

SERVICE INFORMATION

BOOTH EQUIPMENT

Each 10' x 10' booth will be set with 8' high black back drape, 3' high black side dividers and a 7" x 44" booth identification sign.

EXHIBIT HALL CARPET

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

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: **September 11, 2018**

SPECIALTY FURNISHINGS DEADLINE DATE

Please note that your order for Specialty Furnishings beginning with the number 8 must be submitted before **September 18, 2018**. See order forms for selections. Any orders received after the deadline date will not be accepted.

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>

Tuesday	October 2, 2018	9:00 AM - 5:00 PM
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All exhibits must be fully installed by **5:00 PM on Tuesday, October 2, 2018**.

EXHIBIT HOURS

Tuesday	October 2, 2018	6:00 PM - 7:30 PM
Wednesday	October 3, 2018	9:30 AM - 4:30 PM
Thursday	October 4, 2018	9:30 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>

Thursday	October 4, 2018	4:00 PM - 9:00 PM
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Freeman will begin returning empty containers as soon as the aisle carpeting is removed from the exhibit floor. The entire process will take approximately **two 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 **9:00 PM on October 4, 2018**. To ensure all exhibitor materials are removed from the exhibit facility by the Exhibitor Move-Out deadline please have all carriers check-in by **8:00 PM on October 4, 2018**.

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 Brownsline
 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:

Tuesday	October 2, 2018	9:00 AM - 6:00 PM
Wednesday	October 3, 2018	9:00 AM - 4:30 PM
Thursday	October 4, 2018	10:00 AM - 4:00 PM

FREEMAN ONLINE®

Take advantage of discount pricing by ordering online at www.freemanco.com/store/index.jsp by **September 11, 2018**.

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=455007&nav=02>

MATERIAL HANDLING

Exhibitors may hand-carry their own freight into the exhibit facility. All exhibitors handling their own freight will be responsible to arrange their own storage of empty containers during the show. No storage will be available on the show floor. The use of pump trucks and other mechanical equipment however, is not permitted. Any material handled by Freeman will be charged according to the rates listed within the service manual. **Please refer to the Material Handling Order Form contained in this service manual for charges.**

Please note: All items not ordered through Freeman direct may be subject to Material Handling Charges and are the responsibility of the Exhibitor. This also applies to items not ordered through the Official Show Vendors. **Please refer to the Material Handling Order Form contained in this service manual for charges.**

Please be aware that disposal of exhibit properties is not included as part of your material handling charges. Please contact Freeman for quoted rates and rules applicable to the disposal of your exhibit properties.

ADVANCE WAREHOUSE SHIPPING INFORMATION

Exhibiting Company Name / Booth #
 RAPS - THE REGULATORY CONVERGENCE 2018
 C/O Freeman / YRC
 3985 Still Creek Avenue
 Burnaby, British Columbia, Canada V5C 4E2

Freeman will accept crated, boxed or skidded materials beginning **September 4, 2018** 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 **September 25, 2018**. The warehouse will receive shipments Monday through Friday between 8:30 AM and 4:00 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.

SHOW SITE SHIPPING INFORMATION

Exhibiting Company Name / Booth #
RAPS - THE REGULATORY CONVERGENCE 2018
C/O Freeman
Vancouver Convention Centre West
1055 Canada Place, Waterfront Road, Truck Route
Vancouver, British Columbia, Canada V6C 0C3

Freeman will receive shipments at the exhibiting facility beginning **October 2, 2018**

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. 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 **RAPS - THE REGULATORY CONVERGENCE 2018**.

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.

ASSISTANCE

We want you to have a successful show. If we can be of assistance, please call our Exhibitor Services Department at 416-252-2420 or via email at FreemanTorontoES@freeman.com

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: **September 11, 2018**

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:

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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!