

Exhibitor Guide 2024

Originals Spring Craft Sale Presented by Signatures

Welcome to the Signatures family of shows! Thank you for joining us. Please take a moment to review this guide to ensure a successful show experience and to take advantage of advance pricing options.

Show Details

Show Website	www.originalsshow.ca
Show Manager	Christine Mathieu cmathieu@signatures.ca Francine Leduc fleduc@signatures.ca
Show Location	EY Centre Hall 3 4899 Uplands Drive Ottawa, ON K1V 1S2

Key Dates & Times

Wednesday, April 3 rd	Move-in and set-up 8 a.m. to 8 p.m. * Note: loading zone closes at 6 p.m.
Thursday, April 4 th	10 a.m. – 9 p.m.
Friday, April 5 th	10 a.m. – 9 p.m.
Saturday, April 6 th	10 a.m. – 6 p.m.
Sunday, April 7 th	10 a.m. – 5 p.m. Move-out from 5 p.m. until 9 p.m.

Building Access Times for Exhibitors

Thursday ONLY	8 a.m.
Friday to Sunday	9 a.m.

Admission Prices

General Admission \$8. | Senior (65+) \$6 | Free for ages 17 and under
50% off General Admission on Thursday after 5 p.m.
Customers may pick up a FREE re-admission ticket at the show.

Complimentary Tickets

All exhibitors are entitled to six (6) complimentary admission tickets to the show. You are encouraged to use these tickets as a marketing tool to promote attendance at the event by running giveaways on social media or through other channels. Complimentary tickets must be requested in advance, no later than **March 20th, 2024** using this [link](#). Should additional tickets be required, these can be purchased in advance or onsite for 50% off the regular sale price.

Scam/Phishing Emails

Beware of fraudulent emails falsely associated with Signatures Shows. These scams often request urgent information, offer the likes of attendee lists, exhibitor directory listings or travel/accommodation discounts and include suspicious links. Official event communications will only be sent from @signatures.ca domains. If you receive a suspicious email or are unsure whether a message is legitimate, please contact info@signatures.ca for verification.

Show Suppliers

Stronco – Display – www.stroncoonline.com (Show code: 522745688)

EY Centre – Electrical/Parking Passes - <https://eycentre.boomerecommerce.com/>

DE Systems – Internet (ordered through EY Centre) - <https://eycentre.boomerecommerce.com/>

Recall Trade Show Logistics – Shipping – rmccall@rogers.com – 416.509.6103

Parking Info

Paid parking is available in the front lot at the EY Centre for a flat rate of \$10.00/day with no in/out privileges. Parking passes **with** in/out privileges are available for advance purchase through the EY Centre's online ordering portal at a rate of \$40.00 for the four (4) days of the show. Parking during Wednesday's move-in is free.

Limited RV parking is available in the back parking lot with the purchase of a specific RV parking pass. Power hookups for these vehicles, if required, can be supplied at an additional cost, and should be ordered in advance with your parking pass through the portal. There are no additional fees to park a trailer attached to a vehicle.

Move-In/Move-Out

For exhibitors bringing their own goods to the show, we will email you a move-in pass which will include your booth number and instructions on how to access the back move-in doors of Hall 3 on move-in day.

Move-In Steps

- We will email you a move-in pass approximately two (2) weeks before the show. This pass must be printed and placed on the dash of your vehicle during move-in or available on your mobile device.
- Upon arrival at the EY Centre, proceed to the back entrance to Hall 3.
- Register your arrival with onsite show management and collect your exhibitor badges.
- Unload your vehicle as quickly as possible onto a provided dolly.
- Dolly your goods to your booth and unload the dolly immediately. **Do not take more than one (1) dolly or remove a dolly from circulation by leaving your goods on it.**
- Return the dolly to the move-in area and move your vehicle to the front parking lot.
- Proceed with your booth set up.

Note: If your booth needs to be set-up in stages, you must unload your show dolly, return it to the move-in area so others may use it while you work and remove your vehicle from the immediate area around the move-in doors. When you are ready to unload more material from your vehicle, you may take another dolly.

Please notify us if, for any reason, you will not be arriving by 5 p.m. during move-in. Any booths remaining empty by 6 p.m. on set-up day will be reassigned at the discretion of show management and booth fees forfeited. Ensure you allow yourself enough time to complete your booth display by 9:30 a.m. on opening day. Thursday morning move-ins will not be permitted.

