

The Travel and Vacation Show
April 12 & 13, 2025
Rogers Centre Ottawa
55 Colonel-By Drive, Ottawa, Ontario, Canada
Exhibitor Information Manual

Show Dates:

April 12 & 13, 2025

Location:

Rogers Centre Ottawa

55 Colonel By Drive

Ottawa, Ontario

K1N 9J2

Tel: 613-563-1984

1-800-450-0077

Fax: 613-563-7646

Show Producers:

Halina and Robert Player

Player Expositions International

255 Clemow Avenue

Ottawa, Ontario, Canada K1S 2B5

(613) 567-6408 (Phone)

Website: www.travelandvacationshow.ca

Email: halina.player@sympatico.ca

Cell: 613-567-2718

Show Schedule

- **Friday, April 11, 2025** Noon to 8:00 p.m. Registration & Move-in
- **Saturday, April 12, 2025** 7:30 a.m. Doors open for Exhibitors
8:00 a.m. to 9:30 a.m. Registration & Move-in*
10:00 a.m. – 5:00 p.m. Show open to the public
- **Sunday, April 13, 2025** 9:00 a.m. Doors open for Exhibitors
10:00 a.m. – 4:00 p.m. Show open to the Public
11:30 p.m. Move-out completed.

* See **Saturday restriction** in **Move-in Information** section below

Special Hotel rates for exhibitors:

Lord Elgin Hotel

Tel: 1-(613) 235-3333 ext. (0) or 1-888-934-7679 (for USA and Canada)

100 Elgin St. (1 block to the show)

For reservations at the Lord Elgin Hotel, they can be made by phoning 1-800-267-4298

or by email at: groups@lordelgin.ca; Or using the following booking link:

<https://reservations.travelclick.com/12200?groupID=3921658>

- Classic (single/double) \$185*
- Park View (single/double) \$195*

*Note: The above rates do not include taxes. Tax on accommodation in Ottawa is 13% HST + 5% MAT

PLEASE BOOK YOUR HOTEL ACCOMMODATIONS AS EARLY AS POSSIBLE:

Definitely BEFORE March 3rd, 2025

When making reservations, make sure you refer to:

Player Expositions International Inc. and

“The Travel and Vacation Show”

Shipping Information

You can use your own freight company to ship exhibits and product to the show.

Shipments must be correctly labelled and may be shipped ahead of time using the show's official carrier or any other shipper to:

Address to Ship Material To:

GES c/o SWIFT DELIVERY SYSTEMS

Your Exhibiting Company Name

(Re: The Travel and Vacation Show April 10 – 13, 2025)

80, Colonnade Road

Dock 5 & 6

Ottawa (Ontario) K2E 7L2

Important: If you are shipping to the GES advanced warehouse a material handling charge will be applicable. The costs for advanced freight would be based on weight, please label as such.

Note:

Materials being shipped by an exhibitor using other carriers and directly to the show location must arrive not earlier than 12 Noon on Friday April 11, 2025

In this case shipments must be correctly labelled and shipped pre-paid to:

Your "Exhibiting Company Name" (as shown on the exhibit contract)

The Travel and Vacation Show (No booth number is required)

Rogers Centre Ottawa

55 Colonel By Drive

Ottawa, Ontario

K1N 9J2

All materials must be out of the Rogers Centre by Sunday, April 13th by 11:59 p.m.

Anything left behind will be removed at the exhibitor's expense and risk, if other arrangements have not been made.

Clearing Canada Customs

Your exhibit and/or goods imported for display at the show may be imported into Canada without payment of duties and taxes under the provisions of the of Tariff Item 9830.00.00.00 and Customs Memorandum D8-1- 2. the "display goods" temporary importation regulations. There are customs brokerage fees however if you choose to work through our official broker. For goods that remain in Canada from the US duties and taxes can apply. For more information, please contact **the appointed customs broker of the Travel and Vacation Show:**

Appointed Customs Broker - Consult Expo

For shipping quotes to the show you may also reach out to ConsultExpo.

Jeffrey Labbé

Tel: 514.482.8886 Ext. 7 Mobile: 514.709.0739

Email: Jeffl@consultexpoinc.com

www.consultexpoinc.com

Move-In Information

The Rogers Centre Ottawa will be open for set up: • Friday April 11 Noon to 8:00 p.m.

