

EXHIBITOR MANUAL

FCM 2024 Annual Conference and Trade Show

Trade Show: Thursday June 6 - Saturday June 8, 2024

Conference: Thursday June 6 - Sunday June 9, 2024

Calgary TELUS Convention Centre - Calgary, AB

Welcome

Dear Exhibitor,

The Federation of Canadian Municipalities (FCM) has been the national voice of municipal government **since 1901** and has over **2,000 member municipalities**, which represents approximately **92 per cent of the Canadian population**. FCM members include Canada's largest cities, small and rural communities, and 20 provincial and territorial municipal associations.

We are pleased to be hosting our upcoming 2024 Annual Conference and Trade Show, at the Calgary TELUS Convention Centre in vibrant Calgary! Over 175 booths, and more than 1,200 municipal officials from across Canada, including Mayors, Councilors, Chief Administration Officers, City Managers, Chief Financial Officers, Purchasing Directors, Transportation Directors, Public Works Directors, Information Systems Directors, Human Resources Directors, Parks and Recreation Directors, Environmental contacts and Economic Development Officers are expected to attend.

FCM's Annual Conference and Trade Show is **the largest annual gathering of senior municipal officials from across Canada** and is the one place where political, managerial, and technical municipal representatives come together to learn about and obtain strategic tools of the future.

Please use this manual as a reference for important dates and information pertaining to the Trade Show. Should you have any questions or concerns, please contact us:

Trade Show Team

Email: tradeshow@fcm.ca

Tel: 343-417-0510/ 613-907-6230

We look forward to welcoming you in Calgary!

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Code of Conduct

The following FCM Terms and Conditions apply to persons granted permission to attend or otherwise participate in Federation of Canadian Municipalities (“**FCM**”) conferences and related events (“**Participants**”). A violation of these terms may result in FCM’s revocation of the Participant’s rights and privileges including denial of access to events and removal from event premises. Please review the [Conference Terms and conditions](#).

Standard of Conduct

All FCM conference Participants are entitled to a safe and welcoming environment free from harassment or discrimination when participating in any conference related event including social events, study tours, workshops, plenaries, political meetings and social gatherings. To that end, Participants must at all times conduct themselves with the highest standard of respect and dignity when participating in FCM events.

As a reminder to all participants in FCM’s Annual Conference, FCM is committed to providing a health and safe work environment where everyone is treated with respect and dignity, a workplace devoid of any form of harassment, discrimination, violence, bullying or racism. The Annual Conference is considered an FCM workplace for the purposes of all interactions (written, verbal and non-verbal) and for the interpretation of FCM policies. Should a Participant be subject to, or witness any, inappropriate or threatening behaviour or language, they are expected to notify FCM registration staff at the registration desk or send an email to register@fcm.ca.

Important- Please Read Carefully

Photo I.D. required upon check-in.

All Exhibit staff must present a government-issued photo ID to pick up your FCM Exhibit Staff badge on-site. Exhibitors will be required to wear the FCM issued badge and lanyard during trade show hours. Exhibitor badges are not transferable under any circumstances.

An Emergency Cell Number for each individual attending and participating in the Trade Show must be provided at the time of registration.

Booth sharing

FCM permits booth sharing but requires each exhibiting organization to be approved by FCM Show Management. Exhibitors may NOT host representatives or display material (brochures, banners, etc.) from a third-party organization without FCM Show Management approval. To share a booth, the third party organization must complete and remit the shared booth application form for FCM approval, agree to the Terms and Conditions, pay the applicable fee. Applicants will also be required to undergo FCM Prospect Clearance and be approved by FCM.

Empty booth – Inspection Deadline*

All booths must be completely set up on/before 3:00 p.m., Thursday June 6, 2024. Any exhibitor not checked-in by 2:30 p.m. will be presumed abandoned and space may be released. Should an exhibitor experience a travel delay, he/she must contact the Trade Show Team before 2:30 p.m. to advise of the delay.

No-show exhibitors may result in the loss of booth opportunities for the following year.

Early Departure*

No exhibits or booth displays may be dismantled before the official close of the trade show on Saturday, June 8, 2024, at 2:30 p.m.

*Failure to comply with show regulations, No-show booths or early dismantling/departure may result in loss of booth opportunities for the following year.

Hosted events

Exhibitor/Sponsor private functions are separately organized events during which exhibitors/sponsors can meet with FCM delegates outside of the Conference for the purposes of networking, entertaining and continuing business. Exhibitors/sponsors organizing any type of private function are required to adhere to the specific guidelines.

FCM must be informed of all planned functions on/before April 26, 2024. Exhibiting/Sponsoring companies must email tradeshow@fcm.ca for form completion and approval.

Important Deadlines

Please use the following checklist outlining key documents and deadlines to assist making the necessary arrangements for your exhibit. Please review the contents of this manual prior to making your arrangements.

FCM Show Management Forms

FCM Deadline: May 3, 2024

The following mandatory FCM Show Management Forms **MUST** be completed and returned to FCM **no later than May 3, 2024**

- Fire Safety Requirements Form
- Exhibitor Certificate of Insurance (COI) Form
- Exhibitor-Appointed Contractor Form (if applicable)
- Exhibitor Badges Registration

[Complete these forms online](#)

Exhibitor Staff Registration (Trade Show access only)

FCM Deadline: May 3, 2024

The Exhibitor Staff badge allows access to the Trade Show during the dates and times of installation and dismantle, and during official hours of operation. Complete instructions for registering Exhibitor Staff Badges will be emailed by MicroSpec.

