIBIT MOVE IN/OUT

Loading Dock and elevator access must be scheduled in advance with Catering & Convention Services Manager. Loading Dock requests must be received at least 2 weeks (14 business days) before receiving loading dock time.

The freight elevator is controlled by the Hotel is not an "exclusive" situation. Under no circumstances may the Show Services refuse access or entry to the elevator at any time. The hotel is not responsible for any mechanical malfunctions that may delay scheduled move in or move out times. The hotel is also not responsible for delays involved in move in or move outs.

Hotel Security must be employed during overnight Production or Exhibit setup and scheduled freight move in/out. The Rate for Security services is \$40.00 per hour with a four-hour minimum schedule. Rate subject to change without notice. The normal hours of operation for the load are 7:00 AM to 11:00 PM Monday – Saturday, and 9:00AM to 11:00PM on Sunday.

NOTE: FORKLIFTS ARE NOT ALLOWED ON THE LOADING DOCK.

The Birchwood, Dominion & Civic Ballroom Levels are accessed by elevator. It is the responsibility of the Show Services to verify all measurements and an items ability to be moved by the elevator. We will require a pre-move in inspection of all areas of the property that will be used by an exhibit or production company (hereafter refer to as the company) and a post inspection. These inspections should be pre-arranged between the company and the Meeting & Events Manager. Lifts delivered to the Hotel should not arrive until the day prior to scheduled move-in date and time. Engineering and Security personnel must approve the lift prior to operation in the property.

The floor load capacity throughout the convention floor and exhibits area is 125 pounds per square foot. For equipment in excess of this, special arrangements must be made through The Sheraton Centre Hotel's Engineering department.

EXHIBIT MOVE IN/OUT CONT'D

Passenger elevators and escalators are not to be used for transporting freight or equipment from level to level. This includes easels, chairs and tables etc.

PSAV, Presentation Services Audio-visual is the exclusive provider of rigging services for the hotel, they will be referred to PSAV to make the arrangements. Charges will apply and be billed to the group's account.

The area used is to be inspected after teardown and move-out, preferable by those persons who perform the move-in inspection. The signed document release form should be brought to the inspection. It is understood that the client could be held liable for any damage to the area that occurred during the contracted dates of the production/trade show. Compensation for those damages is to be handled by the Show Services. It is understood that the client will present back to the hotel a clean, empty area upon completion of tear down and move out. All materials related to the show and all trash is to be removed by the Exhibit/Production Company (this also includes garbage to be collected and removed along with all wooden pallets left over from event). Your organization will be financially responsible for any repair or clean up resulting from your failure to abide by these regulations.

LOAD IN AND LOAD OUT: Due to city noise by-law, no load in or load out may occur between the hours of 11:00pm – 7:00am during the week and between 11:00pm – 9:00am on Sunday.

EXHIBIT TRASH DISPOSAL

The Show Services **MUST** remove all waste materials and trash generated by the show daily. This regulation includes removal of trash in individual exhibit booths. The Sheraton Centre Hotel reserves the right to charge additional clean up fees for trash left behind by the exhibitor or General Contractor. For shows expecting to generate large quantities of trash, the company may request a 20 yard rolling dumpster at the Loading Dock for their exclusive use. The Meeting & Events Manager will make arrangements to have this equipment in place, and should be notified at least 2 weeks in advance of production move in. A charge of \$500.00, which includes both delivery and pick costs, will be accessed for this service. Additional rate to change based on weight, current cost is \$95.00 per metric ton. The Hotel will provide a clean room in and the Show Services will return a clean room upon departure.

DELIVERIES & STORAGE

Exhibit and display materials cannot be accepted for storage prior to the set up day without express prior approval of Convention Services. The hotel reserves the right to refuse delivery of any such materials shipped without prior consent. The hotel will not be liable for any additional costs for shipments that are refused due to lack of prior approval.

Deliveries and storage of materials that are accepted prior to set up day will be handled by the TDI Office at The Sheraton Centre Hotel. Conference materials are to be shipped to the hotel care of the Business Centre and must be clearly labeled as to conference/function name, function room, date of event and client's contact name. For further information, contact Convention Services prior to shipping. Charges will be applicable for receipt and storage of any materials.