GES is responsible for managing and coordinating the move-in. Anyone displaying a vehicle or large items that will require special maneuvering or set up must be moved in early Friday a.m. **Contact Jamie Holland | Senior Business Development Manager, jaholland@ges.com; Mobile +1 613 315 9690 | Direct +1 613 683 9110** of your intentions and to coordinate a time for move-in.

Exhibitors are asked to register prior to setting up, at the registration desk located at the on-site Show Office.

Four exhibitor's badges (The name of the exhibiting company only) per 10'x10' booth will be given out upon registration at the show.

All booths must be set up by 8:00 a.m. on Saturday* for the show in order to allow time for the cleaners to vacuum aisles before the doors open to the public at 10:00 a.m.

***(Please note that the loading docks and the freight elevators will not be operational Saturday. Exhibitors arriving Saturday morning must use the public parking lot and the pedestrian elevators to gain entrance to the show. Dollies are not permitted in passenger elevators – hand carry items only)**

Move-out Information

- **Sunday, April 13th 5:00 p.m. to 9:00 p.m.**

Dismantling or packing is not permitted before closing time. To avoid accidents, no dollies will be allowed before the hall is cleared of visitors. Small and valuable material should not be unattended in the booth during the move-out.

All exhibit material must be completely removed by 11 p.m., Sunday April 13th. At the close of the show, where exhibitors fail to pick up, or where a carrier refuses to accept a shipment, show management will re-route such shipments where an unacceptable disposition is provided. Such shipments and material may be moved to a warehouse pending advice from the exhibitor and the exhibitor will be charged accordingly.

Show Suppliers

Any request regarding booth set-up, electrical, rental equipment etc. is to be directed to:

Show Suppliers

Requests regarding booth set-up, electrical, rental equipment etc. is to be directed to:

1. GES for general rental

- Well in advance of the show for booth furnishings and general assistance:

GES Exhibitor Services: serviceinfo@ges.com

- Custom booth design:

Caterina Screnci; Direct +1 514 861 8728 | Mobile: +1 514 821 3885; ges.com/ca cscrenci@ges.com.

- For orders on site (From April 5th)

Please see service desk on site.

2. Encore Show Site Services

- **Electrical, Poster hanging , WiFi & Internet, Audio Visual Services**

Marissa Mair, Rogers Centre Ottawa, M +1-613-316-5798; marissa.mair@encoreglobal.com

Point of Sale devices using Cellular phone service:

- Rogers customers have reported cellular network connectivity issues at the Rogers Centre Ottawa. We have not received similar reports from those using devices on the Bell or Telus network. The facility has no control over issues related to cell service, and any issues should be reported to the provider.
- If you are using a 3G Point of Sale Terminal from Rogers, please be advised these are not supported and service interruptions may occur. If your POS Terminal from Rogers CAN operate using a wireless internet connection, wired internet connection or an analog phone line for connectivity, it is highly recommended that you contact Encore.
- While some service providers have more coverage within the building than others, 'Cellular' service within the Rogers Centre Ottawa is not guaranteed. Therefore, it is recommended by the facility that clients use Point of Sale devices which can operate using a wireless internet connection, wired internet connection or an analog phone line as their connectivity. You can place an order through Encore Canada using the exhibitor internet order form located in the exhibitor kit, and should you have any questions, please feel free to contact Marissa Mair with Encore at 613-316-5798. -
- Exhibitors also have the option to purchase onsite WiFi via a credit card **at a slower speed**. Please see below for the instructions and pricing of this option. Should your exhibitors chose this option, please make them aware that this is for basic e-mail checking and light web browsing. They will not be able to stream video without excessive buffering from YouTube or other streaming sources.