- **A maximum of six (6)** exhibitor Exhibit Staff badges will be issued per booth. Please refer to the Exhibitor Staff Badges Registration section of the Exhibitor Show Management Form for further instructions and connect with MicroSpec no later than **May 17th 2024**;
- Additional trade show badges are available at a fee of **\$175 + tax** per badge. These can be purchased directly through the MicroSpec Exhibitor Registration site. If additional badges are required during the show, please visit the on-site Exhibitor Registration Desk;
- Exhibitor badges can be picked up on-site during move-in at the Exhibitor Registration Desk of Calgary TELUS Convention Centre, starting at 8 a.m. on **Thursday, June 6th, 2024**;
- Name badges are not transferable under any circumstances. Name badges may not be concealed with business cards, pins, or stickers, or be altered, added to, or defaced in any manner. Wearing company badges in lieu of the official FCM name badge will **not** be permitted.

FCM Prize Draw

FCM Great Prize Giveaway

Increase traffic at your booth by offering a prize. On Friday June 7 and Saturday June 8th, FCM will offer its "Great Prize Giveaway" (value of \$750+ required).

- **We handle all the logistics**, including the promotion of the draws
- FCM will provide a badge scanner to collect ballots at their Trade Show booth
- **Winner must be a registered delegate** and be present to collect the prize
- Your organization will receive the opportunity to **keep the ballots** after draw takes place
- A representative of your organization will present the prize to the winner
- A professional photograph will be taken with your representative and the winner. FCM can provide a digital copy of the photos.
- Ballots must be collected within 15 minutes of prize draw event closure.

Contact tradeshow@fcm.ca or call 343-417-0510. Prize draw form must be completed and returned on/before May 3rd.

Full conference Exhibitor/Delegate Registration Badge

(only registered exhibitors are eligible for these fees)

Exhibitors can participate in conference sessions, workshops, study tours, keynotes, and social events through the purchase of an Exhibitor Delegate Registration badge. This is your chance to network with key municipal decision-makers at receptions, sessions, and other events.

With the purchase of a **full conference pass**, delegates will have access to:

- All conference sessions, workshops, and plenaries
- Study tours
- Daily breakfasts, refreshment breaks and lunches
- Socials; Trade show opening reception, Mayor's welcome reception and the closing dinner event
- Networking opportunities

Early bird - <i>available until April 19, 2024</i>	\$795 + 5% tax
Regular Rate: beginning April 20, 2024	\$995+ 5% tax

[Register online as an Exhibitor Delegate](#)

Travel and Accommodations

Visit [FCM - Plan Your Trip](#) for full details and contact information.

FRAUD ALERT: Exhibitors participating in FCM's Annual Conference and Trade Show may be contacted by companies claiming to have promotional offers such as delegate lists and lower hotel guestroom rates than the FCM negotiated rates. **These companies are *not* associated with FCM, nor authorized by FCM** to contact our clients, partners and/or exhibitors. As mentioned on the footer of FCM's trade show webpage, FCM does **not** advise purchasing services or booking your guestroom(s) through this method.

Exhibitor Profile

FCM Deadline: May 3, 2024

If you have not already done so, submit your 40-word [Exhibitor Profile](#) to be included on the FCM's 2024 Annual Conference and Trade Show website and on the Conference mobile app. This profile will enhance your organization's exposure at the conference. Submit your exhibitor profile to at tradeshow@fcm.ca. If only available in one language, FCM will translate at no additional cost.

Feel free to visit the **FCM 2024 Exhibitor Listing webpage** in [English](#) and [French](#) to see the details about your organization. If any changes are required, please contact tradeshow@fcm.ca

Supplier(s) Show Services

GES Early Bird Deadline: May 3rd, 2024

Reserve rental items and services by using FCM Show Providers. Refer to Quick Guide.

GES services are exclusively offered via their **Espresso Online Service**. These services include furniture, specialty furnishings, carpet rental and under padding, exhibits and accessories, plants, signs and graphics, installation and dismantling labour, in-booth forklift, material handling and logistics/shipping.

SERVICE & SUPPLIER	DIRECT CONTACT	DEADLINE DATE
Lead Retrieval / Scanner - MicroSpec	Online Order-MicroSpec	May 3, 2024
Carpet Rental - GES	Order Online - Espresso	May 3, 2024
Furniture, Material handling - GES	Order Online - Espresso	May 3, 2024
Complete Booth set up - GES	Order Online - Espresso	May 3, 2024
Audio Visual – Encore	Online order	May 3, 2024
Electrical Service – Global Show Services	Order online	May 3, 2024
Rigging - Encore	Order online	May 3, 2024
Food & Beverage – Marriott Calgary Downtown	Catering Department	May 3, 2024
Internet Wired or Premium Wi-Fi Services- Global Show Services	Order online	May 3, 2024
Exhibitor Parking- CTCC	Order online	May 3, 2024
Booth cleaning services – GES	Exhibitor Services Centre	May 3, 2024

List of Suppliers

The Federation of Canadian Municipalities and FCM Show Management selected GES as the official show contractor. GES provides in-house services including installation & dismantling, furnishings, carpet, electrical, sign & graphic support, booth accessories and shipping. Please refer to [Expresso by GES](#) for more information and online offering.

GES Show Services

Material Handling

Tel: 1(800) 636-8235

Email: exhibitorserviceswest@ges.com

GES/ConsultExpo- Customs and Logistics Department

Exhibitor Transportation and Customs

Tel: 1 (514)482-8886

Email: GES@consultexpoinc.com

Encore

Audio Visual Services

Jason R. Wright

Tel: 1 (403) 371-7329

Email: jason.wright@encoreglobal.com

Rigging

Overhead Banner Installation

Jason R. Wright

Tel: 1 (403) 371-7329

Email: Jason.wright@encoreglobal.com

General Inquiries – Calgary TELUS Convention Centre – Exhibitor Services Centre

Tel: 1 (403) 261-8500 / 1-800-822-2697

Email: sales@calgary-convention.com

Food and Beverage Services

Calgary Marriott Downtown Hotel

Tel: 1 (403) 261-8500

FCM Key Contacts

Should you require additional information while planning your participation in FCM's 2024 Annual Conference and Trade Show, please contact the personnel listed below.