Storage of materials during the exhibition must be authorized by the hotel contact and show management and if stored on site, must be done in a manner that does not obstruct/blocked fire exits or accompanying exit corridors.

SECURITY

Security is the responsibility of the client or exhibitor. The hotel is not in a position to provide manpower to guard or control access to exhibits and displays. Your hotel contact can arrange for security through one of our preferred suppliers at the cost of \$40.00 per hour, 4 hour minimum per guard. **PLEASE BE AWARE THAT ALL BALLROOMS CANNOT BE LOCKED, SECURITY IS ALWAYS RECOMMENDED FOR THESE FUNCTION ROOMS.**

The hotel will not accept any claim for loss, due to fire, theft or damage of exhibits, nor will it be held liable for any personal injury caused by the exhibit or exhibitor. Use of the facility is conditional in that the exhibitor accepts full responsibility for any damages caused to the facility by the exhibit and/or the exhibitor(s).

FIRE PROTECTION

Fire hose cabinets and exit signs and exit doors must be left accessible and in full view at all times.

All display material must be flame proofed and subject to inspection by the City of Toronto Fire Department or Ontario Fire Marshall.

Exhibits using flame producing devices must be attended at all times. The use of an open flame is limited to certain articles of merchandise where the operation of an approved appliance or device helps promote the sale of such equipment. This however, must be approved by the Director of Security.

Candles are permitted only when shielded by hurricane type chimneys.

All electrical equipment and wiring must meet Canadian Electrical Safety Codes and The Sheraton Centre Hotel's approval. See application form to show unapproved electrical equipment at Trade Shows.

An approved fire extinguisher must be installed in exhibit areas where flame producing devices are used.

If at any time, an inspector or authorized hotel representative deems such equipment to be operated in a manner dangerous to public or guest safety, he shall cancel the privilege of the exhibitor concerned.

You must notify both PSAV and security Department prior to Pyrotechnics displays or tests. Additional charges will apply for a Fire Watch bypass monitoring of the hotel's fire detection system. Please be aware that this fire watch must be arranged at least two weeks prior to the event to ensure that the hotel can provide this requirement.

It is of paramount importance that at no time a fire exit or accompanying corridor be blocked/obstructed. Also, hold open devices i.e. door wedges are not allowed, as this breaches fire regulations. A fire watch charge of \$75.00/hr with a 4 hour minimum will be applicable as deemed necessary by the hotel.

ELECTRICAL SERVICE

All electrical services and equipment are to be supplied and/or coordinated through PSAV. Full information on the current cost of connections and special wiring, as well as the charge for the rental or addition of lighting will be found in the exhibitor's kit.

TELECOMMUNICATIONS SERVICE

PSAV can provide both wireless & wired internet service to exhibit booths. Order forms can be provided outlining the various services available and charges that apply through PSAV.

COMPRESSED GASES

Use of compressed gases is restricted to Helium and Carbon Dioxide only.

Special Handling Recommendations:

To be used only in well ventilated areas. Valve protection caps must remain in place unless cylinder is secured with outlet piped to point of use. Cylinders should not be dragged, slid or rolled. Only a suitable hand truck is to be used for transport. Use a pressure reducing regulator when connecting cylinders to lower pressure piping or systems. Do not heat cylinder to increase the discharge rate from the cylinder. Use a check valve or trap in the discharge line to prevent hazardous back flow into the cylinder.

Compressed gas cylinders to be stored in a safe location away from high traffic and emergency exits. The area should be well ventilated and cool, the temperature in the storage area cannot exceed 54°C (130°F). Cylinders must be stored in upright and firmly secured to prevent falling or being knocked over. Exhibitors or the supplier of the compressed gas must supply suitable chains and locks to secure cylinders.

AUTOMOBILE EXHIBITS

All internal combustion engine vehicles must be $\frac{3}{4}$ full of gas and be fitted with locking gas caps. Vehicles must have seals under carriages or be equipped with ground sheets. Batteries must be disconnected.