Search the available wireless networks once you are in the Convention Centre

- • Connect to "WI-FI BY ENCORE"
- • Open your preferred web browser (You will be automatically re-directed to a logon page)
- • Select "Credit Card" as your method of payment in the drop-down menu
- • Enter the required information
- • Select your preferred service package (\$16.95/3hrs, \$22.60/1 day, \$67.80/Events up to 5 days)
- • Accept the terms and conditions and click "Continue"-

Rogers Centre Ottawa Services

- Exhibitors wishing to serve samples of their food and/or non-beverage products:
- Booth Cleaning, Catering:

https://shaw-centre.com/wp-content/uploads/2023/06/ShawCentre_OpsGuide_EN-March-2023-FINAL.pdf

Pages 24 to 28

- Should you have any issues on the floor, please call ext. 400 from any house phone or 613-688-9065
- **Security:** The Show has 24-hour general security from noon on Friday April 11th until 9:00 p.m. on Sunday, April 13th .

Show Rules & Regulations

- **Display Set-up**
Exhibitors are required to ensure that their displays do not obstruct the general view of neighboring exhibits. No part of an exhibit is permitted to extend more than eight feet above the floor without the written consent of the show organizers.
Exhibitors planning to use **special equipment** or construction materials should submit plans to show management 2 weeks prior to the show to ensure compliance with regulations.
The Travel and Vacation Show will provide, at no charge if requested at the time of application, an 8' high curtain backdrop with low curtain side dividers between exhibits. Exhibitors may provide their own exhibit booth, provided it conforms to show regulations and does not exceed eight feet in height (unless advance written agreement is secured for Show Management). Divisions from the side-wings forward to the front of the exhibit must not exceed 48 inches in height. Exhibitors are required to ensure that back walls, side-wings and low dividers be finished on both sides to present an acceptable appearance to neighboring exhibitors and the public.
- **Aisle space:** Aisle space may not be used for exhibit purposes, or for general solicitation of business. Distribution of literature or other exhibit material is forbidden outside the immediate exhibit area.
- **Staffing of exhibits:** Exhibitors are to have their booths staffed at all times during show hours.
- **Draws and promotions** must be "free entry". Raffles and contests requiring a payment to win are not permitted. Show Management must be advised of contest winner names.
- **Audio Visual:** Audiovisual equipment & music must be kept at sound levels, which do not interfere with other exhibitors. Presentations, which cause audience overflow into neighbouring exhibits, or impede traffic flow, may be ordered removed.
- **Fire Regulations:** All exhibits must conform to city & Fire Marshal regulations.
- **Latecomers - "No Shows":** Any space not occupied, or for which no special arrangements have been made prior to 9:00 a.m. on Saturday, March 30th , may be re-assigned without obligation on the part of The Travel and Vacation Show for any refund.
- **Booth dismantling:** Booths must not be dismantled before 4:00 p.m. Sunday, March 31st. Your organization has made a commitment and signed a contract with regard to this regulation.

Liability/Security/Insurance

- **Liability:** Neither show management nor the Rogers Centre Ottawa shall be responsible for damage to materials, or responsible for loss or theft of materials, before, during or after the show. Neither show management nor the Rogers Centre Ottawa shall be responsible for loss, delay or damage due to strikes, lockouts, or work stoppage of any kind.
- **Security/Insurance:** Although general security is provided, this shall not be deemed to increase the liability of Player Expositions International Inc., its members, representatives, employees or official service contractors and of the Rogers Centre Ottawa, its representatives and employees; nor to modify in any way the assumption of risk and release provided for in the exhibitor application form. All property of exhibitors is understood to remain under their custody and control, in transit to, within or from the confines of the hall, subject to the Rules and Regulations of the show. Exhibitors must upon demand provide evidence of comprehensive general liability insurance coverage adequate therefore. It is recommended that exhibitors take precautionary measures of their own, such as the securing of small or easily portable articles of value and the removal of them to a place of safekeeping after exhibit hours.
- **Knowledge of laws etc.:** Each exhibitor is required to be knowledgeable of all laws, ordinances and regulations pertaining to health, fire prevention and public safety, while participating in this exposition. Compliance with such laws is mandatory for all exhibitors and is the sole responsibility of the exhibitor.

Exhibitor Parking

Parking for exhibitors is available in the Rideau Centre and Westin Hotel parking lots. The rate is \$20 for 12 hours or \$30 for 24 hours. For more information check the website or call: [613-234-6526](tel:613-234-6526) .

- Two city parking lots are also available on the adjacent By-ward Market (*about 5 minutes walk from the Rogers Centre Ottawa*)