Federation of Canadian Municipalities
24 Clarence Street
Ottawa, ON, Canada K1N 5P3

Show Logistics

For Trade Show information, rules and guidelines, exhibit design approval and booth assignments:

Trade Show Team

Crystale Khan

Sponsorship and Trade Show Coordinator |
CEO's office
Tel: 343-417-0510
Email: tradeshow@fcm.ca

Norma Naoufal

Coordinator, Sponsorship, Events & Trade Show
Logistics | CEO's office
Tel: 613-907-6230
Email: tradeshow@fcm.ca

Exhibitor Staff Badges (Trade Show Access)

Register your Exhibit Staff online through MicroSpec
For Support Contact- mers@microspec.com

FCM Full Conference Exhibitor/Delegate Registration

**Early bird discount rate deadline - April 22, 2024*
Visit our [Registration webpage](#)

FCM Conference Registration Desk

FCM Registration
Tel: 613-907-6230
Email: register@fcm.ca

Sponsorship Opportunities

Evan Clark
Manager, Sponsorship and Partnerships
Tel: 343-417-0541
Email: eclark@fcm.ca

Travel and Accommodation

Transportation and Hotel information
Email: hotels@fcm.ca

Media

Federation of Canadian Municipalities
Media Relations Team
Email: media@fcm.ca

Trade Show Information

Calgary TELUS Convention Centre – North Building

136 8th Avenue SE
Calgary, Alberta T2G 0K6
Tel: 403-261-8500

[Calgary TELUS Convention Centre](#)

Trade Show Dates and Hours

Exhibitor Move-in	Thursday, June 6	8 a.m. – 3:00 p.m. *
Official Trade Show Opening Ceremony and Welcome Reception	Thursday, June 6	5 p.m. – 7 p.m.
Trade Show – Day 1	Friday, June 7	7:00 a.m. – 2:30 p.m.
Trade Show – Day 2	Saturday, June 8	7:30 a.m. – 2:30 p.m.
Exhibitor Move-out	Saturday, June 8	2:30 p.m. – 6:00 p.m.

*Show hours subject to change

IMPORTANT

*All booths must be completely set up on/before 3:00 p.m. on Thursday June 6th, 2024. Any exhibitor not checked-in by 2:30 p.m. will be presumed abandoned and space may be released. Should an exhibitor experience a travel delay, he/she must contact the Trade Show Team before 2:30 p.m. to advise of the delay.

No-show exhibitors may result in loss of booth space opportunities for the following year.

No exhibits or displays may be dismantled before the official closing of the trade show on Saturday June 8th, 2024. Failure to comply to show regulations, no-show booths or early dismantling/departure may result in loss of booth space opportunities for the following year.

Booth

Each booth includes:

- Exhibit space (10'W x10'D x 8'H)
- Show drape (8' back and 3' side drape)
- Free Wi-Fi access inside the Convention Center
- Number of exhibit staff per booth: **Six (6) maximum**; additional badges available at **extra cost of \$175 + tax before May 17, 2024**
- Meals provided during trade show days/hours to registered exhibit staff
- Company listing, 40-word profile with a hyperlink to your website in the Trade Show section of the FCM conference website

Important Note:

- Furnishing, carpet, electricity, internet, and furniture are not included in the booth rental price.
- FCM does not provide a delegate list.
- Company listing, 40-word profile with hyperlink to your website in the Trade Show section of the FCM conference mobile app

Booth Occupancy

Exhibitors must undertake to have at least one representative present at their booth at all times during the days and hours the Trade Show is open.

Important

1. All Exhibit staff must present a government-issued photo ID to pick up your badge on-site.
2. Exhibitors will be required to wear the FCM issued badge and lanyard during trade show hours.
3. Name badges are not transferable under any circumstances.

Shipping to the trade show

Exhibitors should review the Material Handling Information and make all necessary arrangements with GES by **May 3, 2024**.

There are four main modes of transporting display material and equipment to the Trade Show:

- Advance Material Handling for deliveries arriving between **May 9th – May 30th, 2024**

- Direct Shipments to show site on **June 6, 2024**
- Direct Shipments to show site arranged with separate courier, please contact [Expresso by GES](#) for details
- Direct drive to the Calgary TELUS Convention Centre **between May 9th -May 30th, 2024**

Exhibitors are encouraged to make shipping arrangements with [GES](#) to ensure all your materials arrive on time. If you choose to ship your materials with an outside courier, please note that deliveries will not be accepted by the Calgary TELUS Convention Centre.

Shipping from the trade show

To arrange for outgoing shipments and post-Trade Show storage, please contact [GES](#) directly.

If at the close of the Trade Show, an Exhibitor who has failed to make arrangements with GES to pick up any material, Show Management reserves the right to re-route shipments via GES to a warehouse pending advice from the Exhibitor and the Exhibitor will be charged accordingly.

Hand-carried items can be taken to your hotel and shipped directly from there.

Light Material Exhibitors Move-Out Instructions

No dismantling can take place **before 2:30pm on Saturday, June 8th.**

Exhibitors who handle their exhibit material by themselves during the teardown and use their own vehicle must:

1. Wait until the GES staff move their empty containers back to their booth
2. Pack their exhibit material
3. Hand carry small exhibit material or ask GES for a handler's or forklift truck operator's assistance (fees will apply).
4. Use the Exhibitor service elevators to transport material from the Trade Show Hall to the parking garage
5. Please note the escalators will not be active during Exhibitor move in and out dates/times

Exhibit transportation and customs

As part of the GES service and to make your shipping and transportation experience as seamless as possible, they will handle all official carrier and customs clearance. Their Exhibit Transportation Department will be in contact with you to discuss shipping requirements, however if you wish to contact them, please call **1-905-283-0505** to speak to a Customer Service Representative.

As a reminder: All shipments originating outside Canada require Canada Customs Clearance and U.S Customs/Homeland Security (if applicable) on the return. Please call [GES](#) at **1-905-283-0505** to speak to a Customer Service Representative.

