

EASY IS NICE, ON ANY DEVICE.

FreemanOnline® provides you with all the right tools to ensure a seamless execution at show site, from move-in to move-out. With an enhanced FreemanOnline, we are making it easier than ever for you to get what you want to have a great event:

- Access important show information
- Receive assistance through Concierge Services while at show site
- Order Freeman products and services pre-show, during move-in and while the show is open
- Access invoices after the show

SERVICE INFORMATION

BOOTH EQUIPMENT

Each 10' x 10' booth will be set with 8' high black back drape, 3' high black side dividers.

EXHIBIT HALL CARPET

The exhibit area is NOT carpeted; however, the aisles will be carpeted in red.

To enhance the appearance of your booth, rental carpet is available through Freeman. Please refer to the Carpet Order Form located in this manual.

DISCOUNT PRICE DEADLINE DATE

Order early to take advantage of advance order discount rates, place your order by: **January 31, 2019**

PRESTIGE CARPET DEADLINE DATE

Please note that your order for Prestige carpet (see Carpet order form for selections) must be submitted before **January 31, 2019**. Any orders received after the deadline date will not be guaranteed.

SHOW SCHEDULE

EXHIBITOR MOVE-IN

For more information and helpful hints on preshow procedures and move-in, please go to: <https://s3.amazonaws.com/freeman-craft-assets/resources/Exhibitor-FAQ-Preshow.pdf>

Thursday	February 21, 2019	8:00 AM - 6:00 PM
Friday	February 22, 2019	8:00 AM - 6:00 PM
Saturday	February 23, 2019	8:00 AM - 6:00 PM

All exhibits must be fully installed by **6:00 PM on Saturday February 23, 2019**.

EXHIBIT HOURS

Sunday	February 24, 2019	10:00 AM - 5:00 PM
Monday	February 25, 2019	10:00 AM - 5:00 PM
Tuesday	February 26, 2019	10:00 AM - 4:00 PM

EXHIBITOR MOVE-OUT

For more information and helpful hints on postshow procedures and move-out, please go to: <https://s3.amazonaws.com/freeman-craft-assets/resources/Exhibitor-FAQ-Post-Show.pdf>

Tuesday	February 26, 2019	4:00 PM - 10:00 PM
Wednesday	February 27, 2019	8:00 AM - 4:00 PM

Freeman will begin returning empty containers as soon as the aisle carpeting is removed from the exhibit floor. The entire process will take approximately **six** hours.

All labour services performed between 4:00 pm and 6:00 pm (M-F), between 8:00 am and 4:00 pm (Sat-Sun) will have overtime charges applied. All labour services performed between 6:00 pm and 8:00 am (M-F) and between 4:00 pm and 8:00 am (Sat-Sun) will have double-time charges applied. Please refer to the enclosed Labour Order Form. All material handling services performed after 4:00 pm (M-F) and all day Saturday and Sunday will have overtime charges applied. Please refer to the enclosed Material Handling Order Form.

DISMANTLE AND MOVE-OUT INFORMATION

All exhibitor materials must be removed from the exhibit facility by **4:00 PM on February 27, 2019**. To ensure all exhibitor materials are removed from the exhibit facility by the Exhibitor Move-Out deadline please have all carriers check-in by **12:00 PM on February 27, 2019**.

POST SHOW PAPERWORK AND LABELS

Our Exhibitor Services Department will gladly prepare your outbound Material Handling Agreement and labels in advance. Complete the Outbound Shipping form and your paperwork will be available at show site. Be sure your carrier knows the company name and booth number when making arrangements for shipping your exhibit at the close of the show.

SERVICE CONTRACTOR CONTACTS / INFORMATION:

FREEMAN

61 Browns Line
 Toronto, Ontario, Canada M8W 3S2
 (416) 252-2420 fax (416) 252-2365
 FreemanTorontoES@freeman.com

FREEMAN EXHIBIT TRANSPORTATION

(877) 478-1113 for US & Canadian Exhibitors
 (905) 951-1612 for International Exhibitors
 exhibittrans.canada@freemanco.com

SERVICE CENTRE HOURS - We will have staff available at the Freeman Service Centre as follows:

Thursday	February 21, 2019	8:00 AM - 6:00 PM
Friday	February 22, 2019	8:00 AM - 6:00 PM
Saturday	February 23, 2019	8:00 AM - 6:00 PM
Sunday	February 24, 2019	9:00 AM - 5:00 PM
Monday	February 25, 2019	9:00 AM - 5:00 PM
Tuesday	February 26, 2019	9:00 AM - 8:00 PM
Wednesday	February 27, 2019	8:00 AM - 12:00 PM

FREEMAN ONLINE®

Take advantage of discount pricing by ordering online at www.freemanco.com/store/index.jsp by **January 31, 2019**.

