



CONFERENCE, AWARDS & EXPO
OCTOBER 1-3, 2023  VICTORIA, BC
VICTORIA CONFERENCE CENTRE • VICTORIA, BC, CANADA

EXHIBITOR MANUAL

(updated September 2nd, 2023)

EXHIBITOR LOAD-IN OCTOBER 1, 2023

General Load-In (carry in) and Setup:
Sunday, October 1st, 2023 – 12pm - 8pm

MAIN EXPO OCTOBER 1-3, 2023

TOLL-FREE: 1.866.GROW.UP.1

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Appendix 1 Exhibitor Registration

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1. 8 X 10 BOOTHS INCLUDE

- 8' x 10' booth space (pipe & drape)
- 8' black backdrop, 3' black side rails
- (3) Three VIP Industry Conference passes
- 1 - 6' table and 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 Victoria Conference Centre (VCC) – see sections below.

The following services can be ordered from our service contractor Global Services:

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

All order forms are available at <https://growupconference.com/victoria/exhibitor-info/>

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 VCC. (see sections 10)
- Order Booth Decorations (see sections 19)
- Book Load-in Time with VCC Exhibition Manager (see sections 15)
- Book Accommodations at Hotel (see sections 12) <https://growupconference.com/victoria/hotel-travel/>

4. GROW UP CONTACT INFO

Grow Up Conference and Expo
180 Young Street, Welland ON L5M 6G9
Tel: 1-866-GROW-UP-1 Cell: 905-324-8528
info@growupconference.com
<https://www.growupconference.com>

5. GROW UP STAFF

Randy Rowe
President
rrowe@growupconference.com

Charlie Rowe
CEO
charlie@growupconference.com

Antuanette Gomez
VP Programming
conference@growupconference.com

Brittney Guthrie
Event Coordinator
conference@growupconference.com

Registration Manager
registration@growupconference.com

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

ConsultExpo
1510 Caterpillar Rd, Mississauga, ON L4X 2Y1
Tel: 514.482.8886 Ext. 2 Fax: 888.629.9008
Mobile: 514.709.0761
www.consultexpoinc.com
DianeL@consultexpoinc.com

7. EXHIBIT BOOTH LOCATIONS

Carson Hall, Victoria Conference Centre

8. EXHIBITOR PROFILE

Please make sure you have submitted your company description to appear in the printed program and website by September 15, 2023.

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9. 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
- Registration by your authorized Exhibit Staff, or by one of your Official Delegates.
- If you would like to have additional staff at your booth, please contact Grow Up to purchase additional passes.

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

Exhibitor Services Department
Email: victoria@globalconvention.ca
Tel: 250-385-3541

11. CONVENTION – CONTACT INFO

Ben Hooks, Event Manager
Victoria Conference Centre
720 Douglas Street, Victoria, BC V8W 3M7
Tel: 250.361.1021
exhibits@victoriainconference.com

12. HOTEL – GUEST ROOMS / RESERVATIONS

Grow Up has arranged special rates at the following:

DoubleTree by Hilton Hotel and Suites Victoria (Host Hotel)
777 Douglas St, Victoria, BC V8W 2B5 (250) 940-3100

King	\$299.00
2 Queen	\$309.00
King Suite	\$349.00

Marriott Victoria Inner Harbour
728 Humboldt St, Victoria, BC V8W 3Z5
Delux King Room: \$269.00
Delux Queen/Queen Room: \$269.00

13. EXHIBITOR PARKING

Robbins Parking Service Ltd. operates the Victoria Conference Centre parkade, the parkade is shared with the Fairmont Empress hotel. There are 305 parking spaces on two underground levels; vehicle height restriction is 6'2".

Location: 720 Douglas Street. Access is via both elevator & stairs from Levels 1 & 2 of the Victoria Conference Centre & Fairmont Empress

Hours: 6:00am – 12:00am, Sunday – Saturday.

Vehicles may be left overnight; after hours vehicle exit only, no re-entry

Daytime Rate: \$1.75 per 1/2 hour to a maximum daily rate of \$18.00.

14. 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.

Contact Scott Wilkins at MaxxCann Insurance for a quote:
250-715-6868 scottw@maxxcann.ca

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.

15. LOAD-IN / LOAD-OUT

Loading docks are available on-site and are on a first-come first-served basis.

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 OCTOBER 2- TUESDAY OCTOBER 3

General Load-In (carry in) and Setup:
Sunday, October 1st, 2023 – 12pm - 8pm

Load-out will begin after the close of the Expo:
Tuesday, October 3rd, 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.

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16. NOISE

Grow Up reminds everyone that the goal of the show is commerce and that if you cannot sell your product or wares at the show due to excessive noise, then this is not going to work. Please cooperate with the Exhibition Manager and respect the fact that we must all contribute to making this show work for everyone involved.

IMPORTANT

The Exhibition Manager's rulings on sound levels will be final and we appreciate your cooperation on this issue.

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.

17. 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.

18. 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.

19. SERVICE CONTRACTOR

Global Convention Services
Christina Williams
671 Wilson Street, Victoria, BC Canada V9A 3H3
T/F: (250) 385-3541 Toll Free: 1-888-799-EXPO (3976)
Tel: 902.717-0814 Fax: 250-385-3541
cwilliams@globalconvention.ca

Call Global to arrange for any of these services:

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

20. SHIPPING INFORMATION

For shipping from outside Canada, please contact Consult Expo for custom brokerage services. Please note that if shipping to the Conference Centre, you must have staff on-site to receive the shipment. We will not accept shipment on your behalf.

21. 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. Secure storage racks are available for purchase through Global.

22. EXPO HOURS

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

- Monday, October 2nd, 10:00 am – 5:00 pm
- Tuesday, October 3rd, 10:00 am – 4:00 pm

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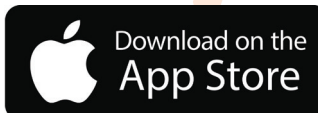


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EXHIBITOR LEAD RETRIEVAL



GROWUP CONFERENCE & EXPO is working with Eventdex to provide you with EASY TO USE Lead Retrieval App which will help you capture attendee information and converting them to leads.

Download the Eventdex app to your phone either by visiting www.eventdex.com or the Google Play Store/Apple App store.

Scan the QR-Codes on the left to download the App from Google Play or simply search Eventdex and for the Apple App store click [Here](#).

After you download the App, please sign-up from the app using the same email address that you have used to sign-up for the event.

If you need any assistance, contact us at support@eventdex.com

Each booth receives lead retrieval for up to 3 devices

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