Small packages/boxes deliveries (including portable display cases)

Canada is an international destination and, as such, duties, taxes, and customs clearance fees apply. If you are shipping Air or Ground with the following small packages companies, FedEx, 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 (i.e.: Fulfillment Centres, etc.). Any shipments that are sent collect will not be accepted by GES and they will be refused.

Exhibitor Move-In

Important

Booth sharing

FCM permits booth sharing but requires each exhibiting organization to be approved by FCM Show Management. Exhibitors may not host representatives or display material (brochures, banners, etc.) from a third-party organization without FCM Show Management approval. To share a booth, the third-party organization must complete and remit the form for FCM approval, agree to the Terms and Conditions, and pay the applicable fee. Applicant will also be required to undergo FCM Prospect Clearance and be approved by FCM.

Empty booth – Inspection Deadline*

All booths must be completely set up on/before 3:00 p.m., Thursday June 6th, 2024. Any exhibitor not checked-in by 2:30 p.m. will be presumed abandoned and space may be released. Should exhibitor experience a travel delay, he/she must contact tradeshow@fcm.ca before 2:30 p.m. to advise of the delay.

No-show exhibitor may result in loss of booth opportunities for the following year.

Dates and Times

The Trade Show floor will be accessible for move-in on **Thursday, June 6th at 8:00 a.m.** Set-up for all booths must be completed by 3:00 p.m. (*sharp*).

Dollies will not be permitted after 3:00 p.m. All crates and/or cartons must be unpacked and labeled for storage by 3:00 p.m. Any crates and/or cartons remaining on the Trade Show floor will be removed.

Show Management reserves the right to schedule a move-in sequence, and to set target installation dates and times for individual booths. Exhibitors agree to abide by instructions given by GES pertaining to the move-in of exhibits.

The loading dock areas are for loading and unloading only; vehicles left unattended will be towed at the owner's expense.

1. Freight Elevators, when in use, will be manned and controlled by operators with Global Convention Services or CTCC. Load restrictions:
2. North Loading Dock: butterfly ramp: height 13'-6" x width 14'-10": maximum 350 lbs./ft² on the dock and Exhibition Hall; and
3. South Loading Dock: elevator load: height 12'-7" x width 9'-2" x length 32'-9"; maximum 30,000 lbs.;

Exhibitors who are shipping items from outside Canada are strongly advised to use the services offered by GES. Please contact exhibitorserviceswest@ges.com for inquiries.

When exhibitors arrive on-site:

- Please check in at the Exhibitor Registration Desk to pick up your badge/lanyard. FCM Exhibitor Registration Desk opens at 8am, Thursday June 6th, 2024. It will be located in the main foyer (pre-function space) of the Exhibition Hall E of the North Building at the Calgary TELUS Convention Centre
- **Photo I.D is required.** Please remember, you must wear your badge at all times. For security reasons, only personnel wearing badges will have access to the Trade Show floor
- If you have pre-paid for materials handling, your material should be in your booth. If your material is not in your booth, check with the GES on-site Exhibitor Service Desk.

Parking

There is a Calgary Parking Authority parkade underground at the Calgary TELUS Convention Centre. For more information related to parking options and directions, please visit their [website](#) OR [Exhibitor Service Center](#) to purchase Exhibitor Parking Passes.

Booth Installation

Exhibitors are allowed to install their own exhibits using the services of their own employees. Additional assistance can be requested. Should Exhibitors require additional assistance in the setup of their display, please contact GES directly at (905) 283-0500 or exhibitorserviceswest@ges.com

If using the services of a display contractor other than GES, please note:

- Exhibitors must identify this company by completing the online Exhibitor-appointed Contractor Form via the FCM Exhibitor Show Management Form no later than **May 3, 2024**.
- The Exhibitor-appointed Contractor must submit evidence of Certificate of Insurance (COI) before access to the Trade Show is granted.
- Representatives of the Exhibitor-appointed contractor must present themselves to the Exhibitor Registration Desk to pick up their Temporary Exhibit staff badge before access is granted into the Trade Show Hall.

Empty Container Handling and Storage (only available if material handling has been ordered)

- All crates and cartons must be unpacked and labeled for storage by **3:00 p.m. on Thursday, June 6th** “Empty Crate” labels will be available at the GES Exhibitor Service Desk.
- Exhibitors are advised that storage of crates is not secure; valuable materials and products should not be consigned to storage. Empty containers are stored off-site during the show and are not accessible during the show.
- All crates and materials are stored on a non-insured basis. Exhibitors have sole responsibility for any insurance required to cover crates and materials on-site or in transit.

Exhibitors move-out

IMPORTANT- EARLY Departure

No exhibits or booth displays may be dismantled before the official close of the trade show on Saturday, June 6th at 2:30pm. Exhibitors move-out will continue until 6:00 p.m.

***Failure to comply to show regulations, No-show booths or early dismantling/departure may result in loss of booth opportunities for the following year.**

- Packing of display materials and dismantling of exhibits will not be permitted until after the close of the Trade Show at **2:30 p.m. on Saturday, June 8th**.
- All other exhibitor materials must be removed from the exhibit facility by **Saturday, June 8th** at 6:00 pm. Any exhibits left assembled or not in the process of being dismantled by 6:00 p.m. will be dismantled and removed by GES upon instructions from Show Management at the Exhibitor's risk and expense.

Return of Crates

Immediately following the close of the Trade Show and as soon as delegates leave the Trade Show floor, the delivery of hand-carried and carton freight will commence first, followed by the return of larger crates. The process generally commences within 30 minutes of the close of the show.

Removal of Exhibit Material

Show Management reserves the right to schedule a move-out sequence and set target dismantle times for individual booths. Exhibitors agree to abide by instructions given by GES pertaining to the move-out of exhibits.

If an Exhibitor fails to arrange for shipments of its material at the close of the Trade Show, Show Management reserves the right to re-route shipments via the official carrier to a warehouse, pending advice from the Exhibitor at the exhibitor's expense.