Using the enhanced FreemanOnline, you will enjoy easy access to added features and functions as well as the high caliber of Freeman services you've come to expect — **before, during** and **after** your show. Additionally, you can now access FreemanOnline from any device — **desktop, laptop, tablet** or via our new **FreemanOnline Mobile App**.

To place online orders, you will be required to enter your unique Username and Password. If this is your first time to use FreemanOnline, click on the "Create an Account" link. To access FreemanOnline without using the email link, visit www.freeman.com. You can also download and use the FOL Mobile App from the Apple or Android store, or here: folmobile.freemanco.com. A mobile web version of the FreemanOnline Mobile App is available to extend mobile use for those users that do not have an Apple or Android device or who do not want to download the app.

If you need assistance with FreemanOnline, please call our Customer Support Center at (888) 508-5054 Toll Free US and Canada or (512) 982-4186 Local and International

To access this event on Freeman Online, go to:
<http://www.freemanco.com/store/show/showInformation.jsp?showID=465218&nav=02>

ADVANCE WAREHOUSE SHIPPING INFORMATION

Exhibiting Company Name / Booth #
RC SHOW 2019
C/O Freeman
61 Browns Line
Toronto, Ontario, Canada M8W 3S2

Freeman will accept crated, boxed or skidded materials beginning **January 24, 2019** at the above address.

All shipments must be accompanied with a Certified Weight Ticket. "Full Load" trailers without a Certified Weight Ticket may be refused and sent to obtain requested documents. To avoid additional late arrival charges, materials must arrive by **February 14, 2019**. The warehouse will receive shipments Monday through Friday between 8:00 AM and 4:30 PM. To check on the arrival of your freight, please call 416-252-3361. If required, provide your carrier with this phone number: 416-252-2420.

PLEASE NOTE: The office and warehouse will be closed on February 18, 2019 in observance of Family Day. Shipments will not be accepted on this date.

SHOW SITE SHIPPING INFORMATION

Exhibiting Company Name / Booth #
RC SHOW 2019
C/O Freeman
Enercare Centre - Exhibit Hall A, B & C
100 Princes' Blvd - Exhibition Place
Toronto, Ontario, Canada M6K 3C3

Freeman will receive shipments at the exhibiting facility beginning **8:00 AM on February 21, 2019**.

Shipments arriving before this date may be refused by the facility. Any charges incurred for early freight accepted by the facility will be the responsibility of the exhibitor. If required, provide your carrier with this phone number: 416-252-2420.

EXHIBIT TRANSPORTATION AND CUSTOMS

As part of the Freeman service and to make your shipping and transportation experience as seamless as possible, Freeman Exhibit Transportation has been appointed as the official carrier and customs clearance service provider for the **RC SHOW 2019**.

Our Exhibit Transportation Department is available at our toll free number at 1-877-478-1113 should you wish to contact us regarding your shipping and or customs requirements

AS A REMINDER

All shipments originating outside Canada will require Canada Customs Clearance and U.S. Customs / Homeland Security (if applicable) on the return.

SMALL PACKAGES/BOXES DELIVERIES (Including Portable Display Cases)

Toronto is an international destination and, as such, duties, taxes and customs clearance fees applies. If you are shipping Air or Ground with the following small packages companies, Fed-ex, UPS, Airborne, DHL, or any other small package/boxes carriers please confirm that all ancillary charges(duties, taxes & Customs clearance fees) are PREPAID. This includes 3rd Party Shippers (ie:Fullfillment Centres, etc.). Any shipments that are sent collect will not be accepted by Freeman and they will be refused.

In some instances, carriers do not declare ancillary collect charges upon delivery to our warehouse and Freeman is billed 30-90 days after the event has closed. In these situations, any charges (duties, taxes & Customs clearance fees) are re-billed to the corresponding exhibitors plus "Advancement Fees".

LABOUR INFORMATION

Union Labour may be required for your exhibit installation and dismantle. Please carefully read the LABOUR JURISDICTIONS to determine your needs. Exhibitors supervising labour need to pick up and release their labour at the Service Desk. Refer to the order form under Display Labour for Straight Time, Overtime and Double-Time hours.

FREEMAN GENERAL INFORMATION

TRANSLATION SERVICE

Freeman is pleased to offer a new service for our international exhibitors that provides quick interpretation and translation in 150 languages. This service will not only interpret for us on a three-way conversation, but also translate emails from customers. To access this service you may contact Freeman Toronto Exhibitor Services at 416-252-2420 or Freeman's Customer Support Centre at 1-888-508-5054, Toll Free in the US & Canada, or 512-982-4186 for International exhibitors.

