EXHIBITOR GUIDE AND SERVICE MANUAL

Meeting Venue: The Westin Harbour Castle

72nd Annual Meeting • June 24-27

TORONTO 2017

72e Congrès annuel • 24-27 juin
EXHIBIT HOURS

Sunday, June 25, 2017
0800 - 1700
0950 - 1010 (Networking Break)
1210 - 1310 (Luncheon and Lap Skills Competition)
1530 - 1600 (Networking Break)

Monday, June 26, 2017
0800 - 1520
0930 - 1000 (Networking Break)
1150 - 1250 (Luncheon and Lap Skills Competition)
1450 - 1520 (Networking Break)

SECTION 1 – IMPORTANT DEADLINE DATES

MARCH

Friday, 3
Cancellation by the Exhibitor (75% refund)
Wednesday, 15
Early Bird Registration Deadline
Friday, 24
Exhibitor Stand Plan/Sketches
Friday, 24
Confirmation of Pipes and Drapes on CUA Exhibitor Portal

APRIL

Saturday, 1
Cancellation by the Exhibitor (no refund)
Monday, 10
Exhibitor Descriptions on CUA Exhibitor Portal

MAY

Monday, 15
Regular Registration Deadline
Tuesday, 23
Hotel Accommodation at The Westin Harbour Castle
***Recommendation: Reserve early as rooms are selling-out fast***

JUNE

Thursday, 1
First Day for Advance Shipment Arrivals
Thursday, 1
Proof of Liability Insurance
Thursday, 1
Deadline for Exhibitor Registration on CUA Exhibitor Portal
Friday, 9
Deadline for Discount Prices for Booth Equipment
Tuesday, 20
Audio Visual Equipment, Computer Order and Electricity
Tuesday, 20
Last Day for Advance Shipment Arrivals
CUA 2017 CONTACT INFORMATION

INDUSTRY LIAISON (EXHIBIT SALES):
CANADIAN UROLOGICAL ASSOCIATION
185 Dorval, Suite 401
Dorval, QC H9S 5J9
Canada
www.cuameeting.org
www.cua.org
Nadia Pace
Cell: (514) 212-9313
Tel: (514) 395-0376
nadia.pace@cua.org

CONFERENCE SECRETARIAT (EXHIBITOR SERVICING):
IS EVENT SOLUTIONS
607, Notre-Dame, 2nd floor
St-Lambert, QC J4P 2K8
Canada
GES Canada Limited
5675 McLaughlin Road
Mississauga, ON L5R 3K5
Canada
Tel: (905) 283-0500
Fax: (905) 283-0501
E-mail: torontoexhibitorservices@ges.com
Web: www.ges.com/ca
Jennifer Patterson
Tel: (450) 550-3488, ext. 113
Fax: (514) 227-5083
jennifer@iseventssolutions.com

SUPPLIERS LIST
AUDIO VISUAL, COMPUTERS AND ELECTRICAL SERVICES – PSAV
Robert Duncan
1 Harbour Castle
Tel: (416) 361-7466, ext. 4604
Toronto, ON M5J 1A6
E-mail: roduncan@psav.com

DECORATOR (BOOTH ACCESSORIES), SHIPPING AND CUSTOMS – GES
The official supplier of services for the Exhibition is GES. They are also the official decorator who provide: Booth accessories & furniture rental, materials handling & storage, transportation, labor, plants & flowers.
GES Canada Limited
5675 McLaughlin Road
Mississauga, ON L5R 3K5
Canada
Tel: (905) 283-0500
Fax: (905) 283-0501
E-mail: torontoexhibitorservices@ges.com
Web: www.ges.com/ca

MEETING VENUE – THE WESTIN HARBOUR CASTLE

CONVENTION
Leslie Matthews
1 Harbour Drive
Toronto, ON M5J 1A6
Tel: (416) 361-7441
E-mail: leslie.matthews@westin.com
HOTEL RESERVATIONS
For online reservations at The Westin Harbour Castle, click here or call 1-866-716-8101.
When making reservations by phone, please mention the group reservation code: CUA2017. Refer to page 10 for more details.

Shipping Address:
Shipping instructions and details regarding the loading dock can be found on page 12.

IMPORTANT
The CUA 2017 Exhibit Office strongly recommends the coordination of your shipping with GES Canada, who is also the official decorator. Its services include the supplying of extra furniture, accessories, signs, labor, flowers & plants, transport, and material handling (drayage).