Display requirements and regulations

General requirements.

- The aisle and air space at the Trade Show belong to FCM. Exhibits, signs, ceiling or floor coverings, displays or other advertising matter are not permitted to extend beyond the contracted booth space.
- All display fixtures greater than 4 feet in height must be a minimum of 5 feet back from the aisle to avoid blocking the sight lines of other Exhibitors. Exhibitors whose displays exceed these dimensions may be asked to alter or dismantle that part of their display. Please refer to FCM's booth specifications document on next page.
- All exposed parts of the display structure must be draped or finished to present an attractive appearance when viewed from aisles or adjoining exhibits and should not be objectionable to other Exhibitors or to Show Management. When necessary, drapes will be installed by GES at the Exhibitor's expense to cover exposed or unfinished parts of displays

Exhibits, signs, display materials or other display structures may not be posted, nailed, or otherwise affixed to walls, doors, floors, or any part of Calgary TELUS Convention Centre. Exhibitors will be responsible for cleaning and damage caused by failure to observe this rule.

The only adhesives allowed are listed below. Please note these are NOT available for purchase on site.

1. Floors - double sided Scapa tape, low tack cloth gaffer tape or TransfeRite are the only tapes permitted for use on the cement floor.
2. Contact [Exhibitor Services Centre](#) for more details.

Booth exhibits - The following is included in the purchase price of each booth space:

- Standard 10'W x 10'D x 8'H booth space delimited with draped back wall set at a height of 8 feet and draped side walls set at a height of 3 feet. Corner booths will not include a draped sidewall on the exterior side of the booth space, unless requested by the Exhibitor.
- To ensure the display value of adjoining booths is not unduly limited, exhibit booth designs and walls, signs, fixtures and counters, product and exhibit displays may be erected to a maximum height of 8 feet only in the rear 5 feet of the booth. From this point to the front of the booth, they may not exceed a height of 4 feet.

Any **booth/displays exceeding 8 feet in height** must contact the Trade Show Team at tradeshow@fcm.ca to verify height restrictions that may apply to exhibit booth.

Contact and request for written approval on/before May 3, 2024.

Custom booth designs, signs, product, and exhibit displays must be arranged in such a manner that they conform to this linear booth design. Maximum height of booths, products and display materials may not exceed 8 feet unless pre-approved by FCM.

Where necessary in linear booth locations, drapes will be installed at the Exhibitor's expense to cover exposed or unfinished parts of displays.

Carpeting

The Calgary TELUS Convention Centre trade show hall is not covered with carpet. Booth carpeting / floor covering is required as these are concrete floors. Booth carpet rental is available from GES. Exhibitors can bring their own carpet or floor covering.

Seating

Prevent aisle congestion, seating for demonstration and theatre areas must be placed a minimum of 3 feet from the aisle.

Banners and hanging decor

IMPORTANT - RIGGING

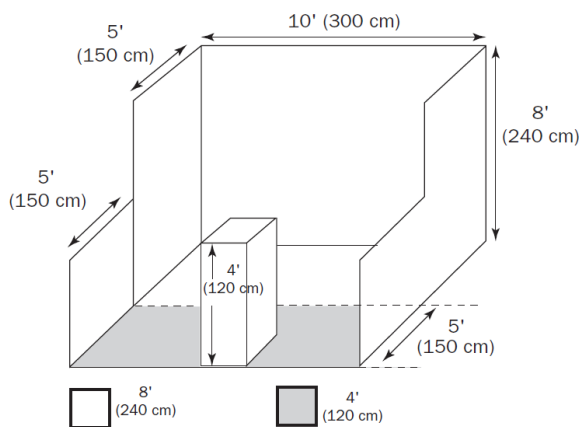
Any Exhibitor ordering rigging services will require pre-approval by FCM Show Management and CTCC. For FCM approval, please contact ENCORE on/before **April 21st** if you plan to use any ceiling-suspended hanging signs and/or banners.

Submission of a visual rendering with dimensions will be required at time of approval request.

Trade Show Floor Plan

Over 200 booths will participate in this year's trade show.

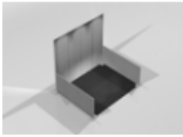
Please visit our [Trade Show webpage](#) for our Floor Plan.



Booth dimensions:

Linear booth exhibit

The following is not included in the purchase of a booth space: carpet, electrical, furnishings, wired internet, plants, signage, or lighting. To order any of these items, please refer to the Exhibitor Show Services Guide.



Standard Booth
Kiosque standard

Standard Booth - Each booth includes:

- Exhibit space size is 10'W x 10'W x 8'H
- 8'H back wall pipe and drape
- Furnishing and electricity can be ordered at Exhibitor expense
- Number of exhibit staff per booth: Six (6)
- Meals provided during trade show days/hours to registered exhibit staff
- Exhibitor name, URL and 40-word profile on the Exhibitor listing webpage, mobile app

Show Services

General information

FCM Show Management selected and appointed exclusive and official contractors to provide all usual convention services and equipment. Review the Show Services Guide and additional order forms (see below) carefully to determine payment policies and order early to take advantage of the discount rates.

*Please refer to [Expresso at GES](#) to place your orders online.

Exhibitor service desk

The GES Exhibitor Service Desk will be staffed during installation and dismantling and during the trade show. The GES desk can be found near the Trade Show floor. Refer to [Expresso at GES](#) for information on available show services, online order services, and deadlines. CTCC Exhibitor Services and ShowTech will also have service desk presence on move-in day.

Exhibitor-appointed contractors

Exhibitors may use or appoint an independent contractor for installation and dismantling of their exhibit, or to provide other services.

An Exhibitor-appointed contractor is any company other than one of the designated official contractors providing a service to the Exhibitor and requiring access to an exhibit at published hours during the installation, Trade Show and dismantle days.