For exhibitors shipping their goods and/or display to the show, you may arrive any time after 8 a.m. on move-in day to set-up your booth. Your crates and/or pallets will be moved to the storage areas by Stronco at the conclusion of set-up. Please review the [Shipping Information Sheet](#) for helpful information regarding shipping.

Move-Out Steps

Your booth tear-down begins after the show closing announcement at 5 p.m. on Sunday. It will take approx. thirty (30) minutes for Stronco to remove the aisle carpet. Until this is done, we ask that you tear down in your booth space and do **not** roll dollies on the carpet or block aisles with your boxes, crates or display.

- Dismantle your display completely in your booth space, pack your goods for transport and leave them in your booth. **Do not take a show dolly to tear down on.**
- Bring your vehicle to the move-out doors.
- Take a dolly, go to your booth and load your goods. **Please note: Dollies are not permitted in the facility lobbies. Exhibitors moving out through the front doors of the building must hand carry their goods.**
- Load your vehicle as quickly as possible.
- Return the dolly to the move-out area.
- Move your vehicle away from the move-out doors.

We strongly recommend bringing your own dolly or cart as this will help speed up the move-in/out process.

IMPORTANT - Children under the age of 15 are not permitted in the exhibit hall during move-in/out for liability and safety reasons. We will be enforcing this rule - plan for childcare in advance.

Deliveries at the Show

Courier companies may bring packages to the show's admission area during show hours. Our staff will sign for prepaid deliveries and deliver them to your booth. We will notify you if a delivery arrives which is not prepaid.

Booth Display Requirements

Your booth includes 8' high white drape on the back and side(s) and 750 watts of electricity. You must bring or rent your own display equipment, extra crossbars, floor covering and lights as necessary for your booth display.

Tables and chairs are not included with your booth. Tabletop displays that do not incorporate a design element are not permitted. Display equipment is available for rent from [Stronco](#).

Floor covering is required for the visible floor space within your booth area. Floor coverings should be adhered to the show floor with a high-adhesion, double-sided cloth tape common to trade shows which leaves almost no residue. You may bring your own floor covering or rent from [Stronco](#). **Booths will be inspected for compliance.**

Booth draping is provided. Fire-resistant white drape is 8' high on all sides (back and two sides, or one side for corner booths). Booth draping can be integrated into your display but must not be considered the main element.

Crossbars holding the draping are non-weight-bearing and therefore cannot be used as supports for hard walls, grids, or shelving. Lightweight items may be hung from the crossbars with S-Hooks. You may rent additional crossbars to mount lighting or different colour drape from [Stronco](#).

Signage is required to identify your company, and your booth number sign (provided by show management) must be visible. All signs in your booth must be professional in appearance and cannot exceed 8' in height. Handwritten or fluorescent signs are not acceptable.

Lighting is required as the overhead lighting will be at a low level. You may bring your own or rent lighting from [EY Centre Electrical Services](#) to ensure your display is sufficiently lit to display and showcase your products. It is better to prepare to have a lot of lights than not enough.

Exhibitors with hard wall displays, grid displays, or an assortment of tables, please be aware that the inside dimensions of the booths are smaller than the assigned display space to accommodate the posts, crossbars, and electrical cables that measure approximately 3" in diameter.

Contracted Size	Actual Size	Contracted Size	Actual Size
5' x 10'	4'9" deep x 9'9" wide	10' x 10'	9'9" deep x 9'9" wide
5' x 15'	4'9" deep x 14'9" wide	10' x 15'	9'9" deep x 14'9" wide
5' x 20'	4'9" deep x 19'9" wide	10' x 20'	9'9" deep x 19'9" wide

IMPORTANT - Display equipment such as racks, stools or chairs, desks, hangers, etc. may not protrude into an aisle. This is a fire code violation which can impede traffic flow and cause corresponding safety concerns. Displays or signage within a booth cannot be taller than 8'. If you are unsure whether your display meets our requirements, please ask us and we will be happy to review and provide feedback.

Storage

Storage space for overstock is limited so plan to incorporate storage within your booth space, or restock in the mornings. Please remove empty plastic packing bins or boxes to your vehicles or trailers for storage. Fire panels, pull stations, and fire exits must never be blocked or impeded by storage. Empty boxes are not permitted in storage areas as they present a fire hazard.

