



CONFERENCE, AWARDS & EXPO
MAY 28-30  EDMONTON, ALBERTA
EDMONTON CONVENTION CENTRE • EDMONTON, AB

EXHIBITOR MANUAL

(updated Feb. 20th, 2023)

EXHIBITOR LOAD-IN MAY 28, 2023

General Load-In (carry in) and Setup:

Sunday, May 28th, 2023 – 8am - 8pm

MAIN EXPO MAY 29-30, 2023

TOLL-FREE: 1.866.GROW.UP.1



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1. BOOTHS INCLUDE:

10 X 10 BOOTH:

- 10' x 10' booth space (pipe & drape)
- 8' black backdrop, 3' black side rails
- (3) Three VIP Industry Conference passes
- 10 complimentary Industry passes
- 1 - 6' table and 2 chairs (if required)
- Company listing on the Grow Up Conference website
- Company listing in the official show guide

5 X 10 BOOTHS (BRAND & BUYERS):

- 5' x 10' booth space (pipe & drape)
- 8' black backdrop, 3' black side rails
- (3) Three VIP Industry Conference passes
- 10 complimentary Industry passes
- 1 - Cruiser table & 2 chairs (if required)
- Company listing on the Grow Up Conference website
- Company listing in the official show guide

2. BOOTHS DO NOT INCLUDE

Telephone, Internet/Wifi, A/V, Water and Electrical Services must be ordered through Edmonton Convention Centre (ECC) – see sections below.

The following services can be ordered from our service contractor GES:

- Additional furnishing
- Signage
- Carpet (NOTE: The expo floor is currently carpeted)
- Display
- Labour

All order forms are available on your Map Dynamics portal.

3. CHECK LIST

- ☐ Register your Conference Delegate(s) / booth attendees online - (see Appendix 1)
- ☐ **Provide proof of exhibitor insurance - Mandatory (See #14)**
- ☐ Order Electrical, A/V, Telecommunication (phone and Internet) services from ECC (see sections 10)
- ☐ Order Booth Decorations (see sections 19)
- ☐ Book Load-in Time with ECC Exhibition Manager (see sections 15)
- ☐ Book Accommodations at Hotel (see sections 12)
<https://growupconference.com/alberta/hotel-travel-alberta/>

4. GROW UP CONTACT INFO

Grow Up Conference and Expo

176 Young Street, Welland, ON L3B 4C8
Tel: 1-866-GROW-UP-1 Cell: 905-324-8528
info@growupconference.com
<https://www.growupconference.com>

5. GROW UP STAFF

Randy Rowe

President/CEO
rrowe@growupconference.com

Charlie Rowe

Account Manager/CEO
charlie@growupconference.com

Mary Simon

Sponsorship Liaison
sponsorship@growupconference.com

Registration Manager

registration@growupconference.com

Expo Manager

Exhibitor Manager
expo@growupconference.com

6. CUSTOMS BROKER

The customs broker for Grow Up is ConsultExpo who will be pleased to help you with your customs clearance of goods being imported into Canada. They will provide you with an exhibitor kit, containing all appropriate customs and shipping documents. To receive this kit, please contact ConsultExpo directly:

Diane Labbé Deegan, Account Executive

GES/ConsultExpo

Tel: 514.482.8886
www.consultexpoinc.com
ges@consultexpoinc.com

7. EXHIBIT BOOTH LOCATIONS

Industry Expo - Hall D
Brand & Buyers - Hall D Foyer

TOLL-FREE: 1.866.GROW.UP.1

8. EXHIBITOR STAFFING

- Each Exhibitor must ensure that there is at least one (1) of their Exhibit Staff on duty at the booth at all times during exhibition hours.
- Exhibit Staff must wear laminates at all times, including during exhibit setup.
- Exhibit Staff will be required to produce identification or a letter of authorization from the company they are representing.
- No exhibit load-in may commence until proper laminates are collected from Grow Up
- If you would like to have additional staff at your booth, please contact Grow Up to purchase additional passes.

9. ELECTRICAL, INTERNET, TELEPHONE & A/V SERVICES

Fe Maquinay Guico | Event Specialist

Showtech Power and Lighting

Edmonton Convention Centre

9797 Jasper Avenue, Edmonton, AB T5J 1N9

Tel: 780-429-1162

fmguido@showtech.ca

10. CONVENTION — CONTACT INFO

Kristen Foster, Event Manager

Edmonton Convention Centre

9797 Jasper Avenue, Edmonton, AB T5J 1N9

Tel: 780.224.6956

kfoster@exploreedmonton.com

11. HOTEL — GUEST ROOMS / RESERVATIONS

Grow Up has arranged special rates at the following:

Marriott Courtyard Edmonton Downtown (Host Hotel)

1 Thornton Ct, 99 Street and Jasper Ave Edmonton, AB T5J 2E7

\$179 CAD – \$219 CAD per night

12. INSURANCE

Mandatory: Exhibitors must have valid exhibit insurance in advance of the Conference with their insurance broker or agent. Insurance policy number must be provided to Grow Up prior to load-in. Online resource:

<https://www.palcanada.com/en/exhibitor-liability>

Grow Up will not accept any claim for loss due to fire, theft or damage of exhibits, nor will it be held liable for personal injury caused by an exhibit or exhibitor.

13. LOAD-IN / LOAD-OUT

Loading docks are available on-site and are on a first-come first-served basis. Parking on the docks while setting up your booth is not permitted. Vehicles must unload and depart the dock.

