



ESC PLATFORM EXHIBITOR TRAINING GUIDE

For Client Usage

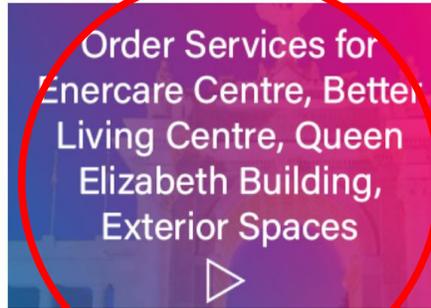
February 2022

Exhibitor Services

Our Exhibitor Services team is ready to provide you with information about the many options our exclusive providers and service partners have to offer here at the centre. Our team is dedicated in serving your every need and answering any question or concern you might have. We look forward to hearing from you.

Telephone: (416) 263-3064

Email: es@explace.on.ca



STEP 1: Exhibitors can begin this process by accessing the 'Exhibiting Info' page:

<https://www.explace.on.ca/exhibiting-info/>. There will be two options available for them to choose from – shows at the Enercare Centre, Better Living Centre, Queen Elizabeth Building, and Exterior Spaces, **OR** the Beanfield Centre. After they select the appropriate option, they will be directed to the ESC 'Calendar of Events' splash page.



IMPORTANT NOTE: If old exhibitor service forms have already been completed and submitted, SHOWTECH will honour the old system. However, if forms have been dispersed and not yet submitted, clients are to inform their exhibitors to disregard the old process, as this new platform is being implemented. Clients (Show Managers) are also asked to remove old forms from their website(s) ASAP.

The screenshot shows the top of the Exhibition Place website. At the top center is the logo, a blue line-art illustration of a building with a central archway, with the text "Exhibition Place" below it. To the right of the logo is a dark grey horizontal bar containing a globe icon and the text "Default Language" with a downward arrow. Below this bar is the heading "-Calendar of Events-". On the left side, there is a "Filters" section with two dropdown menus: "Type" and "Building". To the right of the filters are search fields: a "Name" field, a "Date" field with two date pickers (02/06/2022 and 02/07/2023), a blue "Search" button, and a "Clear" button.



ECC, BLC, QE
Building,
Exterior Page

This screenshot is similar to the one above, showing the top of the Exhibition Place website with the logo and "Default Language" dropdown. However, the "Default Language" bar is yellow. Below it is the heading "-Calendar of Events-". The search section is simplified, with only a "Name" field, a "Date" field with two date pickers (02/06/2022 and 02/07/2023), a blue "Search" button, and a "Clear" button. The "Filters" section is absent.



BFC Page

STEP 2: Once on this page, exhibitors can use the search parameters in order to find the show they are attending (i.e. 'name' and 'date' fields will appear for BFC events, while 'name', 'date', 'type', and 'building' fields will be available for the other venue options). When the desired event appears, they will select the 'Go To Store' option and it will direct them to the account sign-in/creation page.



Exhibition Place

I have previously registered and my password is:

Email

Password

Remember me

Sign In

[Forgot your password?](#) | I have never registered [Sign Up](#)

ESC THE SHOW 2022

Monday, February 14, 2022 - Monday, February 28, 2022

ESC
THE SHOW
2022

Booth Information

Please Select an Action

- Select Existing
 Add Booth

Booth - Enter TBD if unknown

Booth Area

 Feet²

Open Sides

STEP 3: Exhibitors will now be asked to create an account (left-hand side image). Once they have signed in, they will enter specific booth information (right-hand side image) such as booth number, area (in square feet), and number of open sides. If exhibitors have multiple booths at one event, they will need to complete their first booth order process and then create additional ones afterwards.

Deadlines 4

- Advance Pricing End-Standard Pricing Begins (Increase of 25%+) Due: Fri, Apr 29, 2022
- Food & Beverage Orders Cutoff at 23:59 Due: Sat, Apr 30, 2022
- Banner Hanging Order Deadline at 23:59 Due: Tue, May 10, 2022
- Parking Passes Online Ordering Ends at 23:59. Exhibitors Pay Daily Rate Upon Entry Due: Tue, May 10, 2022

Search Search **\$0.00**

Welcome
HELLO AND HAPPY ORDERING

Welcome to our Exhibitor Service Centre where you will be able to order everything you need to make your booth a success. Please share your feedback about your ordering experience with us: es@explace.on.ca

STEP 4: Exhibitors will now have access to the main page of the ESC platform! Their ‘Cart’ button is located in the top-right hand corner (this will compile all of the services they order), and ordering ‘Deadlines’ are located on the far left-hand side. This section highlights when advanced pricing ends, along with general cut-off dates for Banner Hanging, Parking, and F&B services. **A ‘CONTACT US’ BUTTON WILL BE AVAILABLE AT THE TOP OF THIS PAGE THROUGHOUT THE ORDERING PROCESS. PLEASE SELECT FOR ASSISTANCE AND/OR QUESTIONS.**

Navigation

- Home
- Audio Visual Labour
- Banner Hanging
- Booth Cleaning
- General Labour/Material Handling
- Internet and Telecommunications (ICT)
- Parking
- Food and Beverage Service
- ShowTech Power & Lighting
- Encore Canada Audio Visual Services
- Frequently Asked Questions (FAQs)
- Visiting Exhibition Place?

EXCLUSIVE SERVICES

Great service starts with great people. Our team of seasoned professionals is committed to delivering unparalleled, seamless service every step of the way.