Security

Security controls are in place to prevent thefts during set-up, show hours, and overnight, but we require full cooperation from all exhibitors. The following guidelines should be observed at all times, including during move-in & move-out:

- Keep your booth attended at all times.
- Wear your exhibitor badge at all times.
- If you have any problems, or observe any unusual activity, please make us aware of it immediately.
- Non-exhibitors are not allowed in storage areas at any time or for any reason.
- Do not leave any valuables or cash in your booth unattended during the show or overnight.
- Place a night sheet or another form of barrier, such as netting, on the entrance to your booth overnight.
- Stay in your booth for a few minutes after the show closes each night to allow time for all customers to leave the hall. The hall must be vacated no later than 30 minutes after closing each night.

Signatures cannot assume responsibility for any losses incurred from shoplifting, pilferage, or any other causes. We reserve the right to inspect any box or crate that is removed from the exhibit hall.

Conduct

Show etiquette requires that you conduct your business solely within your booth space with no disruption to your neighbouring exhibitors. If you wish to display or distribute flyers not directly related to your craft, prior permission from show management is required.

The price of work for sale must not be altered or changed during the show. "Reduced Price", "Sale", "Show Special", two-tier pricing (e.g. ~~\$30.00~~ \$25.00 on price tag/ticket), or other signs of this nature are not permitted. Video displays, music, or other attention-grabbing devices require prior authorization for their use by show management.

Photography

Photography of another artisan's booth or work is not allowed unless you have their permission to do so. Customers must also acquire your consent prior to taking any photos. If you observe anyone taking photos of your work without your permission, please inform show management. Accredited media personnel and show staff are permitted to shoot videos and take photos for promotional purposes.

Exhibitor Services

Exhibitors enjoy complimentary material handling for shipments through Recall Trade Show Logistics, discounted hotel rates and free listing on our show website with a product image (if provided). **Note: Any requests for changes to web gallery listings must be received, no later than, 30 days before the show.**

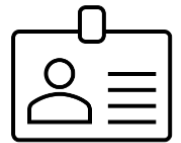
A small exhibitor area equipped with a fridge, microwave and kettle will be available onsite.

Customer Services

Show customers enjoy free re-admission for the duration of the show, onsite ATMs, a convenient concession within the exhibit hall and access to our onsite feature area.

Exhibitor Identification

Each booth receives up to four (4) Exhibitor Badges containing the name of the artisan/staff and their company. Additional badges can be purchased for \$10.00/each. Badges are only for people working in your booth and must be worn at all times during show hours. Blank badges with only a company name will not be printed.



Please order your badges for the show using this [online order form](#) by **March 20th, 2024**. Additional badges will not be available on site and badges are not transferable.

Communications

Wi-Fi and hardwired internet connections are available at a cost through DE Systems. To ensure your POS device(s) work without interruption, we recommend purchasing an internet connection; the available options can be accessed through the [EY Centre Exhibitor Services Portal](#). For those opting to use cell data/hotspots instead of purchasing a dedicated connection, we recommend contacting your cellular service provider to upgrade your data allowance if required. **There is no free wi-fi available at the EY Centre.**

Regulations/Insurance

Fire Regulations

The EY Centre, in accordance with the Ontario Fire Safety Code and Ottawa Fire Service, requires that all decorations and material for display are flameproof. This law does not apply to your work. An inspector will be visiting every booth on set-up day to conduct fire tests on all display materials.

It is recommended that you test all your materials prior to arrival for set-up. Hold a flame to a sample of the material for 12 seconds; if it burns for more than 2 seconds after you remove the flame, it is not acceptable. Flame proofing should be done well in advance of the show as materials may require more than one application and will require drying time for maximum absorption. Some facilities require proof of flame proofing, please

bring your documentation with you. Spray or liquid applications products are available at retail stores such as Home Hardware, Lowes & Canadian Tire.

Electrical

Each booth is supplied with 750 watts of electrical power. Power is supplied to the individual booths through the installation of a single shared outlet – one plug-in per booth. Bring a power bar, or more if required, for power distribution within your booth. Extension cords must be grounded with three prong plugs. Any electrical product used in your display or being sold by you (e.g. lamps, etc.) must be CSA-approved and have a CSA sticker or stamp.