HELPFUL HINTS

SAVE MONEY

Order early to take advantage of advance order discount rates, place your order by early deadline order date: **JANUARY 31, 2019.**

AVOID DELAY

Ship early to avoid delays. Shipments arriving late at show site will cost you money, time and business!

SAFETY TIPS

Use a ladder, not a chair. Standing on chairs, tables and other rental furniture is unsafe and can cause injury to you or to others. These objects are not designed to support your standing weight.

Be aware of your surroundings. You are in an active work area with changing conditions during move-in and move-out. Pay attention. Look for obstacles, and machinery and equipment that are in use.

Keep your eyes open for scooters and forklifts. The drivers of these vehicles may not be able to see you.

Stay clear of dock areas, trucks and trailers. These areas can be particularly dangerous.

Prevent electrical shocks, falling items and damage to materials. Do not attach items or equipment to the drapes or metal framework provided for you booth. This can cause serious injury or damage to materials.

We discourage children from being in the exhibit hall during installation and dismantle. If children are present during installation and dismantle, they must be supervised by an adult at all times.

Freeman does not ship or handle Hazardous Materials. If any materials you are shipping to the event fall into this category, please contact Freeman to be sure that the material will be allowed at the facility and by the association. In addition, if authorized by the facility and the association, you will need to make separate arrangements for the transport and handling of the approved materials, since Freeman will not transport or handle them.

The operation or use of all motorized lifts and motorized material handling equipment for installation/dismantle of exhibits is NOT permitted by exhibitors or by their exhibitor appointed contractors (EAC's). Thank you for your cooperation

EXHIBITOR ASSISTANCE

For more information and helpful hints on preshow procedures and move-in, please go to:

<https://s3.amazonaws.com/freeman-craft-assets/resources/Exhibitor-FAQ-Preshow.pdf>

For more information and helpful hints on postshow procedures and move-out, please go to:

<https://s3.amazonaws.com/freeman-craft-assets/resources/Exhibitor-FAQ-Post-Show.pdf>

Should you have any questions or need assistance, please contact Freeman's Exhibitor Services department at 416-252-2420 or via email at FreemanTorontoES@freeman.com.

WE APPRECIATE YOUR BUSINESS!



REDUCING YOUR FOOTPRINT

Freeman actively engages in green practices within day-to-day operations and is committed to producing events in the most environmentally friendly way possible. Freeman has collaborated with a number of customers to make their events greener and is dedicated to broadening this effort.

Green Tips for Exhibitors

Interested in going Green and saving money with your exhibit booth? Follow these tips to assist you in making your sustainable booth strategies at least cost-neutral, and possibly cost-saving!

Supplies and Ordering

- Order exhibit supplies early and utilize online ordering systems to eliminate paper waste.
- Consider renting a booth from Freeman or buying materials locally, preventing shipping cost and lowering emissions.
- Rent Freeman Classic Carpet which contains recycled content and is also recyclable.
- Provide giveaways made of recycled, responsibly grown natural fiber, nontoxic and biodegradable materials. Ensure giveaways are useful, not merely promotional in nature. Electronic Giveaways are smart and trendy, like a USB storage drive with your content already loaded.

Printing, Recycling and Waste Management

- Encourage less printing and provide more information digitally when it comes to booth literature, fulfilling requests via email and website referrals.
- If you need to print, use a local printer in the city where the show will be held and choose paper that contains at least 50% post-consumer recycled content.
- Ask Freeman about new paper-based signage materials that are comparably priced to plastic. There are good alternatives to foam core and PVC which are not as easily recyclable.
- Participate in the exhibit donation program by providing materials that are eligible for donation to local charities, such as pens, bags and notepads.

Shipping and Transportation

- If you must ship materials, planning out your booth in a timely way to meet shipping deadlines can also help maximize consolidation and cost-savings.
- Choose a SmartWay™-certified hauler at no additional cost to ensure your transportation company is practicing sustainable shipping.
- Set a goal to leave no trace behind by shipping out all booth properties and packing materials and donating extra giveaways thereby minimizing any waste for the show.
- If you are attending another trade show that many of your fellow exhibitors are also participating in, ask your General Service Contractor or Show Management to set up a caravan service to save on fuel emissions—and cost of transportation.

Personnel and Best Practices

- Take advantage of local or regional representatives to staff your booth, rather than bringing staff from far away offices, reducing travel cost.
- Bring Green as part of your company message providing recycling bins in your booth and information on what you have done to exhibit in a sustainable way.

These steps can help as we all strive to make smarter and more environmentally sound decisions. For more information on the Freeman Sustainability Initiative, contact goinggreen@freemanco.com.