Exhibition Place is proud to have industry-leading official suppliers in-house:

- General Service Contractor (GES - Global Experience Specialist)
- Audio Visual Supplier (Encore Canada)
- Customs and Transportation (GES - Global Experience Specialist)
- Security and Marshalling (Allied Universal)

The following exclusive services and products may only be obtained through Exhibition Place and our partners:

- Electrical, Plumbing and Mechanical Services (Showtech Power & Lighting)
- Food and beverage products and services (Cerise Fine Catering - Beanfield Centre, Spectra Food Services - Enercare Centre, Queen Elizabeth Hall, Better Living Centre)
- Housekeeping (Exhibition Place)
- Internet Services & Telecommunications (Exhibition Place)

SAFETY DOESN'T HAPPEN BY ACCIDENT

Exhibit move-ins and move-outs typically involve heavy machinery and freight movement. All on-site work must comply with Ministry of Labour and Exhibition Place safety regulations, which includes the use of Personal Protective Equipment (PPE).

Wearing the appropriate equipment is the responsibility of each worker. This list includes, but is not limited to, hard hats, steel toe boots, protective glasses/goggles, and high-visibility vests. Exhibitors are also encouraged to follow these guidelines.

SPECTRA

Spectra Food Services is the exclusive caterer for Enercare Centre, Queen Elizabeth Building and Better Living Centre. With an innovative food and beverage approach, our culinarians are committed to crafting fresh creative high-quality menus with an emphasis on authentic regional flavours that are infused with locally sourced ingredients. Our team has the background to manage events of any size or complexity such as banquets as large as 20,000 guests, plated gala for 6,000 or multiple day events serving up to 25,000 people.

We at Spectra look forward to working together to make your event come to life with an unforgettable culinary experience.

For more information, please contact:
Kseniya Dekker General Manager - Spectra Food Services & Hospitality
kseniya.dekker@spectrap.com
Tel: 647-806-2462.

Below the ‘Deadlines’ section, exhibitors will find the ‘Navigation’ panel. This outlines all of the familiar services they are able to choose from. If exhibitors would like to scroll through each section in a straight sequence, they can simply press the ‘continue’ button located in the bottom-right corner. With no ‘back’ button currently available, exhibitors can easily re-visit certain sections by selecting them on the Navigation panel.

Cart > Pre-Checkout > Summary

Shopping Cart

	3 or 4 Sided/Halo Banner. Max Size: 15' any one side or halo diameter. Edit/View Remove	Each 1 x \$704.92	\$704.92
	Nightly Cleaning Edit/View Remove	Square Foot 1200 x \$0.80	\$960.00
		Subtotal:	\$1,664.92
		HST (Services):	\$216.44
		Total:	\$1,881.36

[Save Cart](#) [Pre-Checkout](#)

Complete Item Placement Grid
 Upload File

You have items that require placement. Please use the grid below to indicate where these items should be placed within your booth by dragging and dropping the numbered square.

Configure Booth ?

2) Place Items ?

1: Max Size: 20' L x 10' H 1 or 2 Sided Banner (x1)

1

Add note for Max Size: 20' L x 10' H 1 or 2 Sided Banner

3) Free Draw ?

Enter booth dimensions if known.
Booth (Enter TBD if unknown): 202

Aisle/Booth # _____

Aisle/Booth # _____

Click on the numbered square and drag into your booth. Place in approximate location you would like installed.

Front of Booth

[Back to Cart](#) [Checkout](#)

STEP 5: Once exhibitors have placed their orders and are ready to checkout, they will have a chance to review all requested services in their cart. They will then click the 'Pre-Checkout' button. This will direct them to the final step – configuring their booth and 'placing items' as required. Not only are exhibitors able to identify the shape of their area (under 'Configure Booth'), they can also drag-and-drop their ordered services (i.e. banner hanging placement, specific internet line drops, etc.) under the 'Place Items' tab. This feature will ensure ordered items are installed specifically where the exhibitor wants them. ***If exhibitors would rather upload a file outlining their booth configuration, they are able to select the 'Upload File' option at the top of the page (under 'Complete Item Placement Grid').*** All that's left to do is 'Checkout' and the ordering process is complete. Once processed, a confirmation email will be sent to the exhibitor!
****Upon checkout, exhibitors will be asked to accept 'Terms and Conditions' and be reminded that payment will be accepted via credit card only****

Common Question & Issue While Ordering Services



Click image to enlarge

When pre-ordered, exhibitors pay \$16 PER DAY for an indoor pass. Single day passes are NOT available.

Single day parking can be purchased at kiosks on-site at the daily posted rate.

When Ordering:

In the duration box, please enter total number of EVENT DAYS. Do not include move-in or out days in your total. (E.g.: if show runs for 3 days, you must enter 3; an entry of 1 or 2 will not be processed).

In the quantity box, please enter number of full show passes required. ONE pass per vehicle. Plate numbers to be written directly on pass. (Ex: enter quantity of '1' for one vehicle covering all show days).

[Click here for the Exhibition Place Parking Map](#)

Close

\$16.00 Each/ Day

Enter License Plate

Duration Day

1 Quantity

Total \$0.00

While ordering parking passes, it is easy for exhibitors to include move-in and out days in their allocation for required passes. As outlined in the **'When Ordering'** section, the total number of show days should be entered in the **Duration** field. Even if the number pre-populated in this field is incorrect, exhibitors are able to revise and order the correct number of passes.

EXAMPLE

Show 'A' has 2 move-in days, 4 event days, and 1 move-out day. The exhibitor should enter '4' in the duration field – nothing higher or lower. Do not include move-in or out days in this allocation. These are complimentary parking days.

If there is a greater or lesser number pre-populated in the duration field (i.e. 5 even though there are 4 show days), exhibitors should delete the existing total and insert the correct number.