Exhibitor-appointed contractors are **not** permitted to perform the following services:

- Material handling
- Electrical/lighting/mechanical
- Rigging/hanging signs
- Booth Cleaning/ Food & Beverage

- Telephone/wired or wireless internet installation
- Security

All Exhibitors using a third-party contractor are required to complete the online Exhibitor-Appointed Contractor Form included under the FCM Show Management Form by **May 3, 2024**. Should an Exhibitor wish to use the services of contractors other than the official contractors, the following conditions must be met:

- Exhibitors are responsible for ensuring that their appointed contractors submit evidence of Comprehensive General Liability **Certificate of Insurance** (COI) with a minimum limit of \$2,000,000 CDN, in a form that is acceptable to the Federation of Canadian Municipalities, no later than **May 3, 2024**;
- It is the Exhibitor's responsibility to inform its contractors of this deadline

The Exhibitor-appointed contractors:

- Must agree to abide by all the rules and regulations contained in the Terms and Conditions outlined on the reverse side of the Exhibit Space Application and Contract and additional policies, rules and guidelines contained in this Exhibitor Manual
- Must agree to abide by all rules and regulations in force at Calgary TELUS Convention Centre.
- Must ensure that set-up badges are worn at all times. Temporary work passes will be issued only to registered persons who supervise, install, dismantle or maintain exhibits.

NOTE: It is the Exhibitor's responsibility to send this Exhibitor Show Services Manual or necessary information, including the rules and regulations, to their appointed contractors.

Temporary Work Passes

- Upon arrival, all Exhibit staff will be required to check in at the Exhibitor check-in desk located in the main foyer area Exhibitor Registration Desk of Calgary TELUS Convention Centre,
- Unregistered Exhibitor personnel or Exhibitor-appointed contractors must obtain a temporary work pass to gain access to Trade Show floor during installation and dismantle times
- Temporary work passes will be prepared in advance, if requested by the Exhibitor. Passes can be obtained on-site during move-in at the Exhibitor Registration Desk
- Individuals requesting a temporary work pass will be required to provide proof of identification and valid affiliation with the Exhibitor or Exhibitor-appointed contractor. Exhibitor-appointed contractors who have not submitted their appropriate insurance documentation will not be issued passes

Lead Retrieval Scanners

MicroSpec Lead Retrieval Scanners offer Exhibitors the opportunity to obtain delegate information captured from barcode located on delegate conference badges. All-inclusive rental cost includes scanner, download, plus end of show email with data from MicroSpec after the trade show.

Order your scanner via MicroSpec's online rental service.

REMINDER: As noted on our trade show webpage, FCM does not provide a Delegate list.

Wi-Fi and Wired Internet

- Public wireless internet connection is free of charge at the Calgary TELUS Convention Centre
- Wired Internet is available through [Global Convention Services](#)

Rules and Guidelines

Introduction

The policies, rules and guidelines contained in this Exhibitor Manual should be read in conjunction with the Terms and Conditions contained on the reverse side of the Application and Contract for Exhibit Space. They are part of the contract made between the applicant for booth space (hereinafter called the Exhibitor) and the Federation of Canadian Municipalities (hereinafter called FCM). The term "Trade Show" shall mean the Trade Show portion of FCM's 2024 Annual Conference and Trade Show.

Contract

Submission of the Application and Contract for Exhibit Space, full payment of the required booth space cost and your receipt of a copy of the Application and Contract for Exhibit Space, countersigned by FCM, will constitute a contract to use the space assigned.

Interpretation of Rules and Guidelines

Exhibitors agree to abide by the conditions and deadlines published in this Exhibitor Manual, the Terms and Conditions in the Application and Contract for Exhibit Space and by all conditions under which the space was leased to FCM by the Calgary TELUS Convention Centre.

Exhibitors further accept responsibility for informing all their employees, suppliers or agents, appointed contractors and temporary staff involved with their exhibit activities, of these conditions and rules.

FCM shall have full power to interpret and/or amend the rules and regulations, which in FCM's discretion shall be in the best interest of the conference and Trade Show. The decision of FCM must be accepted as final, as is the case in any dispute with the Exhibitor or in any situation not covered by the rules and regulations.

FCM reserves the right to terminate the contract on-site, if an Exhibitor:

- Fails to observe and follow these policies, rules and regulations
- Engages in unfair or deceptive trade practices
- Behaves in a manner which is prejudicial to the proper management of the Trade Show
- Does not comply with local, provincial and federal laws, rules, regulations and ordinances in force

Sales of Products

The purpose of the Trade Show is to educate and broaden the knowledge of conference delegates through demonstrations, presentations, products, and service displays. Sales are permitted on the Trade Show floor provided that transactions are conducted in an appropriate, professional and business-like manner. FCM reserves the right to restrict sales activities that it deems inappropriate or unprofessional.

It is the Exhibitor's responsibility to comply with any Canadian federal, provincial, territorial, or municipal laws in force, and to collect and remit any taxes payable.

Advertising and Publicity

FCM Show Management reserves the right to determine what is acceptable publicity and advertising by Exhibitors within the Trade Show and to restrict, at any time, any display or activity which in FCM's judgment does not conform with the purpose of the conference or Trade Show. In the event that FCM deems such displays or activities to be inappropriate or undesirable, FCM will issue an order to cease and desist. FCM will assume no liability for any losses, costs or other expenses incurred by the affected Exhibitor.

Exhibitors may distribute promotional material and literature or other articles within the booth space allocated. Exhibitors are encouraged to use promotional methods that eliminate or minimize the use of printed materials. Product and service demonstrations, presentations, interviews or other activities within the Calgary TELUS Convention Centre are restricted to the Exhibitor's allocated booth space.

Printed and visual products and promotional literature must be designed and produced in accordance with the professional nature of FCM's 2024 Annual Conference and Trade Show.

Exhibitors are responsible to ensure that promotional and product or service-related information intended for distribution to delegates during the Trade Show is factually accurate and is professional and tasteful in its presentation. Whenever possible, FCM asks that information be provided in English and French.