Advance warehouse is strongly recommended as well as sending your material up to 21 days before the event as most transport companies will not offer a Saturday delivery. It will not be possible to send material directly to the Hotel before the move-in date, without occurring extra charges.

Please refer to the Material Handling Information Forms in Section 5 for shipping instructions and addresses.
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Booth Furnishings and Lay-outs .................................................................................................................. p.6
Catering .......................................................................................................................................................... p.7
Ceiling Height and Column Dimensions .................................................................................................... p.7
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SECTION 3 - GENERAL INFORMATION & SERVICES

Detailed information on the:
72nd Annual Meeting of the Canadian Urological Association
Toronto, ON, June 24-27, 2017, is available at cuameeting.org

Hereafter, the 72nd Annual Meeting of the Canadian Urological Association will be referred to as CUA 2017;
The Westin Harbour Castle (venue for CUA 2017) is referred to as the Westin.

IMPORTANT Links (underlined text) are created throughout the Exhibitor Guide & Service Manual for your convenience:
• To access order forms for your exhibit requirements,
• To get in touch with the various contractors,
• To access detailed information on specific items.

Should you not find the information you are looking for, please feel free to contact Jennifer Patterson by email at jennifer@iseventsolutions.com.

AUDIO-VISUAL, COMPUTER RENTALS

PSAV is the official supplier for audio-visual equipment and services in the Exhibit Hall. Order form may be found in Section 5 of this document.

BOOTH CLEANING SERVICES

The Westin supplies general cleaning services in the exhibit hall. CUA 2017 is responsible for maintaining clean aisles and rest areas within the exhibit hall. For individual booth cleaning requirements, please complete the GES Booth Cleaning Order Form on page 32 of the GES Ordering Form or contact GES Exhibitor Services at (905) 283-0500. Order form may also be found in Section 5.

BOOTH FURNISHINGS AND PLANS

Deadline: March 24, 2017

Please note that the exhibit hall has wall-to-wall carpets. A pipe & drape booth is included in the exhibition fee. You will have to indicate in the online exhibitor profile if you will build your own booth structure or use the provided booth package.

If you use the pipe and drape booth (package included in exhibit fee), you must inform the CUA Exhibit Office by March 24, 2017 via the online exhibitor profile which will be provided to you by email. Your booth package will be installed prior to your arrival on site.

Each regular 8’ deep X 10’ wide (2.44 m X 3m) booth package includes:
• 8’ high background and 3’ high side dividers in black flameproof drapes
• One (1) 6’L x 30”H x 24”D table with black skirt
• Two (2) chairs
• One (1) 7” x 44” identification sign, black block letters on white background
• One (1) wastebasket
• Overnight security and general aisle cleaning

N.B. These furnishings are approved by show management and may not be returned or exchanged for a credit, reimbursement, or for alternative furnishings.

All additional requirements, including material handling, wired Internet, telephone, signage, security and electrical services, are the responsibility of the exhibitor. Order forms for additional requirements may be found in Section 5 of this document.
Last minute and on-site modifications to orders will be subject to additional fees.

If you bring your own booth:
The CUA Exhibit Office must approve any booth built by an exhibitor or rented from a firm other than the official decorator. The approval ensures that the dimensions were respected. The exhibitor remains fully liable to make sure that the custom booth fits in the provided 8’ deep x 10’ wide space. Please submit your sketches/plans before March 24, 2017 to Jennifer Patterson at: Jennifer@iseeventsolutions.com.

Please be reminded that the maximum building height in the exhibit hall is 8 feet.

CATERING
Some exhibitors may order food and non-alcoholic beverages to their booths at any time. Some restrictions may apply. You must contact Leslie Matthews at The Westin directly. Consumption or distribution of alcohol by exhibitors in their booth and in the exhibit hall is prohibited. Luncheons on Sunday and Monday and the networking breaks on Sunday & Monday are served in the Exhibit Hall. The Welcome Reception on Saturday evening will not be taking place in the Exhibit Hall this year.

CEILING HEIGHT & COLUMN DIMENSIONS
The maximum building height in the Exhibit Hall is 8 feet. There are no pillars in the room.

CUSTOMS BROKER
GES, has been appointed official Customs Broker & Freight Forwarder for CUA 2017. Exhibitors who follow the instructions of GES will experience no difficulty exhibiting in Canada. Forms are located in section 5.