If you require more than 3 hours to set-up your booth please contact the Exhibition Manager to schedule an earlier load time.

Exhibition Service

Exhibitor Manager

expo@growupconference.com

EXPO MONDAY, MAY 29 - TUESDAY, MAY 30

General Load-In (carry in) and Setup:

Sunday, May 28th, 2023 – 8am - 8pm

Load-out will begin after the close of the Expo:

Tuesday, May 30th, 2023 – 4pm - 10pm

All exhibits must be struck at that time and removed as soon as possible. **No exhibits may be struck earlier than 4:00 pm without the authorization of the exhibition manager.**

Only when your exhibit is packed and ready for transport will your vehicle be permitted access to the loading dock.

14. NOISE

Grow Up reminds everyone to respect your fellow neighbour and keep the noise to a manageable level.

RULES

Exhibitors will be permitted to demonstrate products for a period of not longer than 5 minutes at a time to a maximum of 85db or 20db above the average ambient room level at the time, whichever is less.

FAILURE TO COMPLY

A first violation will result in suspension from exhibit sound demonstration privileges for one (1) hour.

A second violation will result in suspension of sound demonstration privileges for the remainder of the exhibit day.

A third and final violation will result in suspension of and subsequent disconnection of all electrical power to the exhibit space. This could affect all exhibit lighting and computers. This termination of exhibit power will be without reduction or refund of the cost to the exhibitor for such service termination. Reminder: "borrowing" power from another exhibitor or electrical outlet in these cases will result in ejection from the trade show.

The Exhibition Manager will have the FINAL say in rulings on these matters. We want to make this show work for All Exhibitors. Please help us to ensure that is the case. Thank you.

15. EXHIBITOR REGISTRATION

Exhibitor Registration will be located at the loading docks of the convention centre. All exhibitors and their helpers are required to pick up passes BEFORE load-in of their exhibits. This is extremely important for security reasons. No one will be admitted to the Exhibit Area without a pass.

16. SECURITY

Professional security will be on-duty during the conference and exhibition hours. Please be sure to have your exhibitor badge with you at all times to ensure you are not denied access to the Exhibit area.

17. SERVICE CONTRACTOR

GES

6292 50 St NW Edmonton Alberta T6B 2N7 Canada
Tel: 780-469-7767
edmonton@ges.com

Call GES to arrange for any of these services:

- tables and chairs
- additional furnishings
- booth carpeting
- signage
- display labour
- transportation & storage
- secure storage racks
- custom brokerage

18. SHIPPING INFORMATION

For shipping from outside Canada, please contact ConsultExpo for custom brokerage services. Please note that if shipping to the Convention Centre, GES offers onsite and advance material handling. Please make arrangements with GES beforehand.

19. STORAGE

There will be limited storage available to exhibitors on the exhibition floor. If you require storage space for boxes, cases, or other booth-related items, please contact the Exhibition Manager by phone or email with your request.

All items stored in the exhibit floor storage area are done so at your own risk. Please make sure to label and secure belongings. Valuable items are not recommended in the storage area. Empty storage is included if the exhibitor pays for either onsite or advance material handling, this is a per pound fee to the exhibitor

20. EXPO HOURS

Booths must be staffed during all Grow Up Expo operating hours:

- Monday, May 29, 10:00 am – 5:00 pm
- Sunday, May 30, 10:00 am – 4:00 pm

21. FOOD AND BEVERAGE

No outside food and beverage will be permitted in the expo. Food and Beverage offerings must be ordered through the Edmonton Convention Centre.

APPENDIX 1 - EXHIBITOR REGISTRATION

To register, please follow the steps online growupconference.com/expo/login/

Note that whomever processes and completes the Booth/Sponsor package has created/used their own Eventdex account. Thus, the package/order will remain under their account under the "Order Summary" in the field called "Order BY". Your company will require this person's Eventdex login details in order to complete your staff's details for their badges to be picked up at our registration desk on site.

Your booth purchase indicates the TICKET/BADGE TYPE and QUANTITY for each.

If you require additional badges for your staff as Exhibitors/Delegates you must purchase these additionally online our registration page - use the promotional code 2023-EXHIBITOR to receive a 15% discount

If you do not know the names of who will attend Grow Up Conference & Expo, you may leave the badge types under the Buyers name, then edit these respectively. To edit the names for the badges, simply log into your Eventdex account: www.growupconference.com/expo/login. Select the "Event" Grow Up Conference & Expo, then "My Tickets". Here you will see all ticket types and you may edit the names/emails of your staff by clicking on the edit icon - aka the green pencil. Don't forget to hit the 'Save' button!

To purchase additional passes, the same Buyer Login details should be used.

IMPORTANT TO NOTE: "Lead Retrieval" is NOT a Badge Type, but rather a feature included in your booth purchase. Therefore anyone's name associated with "Lead Retrieval" will not be granted a badge/entry to the event.

If you will have more than 5 people attending Grow Up Conference & Expo from your company, or you did not purchase your booth online, please contact our Registration Manager, registration@growupconference.com (no later than Friday, May 19, 2023), to upload your staff directly using a Google Sheets document:

Should you have any questions, or require assistance with this process, please contact: registration@growupconference.com.

Lead Retrieval

Use the same Ordered By login details as above to use your "Lead Retrieval" license. Up to three staff may use the same login details to access use of the license at the same time.