The overhead lighting in the hall will be dimmed for ambient effect during the show. We encourage you to have your own lighting to complement your products. Displays should be designed so lights are mounted securely on a non-conductive material (e.g. wood or rubber) and are aimed away from draped curtains. Metal clamp-on lamp holders cannot be mounted directly on the metal tubes used in the construction of the display booths.

The use of small appliances such as kettles, irons, portable heaters, or microwave ovens is not permitted in your booth unless additional power is purchased from [EY Centre Electrical Services](#) directly.

Additional venue/supplier electrical policies include, but are not limited to:

- Latex wire cord, duplex, and triplex plugs are not allowed.
- Equipment that trips circuits due to overload may not be restarted until EY Centre Electrical Services has found the source and corrected the problem.
- Wall and pillar plugs distributed around the building are for the specific use of the EY Centre and its exclusive service providers and are not for the use of exhibitors. A fee will be charged if these outlets are used, or they may be disconnected at the discretion of the building.

Exhibitor Regulations

You may only display and sell the products outlined in your contract. The addition of non-juried products, other artisans' work, or commercial products will result in termination of your participation. **Jewellery products in non-jewellery booths and brand merchandise are not permitted, unless specifically indicated in your contract.**

Your display may not exceed its assigned size or infringe on another artisan's display. You may not conduct business in the aisles or use attention-grabbing devices/methods to draw customers in your booth.

Gourmet Food

Food exhibitors must comply with all federal, provincial, and municipal public health guidelines as well as package-labelling and facility regulations in accordance with Health Canada. All exhibitors with food products must complete the [Ottawa Public Health authority form](#) at least fourteen (14) days before the show.

All food sampling must take place within your assigned booth space and must have clear ingredient labels with allergen alerts posted. If you will be sampling food in your booth, please complete the [EY Centre Sampling Authorization Form](#) and submit it to catering@eycentre.ca for approval.

Body Care

For the health and safety of our attending customers and other participating artisans, soaps, bath bombs, perfumes and other heavily scented products must be wrapped and/or tightly contained for display.

Insurance

Liability insurance (minimum of \$5,000,000 coverage) is required. We recommend contacting your regular insurance provider first to provide coverage. If they are unable to provide coverage for the event, there are insurers specializing in trade show insurance. Signatures does not endorse any particular insurance provider, but information on these insurers is widely available online.

Hotel Info

We have negotiated reduced rates for our exhibitors at the hotels listed below. Identify yourself as a Signatures Shows participant to receive the discounted rate (subject to availability). After the reservation deadline, the rate may still be offered subject to availability and at the hotel's discretion.

Hilton Garden Inn - 2400 Alert Road, Ottawa, ON, K1V 1S1 | [613.288.9001](tel:613.288.9001)

The hotel offers free outdoor parking, free wi-fi, pool, exercise rooms, 24/7 remote printing and more.

Group Code: 911

Rates: \$145.00/night for a Standard King or Standard 2 Queen Room

All rates are based on single or double occupancy and exclude taxes.

Reservations: Book online [here](#) or call the hotel to make your reservation.

Deadline: March 4th, 2024 at 12 p.m. EST

Rideau Heights Inn - 72 Rideau Heights Drive, Ottawa, ON, K2E 7A6 | [613.226.4152](tel:613.226.4152)

The hotel offers free parking, complimentary wi-fi and light breakfast.

Group Code: Signatures Shows

Rates: \$110.00/night for a King Suite, Queen Suite or Standard Double

All rates are based on single or double occupancy and exclude taxes.

Reservations: Call or email info@rideauheightsinn.com to book your reservation.

Checklist

- [Ordered Exhibitor Identification Badges](#) - (Deadline: March 20th, 2024)
- Made hotel reservations (please check for deadlines)
- [Ordered complimentary show tickets](#) - (Deadline: March 20th, 2024)
- Ordered extra power from [EY Centre Electrical Services](#) (if required)
- Hired staff to help (if required)
- Arranged for the shipment of goods (refer to [Shipping Information Sheet](#))
- Ordered internet services through DE Systems (if required)
- Arranged for insurance coverage
- Fireproofed materials used in display
- Ordered additional display materials from [Stronco](#) (if required)
- Promoted your participation on social media
- Food vendors - Completed the [Ottawa Public Health Vendor Form](#).
- Food vendors - Completed the [EY Centre Sampling Authorization Form](#)