Outlined below you will find all Canadian federal government requirements:

Temporary Importation:
Any displayed goods may be imported temporarily under the provision of the Display Goods Temporary Importation Regulations (Customs Memorandum D8-1-1) for a period of time not to exceed six consecutive months (180 days) from the time that they are imported into Canada. These articles will be classified under tariff code 9993 (over 25% Canadian participation-deemed Canadian event). These display goods may be documented on a Temporary Admission Permit, form E29B, with a refundable security deposit taken. The security deposit would be the aggregate of Customs duties and Excise taxes that would be payable if the goods were to remain in Canada. You may post this security in the form of cash, certified cheque (drawn on a Canadian bank) or acceptable security bond. Your broker may post the security for you.

Goods imported for sale or as giveaways are subject to duty (if applicable), and taxes at the time of importation.

Customs Clearance
Commercial goods being shipped to Canada may clear Canada Customs at point of entry into Canada.

Export
At the time of exportation, any goods granted temporary entry into Canada on a Form E29B (Temporary Admission Permit) must be presented (along with the importer’s/owner’s copies of the appropriate documentation) to Customs for verification and certification either at the Customs office at the point of export or at the inland Customs office in the event the goods are exported under Customs control. This procedure is necessary for you to receive a refund of any securities posted. Please note that the refund is not immediate.
DECORATOR & DRAYAGE

The CUA 2017 Exhibit Office strongly recommends the coordination of your shipping with GES Logistics, who is also the official decorator. Its services include the supplying of extra furniture, accessories, signs, labor, flowers & plants, and material handling (drayage).

Please refer to the GES Exhibitor forms in Section 5 for shipping instructions and addresses.

ELECTRICAL SERVICES

Temporary electrical and lighting services will be provided by the electrical division of PSAV. Questions regarding these services should be directed to:

Robert Duncan
1 Harbour Castle
Toronto, ON M5J 1A6
Tel: (416) 361-7466, ext. 4604
E-mail: roduncan@psav.com

All illuminated display booths and operation of electrical equipment on display must be CSA approved.

Order form for Electrical Services is located in section 5.

EXHIBITOR LISTING

All CUA 2017 exhibiting organizations are entitled to a listing in the on-line Exhibit Directory.

**As an effort to be “greener”, the CUA 2017 printed Final Program will be replaced by an App available on-line to all CUA participants. CUA 2017 will be providing a short version of the printed Final Program with only general information.**

In order to be included in the CUA 2017 on-line Final Program, you will be requested to provide a 50-word description of your product or service in English and a 50-word description in French by April 10, 2017. Should you exceed the 50-word limit in either language, the first 50 words will be used; the descriptions will not be edited, and will appear as written. The purpose of this listing is for exhibitors to provide delegates with more information on their organization and what to expect at the booth.

Please note that the text must be submitted through an online exhibitor profile which will be available only to the contact that CUA has for each confirmed exhibitor. An access code will be sent to the contact person in February/March allowing him/her to have access to the online Exhibit form.

For more information, please contact jennifer@iseventsolutions.com.

EXHIBITOR REGISTRATION

CUA exhibiting companies are permitted:

- Two (2) exhibitor staff registrations for each booth module. This type of registration does NOT include access to the scientific sessions or social functions, except the Welcome Reception
- One (1) full registration with access to the social events and scientific sessions per exhibiting company
- Exhibitor staff and full registrations include food and beverage in the exhibit area for the duration of the exhibits
- One (1) delegate bag per company
- A company listing and a 50-word description in the online Exhibit Directory
- Security in the Exhibit Area
- Attendance at other Social Activities will require registration and payment of appropriate fees.

Deadline: June 1, 2017
Additional exhibitor staff badges above the company's allowance may be obtained at a cost of **$250 CAN** (plus 13% HST each). It is permitted to surrender an exhibitor badge for replacement due to a correction or a change in personnel. The exhibitor staff badge does not allow participation to the scientific program; it allows access to the Exhibit Hall, Welcome Reception, Luncheons and breaks.

All badges can be picked up during exhibit set-up and during registration hours at the Registration counters located in the Metropolitan Foyer of the Westin.