The name and logo of the Federation of Canadian Municipalities are propriety trademarks for exclusive use by FCM and may **not** be printed, used, or displayed for any purpose, without the express knowledge and written permission of FCM. Such permission will **not** be granted for purely promotional purposes, or in any way to imply endorsement of an Exhibitor, product, service, or activity.

The only Exhibitors permitted to display the Federation's "Corporate Partner" signs and logos are Corporate Partners in good standing.

To prevent misunderstandings, Exhibitors' promotional materials may **not** be phrased like this: "in conjunction with the Federation of Canadian Municipalities" or use similar language.

Any questions or inquiries contact tradeshow@fcm.ca or call 343-417-0510/ 613-907-6230

Demonstration, Display and Presentations

All interviews, demonstrations, detailing or distribution of literature must take place within the space assigned, and not interfere with normal aisle traffic or infringe upon neighboring Exhibitors.

Exhibitors must not place demonstration areas at the edge of their booths if they expect many people to congregate there at one time and should allow sufficient space within their booth area to absorb the majority of the anticipated crowd.

Exhibitors whose display arrangements or presentations cause spectators to interfere with normal aisle traffic, or unduly overflow the display area of neighbouring exhibits, may be asked to limit, or eliminate their presentations.

Food and Alcoholic Beverages

Exhibitors wishing to distribute food products or beverages or cook food products in their booth are required to contact the Calgary TELUS Convention Centre, specifying the nature of the product to be distributed and the type of appliance used. Please contact [CTCC Catering Department](#).

Samples and Giveaways

Contests, drawings, entertainment, incentives, and raffles from exhibit booths must be approved by FCM before they can take place. Contact the tradeshow@fcm.ca or call 343-417-0510 / 613-907-6230 **on/before May 3rd**.

It is the Exhibitor's responsibility to ensure that contests, draws and games of chance comply with provincial lottery authorities.

The distribution of novelty items, giveaways and souvenir gifts such as buttons, models, decals or flags is left to the discretion of the Exhibitor, provided their intrinsic value is nominal. FCM reserves the right to refuse Exhibitors to distribute novelty items, giveaways and souvenir gifts which it deems to be objectionable or inappropriate.

Audio and Visual Components of Exhibits

Exhibitors may **not** operate public address, sound producing or amplifying devices which project sound above the normal level of conversation.

Audio and visual equipment as part of a display are acceptable; however, sound equipment which would be audible beyond the display should be equipped with earphones or enclosed within a special listening room. In addition, spectators at exhibits viewing audio and video displays may not obstruct aisles or interfere with access to other exhibits. Absolutely no manner of sound amplification is permitted for Exhibitors conducting live presentations.

Show Management reserves the right to determine when sound levels from audio and visual equipment constitute interference with others or become unacceptable. In such cases, sound levels will be reduced, or the equipment will be removed at the Exhibitor's expense.

Electrical Services

All electrical wiring and outlets shall be at the Exhibitor's expense. Order your electrical services through Global online store.

All operating electrical equipment used in the booth, as well as merchandise, lighting and display equipment must have C.S.A. or equivalent provincial-power authority. Exhibitors should take the required steps to ensure electrical equipment meets these requirements. Failure to comply with the requirements to have electrical equipment

approved may result in the equipment being refused connection to the source of electrical supply and may be ordered removed from your exhibit.

Noise, Lights and Odors

FCM Show Management reserves the right to determine when sound levels from electrical and mechanical apparatus, or display-lighting and odor-generating devices or activities constitute interference with others or become unacceptable. In such cases, sound levels will be reduced or the equipment will be removed at the Exhibitor's expense. Any questions or inquiries contact FCM at tradeshow@fcm.ca

Helium Balloons

No helium-filled balloons, whether for decorative purposes or inflated for distribution to registrants, will be permitted within the Calgary TELUS Convention Centre.

Animals

Live animals, birds, mammals, rodents, or reptiles are **not** permitted on the Trade Show floor without prior written permission from FCM.

Certified guide/service/companion dogs assisting a person with special needs are welcome onsite.

Advance notification is required. Contact the Trade Show Team at tradeshow@fcm.ca on/before **May 3, 2024**.

Care of Facility Property

Exhibitors are responsible to ensure the care of facility property during the Trade Show.

Exhibits, signs, display materials or other display structures may not be posted, taped, nailed or otherwise affixed to walls, doors or any part of the Calgary TELUS Convention Centre. Exhibitors will be responsible for cleaning and damages caused by failure to observe this rule.

FCM Show Management and Calgary TELUS Convention Centre warn that Exhibitors distributing adhesive-backed promotional materials and stickers will be responsible for the costs of cleaning and repairs for removal of this material from the walls and floors of the facility.

Promotional floor decals or stickers must have pre-approved for use at Calgary TELUS Convention Centre. Provide a digital sample with material and size specs to tradeshow@fcm.ca via email on/before **May 3, 2024** for review and approval.

Display Vehicles

If you are planning to bring a vehicle onsite, exhibitor must contact tradeshow@fcm.ca or call 343-417-0510 / 613-907-6230 on/before **May 3, 2024** for approval.

FCM must receive the exact weights and measurements of the vehicle (photo or diagram where possible) should there be a floor load bearing issue.

Specific rules and regulations exist pertaining to any vehicles to be displayed at onsite. For additional information contact, tradeshow@fcm.ca.

FCM and the Calgary TELUS Convention Centre must approve the positioning and location for vehicles. Spotting for mobile vehicles into and out of the facility is the responsibility of GES and will be coordinated by FCM having regard for all other move-in/out activity taking place.

IMPORTANT: There is a fee for spotting for mobile vehicles. Vehicle spotting will be charged hourly with one hour minimum charge for in and out. Please refer to [Expresso at GES](#) for details and to make arrangements.

Exhibit Material Release

Removal of equipment or display items from the Trade Show at any time from opening to closing, will require an Exhibit Material Release Form. These forms may be obtained from GES. After 3:00 p.m. on Saturday, June 8th, 2024, no Exhibit Material Release Form will be required.