SIGNAGE

No signs or other articles are to be fastened to wall brackets or other electrical fixtures. The use of thumbtacks, double sided tape (rubber backing type), scotch tape, nails, screws bolts, hand spikes or any tool or material which could damage the floor or walls is prohibited by The Sheraton Centre Hotel. Only masking tape or a material that can be easily removed without damage to walls or surfaces can be used for affixing signs, banners, etc.

Hotel Banner hanging fees will be \$250.00 per banner.

Location of signage is to be pre-approved by your Hotel contact.

ALL adhesive backed (stick-on) decals or similar promotional items must be approved by the hotel through your Meeting & Event Manager. Please speak with you Meeting & Event Manager regarding applicable fees.

No signage is to obstruct fire exit signs or doors.

No signage is permitted in the main lobby of the hotel.

Sheraton Centre Toronto Package Shipping Instructions

POWERED BY



PREPARING YOUR SHIPMENT

TDI is committed to providing you with an outstanding experience during your stay. All guest and event packages being shipped to the hotel must follow the address label standards (illustrated below) to prevent package routing delays. Please schedule your shipment(s) to arrive 3–4 days prior to the event start date to avoid additional storage fees. Use the name of the recipient who will be on-site to receive and sign for the package(s). Please do not ship any items to the attention of the Hospitality Manager or Catering & Conference Manager, unless the items are specifically for their use (i.e., hotel specifications, rooming lists, signed documents); this includes any room drops or deliveries to any other area of Sheraton Centre Toronto.

Shipments are held for a limited number of days. If a package has not been picked up and no contact information is provided, the package will be returned to the sender, who will be responsible for all additional shipping fees. For more information on package retention, the Return to Sender process, or to schedule package deliveries, please contact the TDI Business Centre. Package deliveries should only be scheduled after the recipient has checked into the hotel.

PACKAGE LABELING STANDARDS AND TDI CONTACT

Hold For Guest: (Guest Name) (Guest Cell Number)
c/o TDI at Sheraton Centre Toronto
100 Richmond Street West
Toronto, ON, M5H3K6 CANADA
(Convention / Conference / Group / Event Name)

Box ____ of ____

TDI Business Centre
Sheraton Centre Toronto
123 Queen Street West
Toronto, ON M5H2M9
CANADA
Email: sheraton@tdifirm.com

Operating Hours
Mon – Fri: 7:30am - 6:00pm
Saturday: 8:00am - 5:00pm
Sunday: 8:00am-5:00pm

SHIPPING AND RECEIVING INSTRUCTIONS

Meeting organizers and participants are encouraged to contact TDI in advance of shipping their items to Sheraton Centre Toronto with any specific questions. If you have any special needs such as refrigeration requirements, after hours delivery requests or changes to your meeting dates or rooms, please work directly with your Event Services Manager who will communicate these needs to TDI in advance of your event.

PACKAGE DELIVERY WITHIN THE HOTEL

In most cases, TDI will complete delivery or pickup of packages within the conference and meeting rooms, lobby area and guest suites of Sheraton Centre Toronto, but please check with the business centre for specific delivery limitations that may exist. In cases where a drayage company or decorator is used, TDI team members will release any drayage directly to the decorator if they are onsite when the shipments arrive. If any drayage or parcels require overnight storage, TDI will request handling fees be collected from the decorator. If you are using a drayage company or decorator for exhibitor packages, these packages must be shipped directly to the drayage company or decorator specified address. Please note that TDI team members cannot lend out any moving equipment to a guest, which includes pallet jacks, dollies, and flatbed carts.

PACKAGE DELIVERY TO GUEST SUITES

In most cases, TDI will complete delivery or pickup of packages to guest suites at Sheraton Centre Toronto, but please check with the business centre for specific delivery limitations that may exist. TDI is not authorized to leave packages in guest suites that are not occupied. A guest with authorization to sign for the delivery and approve any charges for handling and delivery fees must be present in the suite.

Sheraton Centre Toronto Package Shipping Instructions

POWERED BY



UPON YOUR ARRIVAL

Packages will be available for pickup inside the TDI business centre (receiving fee will apply). Pallets, crates, display cases and other heavier items may be scheduled for delivery by contacting our staff at the number located on the previous page (delivery fee will apply). Package deliveries should only be scheduled after the recipient has checked into the hotel. In order to maintain the proper chain of custody, TDI requires the package recipient's signature before a package can be released from TDI. Release signatures are captured at the time of package pickup or package delivery to the recipient.

UPON YOUR DEPARTURE

All outbound packages must have a completed carrier airbill affixed to each package. Packaging supplies (boxes, tapes, and etc.) are available for purchase within the TDI business centre. TDI offers pack and ship services in the business centre; while packaging supplies are also available for purchase. FedEx Express® shipping boxes and airbill forms are available and complimentary. Outbound packages to be picked up by a third party courier should be coordinated in advance with a TDI team member. Outbound handling fees will be applied to all packages, regardless of carrier, in addition to shipping/transportation fees.

TDI IS A FEDEX AUTHORIZED SHIP CENTRE  

PACKAGE HANDLING AND STORAGE FEES

PACKAGE WEIGHT	PACKAGE PICKUP OR DROP OFF BY GUEST	PACKAGE PICKUP OR DELIVERY BY TDI
Flat Envelopes	No Charge	\$5.00
0.0 – 1.0 lbs.	\$2.00**	\$5.00
1.1 – 10.0 lbs.	\$10.00	\$15.00
10.1 – 20.0 lbs.	\$15.00	\$20.00
20.1 – 30.0 lbs.	\$20.00	\$30.00
30.1 – 40.0 lbs.	\$25.00	\$40.00
40.1 – 50.0 lbs.	\$25.00	\$50.00
50.1 – 60.0 lbs.	\$25.00	\$50.00
Over 60.0 lbs.	\$25.00	\$70.00
Pallets & Crates*	\$150.00	\$150.00

PACKAGE WEIGHT	STORAGE FEE AFTER 5 DAYS
Flat Envelopes	No Charge
0.0 – 10.0 lbs.	\$5.00
11.0 – 30.0 lbs.	\$10.00
31.0 – 60.0 lbs.	\$15.00
Over 60.0 lbs.	\$25.00
Pallets & Crates	\$50.00
Over 6.5' in Size	\$25.00

* For inbound/outbound pallets or crates, the receiving and delivery charges are consolidated into a single fee of \$150.00, which is applied to each pallet/crate handled. A labor fee of \$70.00 per hour will apply for breaking down pallets, building pallets, or excessive package handling/moving due to a customer's request. The labor fee can be charged in 15 minute increments.

** No handling fees will be charged for outbound packages weighing 0-1 pound that are brought to the TDI Business Centre by a guest.

A one-time package storage fee will apply to each package received and stored for more than five (5) calendar days. Items measuring over 6.5 feet in size are considered oversize and will be assessed an additional oversize fee if stored for more than five (5) calendar days.

TERMS AND CONDITIONS

Receiving, delivery and storage charges are payable at the time of delivery. Recipient may be required to present government-issued photo identification and sign for delivery. Shipper must comply with all applicable local, state and federal laws, including those governing packing, marking, labeling and shipping. OBTAIN FIRE, CASUALTY AND ALL OTHER INSURANCE ON PACKAGE CONTENTS PRIOR TO SHIPPING. Neither the Hotel nor TDI Firm Inc. provide such insurance. Neither the Hotel nor TDI Firm, Inc. nor the employees, agents or contractors of either firm will be liable for any damages, whether direct or indirect damages, relating to or arising out of any loss or damage to any package or its contents, unless a package is lost after receipt at the Hotel, in which case such liability shall be limited to the lesser of \$100 or the liability of the carrier indicated above. By sending your package to the Hotel, you agree to be bound by any additional terms and conditions that the Hotel or TDI Firm, Inc. may establish from time to time for receiving and delivering of packages.

Sender:
Company:
Address:
City:
Country:
Zip/Postal Code:

Sheraton Centre Toronto
100 Richmond Street West
Toronto, Ontario, Canada M5H 3K6

Hold for: (Name of Event & Event Dates)

Contact: (Name of event/guest contact, phone number, and email)

Hotel Contact: (Name of hotel event manager)

FedEx Office On-Site Delivery Information: (Date, Time, & Room/Booth)

Content Description: _____

This shipment is for: (circle one) Exhibitor Conference Sponsor Other: _____

Box _____ **of** _____