Photographing and Videotaping

Exhibitors may not photograph or videotape other Exhibitor booths on the Trade Show floor without the permission of that Exhibitor.

Exhibitors may photograph or videotape their own booths only before or after Trade Show hours. Any security or lighting requirements for such activities must be made in advance at the Exhibitor's expense.

The rights to any and all photography of the event are the exclusive property of Calgary TELUS Convention Centre and the Federation of Canadian Municipalities (FCM). Calgary TELUS Convention Centre and the Federation of Canadian Municipalities reserves the right to photograph the event for its own records, publicity, and promotion purposes.

Security in the Trade Show

FCM Show Management, Calgary TELUS Convention Centre and GES cannot guarantee against loss, theft, or damage of any kind during installation, exhibition, or dismantling. The building is not open to the public after hours, and the doors to the Trade Show Hall will be locked.

Exhibitors who wish to remain in the Trade Show after hours must first receive permission from the [Trade Show Team](#) to work late. Exhibitors wanting to remove any goods or items from the Trade Show must obtain an Exhibit Material Release Form from GES and present a signed form to security personnel when removing goods from the hall.

All Exhibitors are responsible for their own exhibit material, and should insure their exhibit materials against loss, theft, or damage during the Trade Show.

The Calgary TELUS Convention Centre (CTCC) will provide all security requirements in the facility. Security arrangements for tradeshow are coordinated through the CTCC. If individual exhibitors wish to arrange for security for their booth, please contact the Operations Department at (403) 261-8559

Entry to Trade Show

- FCM Show Management reserves the right to refuse admission to the Trade Show to any visitor, Exhibitor or agents or employees of Exhibitors who, in the opinion of Show Management, are unfit, intoxicated or in any way creating disruption to the Trade Show;
- Children under the age of 18 will **not** be allowed in the Trade Show during show hours unless they are a registered Conference Delegate or registered companion for a person with special needs;
- Exhibitors may **not** bring children under the age of 18 into the Trade Show during setup or tear-down for safety reasons. Proof of age may be required.

Smoking, Vaping, e-Cigarettes

FCM's 2024 Annual Trade Show is a smoke-free event. Smoking and vaping is prohibited by law and by FCM policy at all times with Calgary TELUS Convention Centre. Smoking is regulated under the Tobacco Reduction Act, as well as the municipal Smoking Bylaw. The act prohibits smoking in all public premises and workplaces. In accordance with City of Calgary by-law 23M2018 and 24M2018 all spaces within Calgary TELUS Convention Centre are non-smoking, this includes smoking, vaping tobacco, cannabis, and other substances.

Recycling and Residual Waste Management

The exhibitor has the obligation to use the equipment provided at his disposal for recycling (paper, paperboard, glass, plastic) for the duration of the event (including setup / dismantling and during the exhibition). Additional selective collection may be added to those mentioned above.

All exhibitors are required to clean their booth for the first day and each day throughout the tradeshow which includes vacuuming and garbage removal. If additional cleaning services are needed, please refer to [Expresso at GES](#) for details and to make arrangements.

FIRE REGULATION

Calgary TELUS Convention Centre has strict fire safety regulations and requirements. The purpose of these requirements is to maintain an acceptable level of fire safety within Calgary TELUS Convention Centre. The Exhibitor assumes responsibility for compliance with municipal and provincial regulations concerning fire, safety and health. Aisles and exits must be kept clear at all times with exit signs clearly visible.

All exhibits are subject to approval by FCM Show Management. Exhibits are subject to a show site review and if modifications are necessary, they will be at the Exhibitor's expense.

All Exhibitors are required to complete the Fire Safety Requirements on our Exhibitor Show Management Form no later than May 3, 2024.

Liability

The Federation of Canadian Municipalities will not be liable for any loss or damage to the property of the Exhibitor or its employees, due to fire, theft, accidents, or any cause whatsoever that may arise during use and occupancy of the leased space at Calgary TELUS Convention Centre.

The Exhibitor agrees to indemnify and hold harmless the Federation of Canadian Municipalities, GES and Calgary TELUS Convention Centre and its employees against any and all claims of any persons whomever arising out of acts of omission of Exhibitors and their employees. (Exhibitors shall furnish their own public liability insurance).

FCM assumes no liability for damages or losses resulting from, or relating to, the failure of an Exhibitor to comply with the provisions of the Terms and Conditions as set out in the Application and Contract for Exhibit Space. If, due to unforeseen circumstances beyond the control of FCM, an Exhibitor's materials do not arrive in time for display during the entire period of the Trade Show, or any portion thereof, FCM assumes no liability for damages or losses to the Exhibitor and is under no obligation to refund the Exhibitor's fees.

Before any exhibit may be removed from Calgary TELUS Convention Centre, Exhibitors must make arrangements satisfactory to FCM Show Management, the Calgary TELUS Convention Centre and the official and exclusive contractors, for the payment of any charges incurred by the Exhibitor in connection with presenting its exhibit.

IMPORTANT- Certificate of Insurance (COI) required

Each Exhibitor agrees to accept responsibility for maintaining adequate insurance against injury to persons, damage to or loss of property, products, equipment or decoration and inability to meet obligations outlined in the Exhibitor Manual and Terms and Conditions as set out in the Application and Contract for Exhibit Space.

Exhibitors must provide evidence of **Comprehensive General Liability insurance with a minimum limit of \$2,000,000 CAD** by completing and returning their Certificate of Insurance (COI) to FCM Show Management Form no later than **May 3, 2024**.

Insurance protection of the type described will not be provided to the Exhibitor by either FCM or Calgary TELUS Convention Centre.

Exhibitors or their agents who desire insurance on their exhibit booths, display goods and staff must place the same at their own expense.

IMPORTANT: FCM reserves the right to prohibit access to the Trade Show floor to any Exhibitor from whom no proof of insurance has been received.