Online registration is available for exhibitors through the exhibitor portal. Details on registering your complementary registration pass will be sent to you in May 2017. The deadline for both exhibitor and full complementary registration pass(es) is **June 1, 2017**.

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**EXHIBIT TIMETABLE**

* A company representative should be present in the booth at all times. It is forbidden to leave the booth unattended.

**Annual Meeting Dates**

Saturday, June 24 – Tuesday, June 27, 2017

**Exhibit Dates**

Sunday, June 25 – Monday, June 26, 2017

**Exhibit Location**

The Westin – Metropolitan East & Centre

**MOVE-IN & SET-UP:**

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Saturday, June 24</td>
<td>0900 - 1700</td>
</tr>
<tr>
<td>Sunday, June 25</td>
<td>0600 - 0730</td>
</tr>
</tbody>
</table>

*Please note that the Exhibit Hall will NOT BE open for the Welcome Reception on Saturday, June 24.*

All crates and boxes must be removed from the exhibit floor by 0730 on Sunday, June 25, 2017. If the booth space is not occupied by 0730 on Sunday, June 25, 2017, the CUA Exhibit Office reserves the right to use such space as it deems appropriate. All exhibits must be completely set-up and ready for inspection by CUA officials by 0730 on Sunday, June 25, 2017.

**OFFICIAL EXHIBIT HOURS:**

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday, June 25, 17</td>
<td>0800 - 1700</td>
</tr>
<tr>
<td></td>
<td>0950 - 1010 (Networking Break)</td>
</tr>
<tr>
<td></td>
<td>1210 - 1310 (Luncheon and Lap Skills Competition)</td>
</tr>
<tr>
<td></td>
<td>1530 - 1600 (Networking Break)</td>
</tr>
<tr>
<td>Monday, June 26, 17</td>
<td>0800 - 1530</td>
</tr>
<tr>
<td></td>
<td>0930 - 1000 (Networking Break)</td>
</tr>
<tr>
<td></td>
<td>1150 - 1250 (Luncheon and Lap Skills Competition)</td>
</tr>
<tr>
<td></td>
<td>1450 - 1520 (Networking Break)</td>
</tr>
</tbody>
</table>

Exhibitors will be allowed in the exhibit hall 30 minutes before it opens, and may also leave 30 minutes after closing. Please check with the CUA Exhibit Office if additional time is required.
DISMANTLE & MOVE-OUT:
Monday, June 26, 2017 1520 – 2100
The cartons, followed by the crates will begin to be returned at 1520. All equipment must be packed, labeled for shipping, and be ready for pick-up by carriers. Once shipment is ready, carriers in queue will be called to the loading dock.
GES provides Outbound Transportation Services. Please complete the Shipping Order Form that you can find on page 13 of the GES Order Forms or contact GES Exhibitor Services at (905) 283-0500. A representative will also be onsite during move-out to assist exhibitors who didn't organize their shipment prior to the conference.
Should an exhibitor fail to remove his exhibit, the CUA Exhibit Office reserves the right to remove such exhibit at the exhibitor's expense.

FLOOR PLAN
The floor plan, which shows the actual booth locations, can be found in Section 5 of this document. The CUA Exhibit Office, for the overall benefit of the exhibition, may modify general layout and booth allocations.

FLORAL
GES is the official decorator and will provide this service. For any floral requirements, please complete the GES Plant Order Form that can be found on page 33 of the GES Order Forms or contact GES Exhibitor Services at (905) 283-0500. Order form may be found in Section 5 of this document.

HOTEL ACCOMMODATION
Sponsors and exhibitors are encouraged to reserve their hotel rooms either at The Westin as soon as possible. Patron sponsors only are to contact Janique Deslauriers at janique@iseventsolutions.com for room reservations.
The Westin Harbour Castle
We have negotiated the following rates for one night, single/double occupancy (please add $15 for an extra person):
- Traditional: $220 CAN
- Lakeview: $235 CAN
Please add:
- 13% Harmonized Sales Tax (HST) to the room rate.
- 3% Destination Marketing Program Fee (DMP)
For the CUA 2017 dedicated online reservation link, click here
Reservations by phone can be made by calling 1-800-WESTIN-1. When calling, please mention your affiliation with CUA 2017 in order to benefit from the conference rate.

INSURANCE
The exhibitor should get proper liability insurance, being solely responsible for any physical loss or damage to, or any personal injury or other liability arising from exhibit material. All exhibitor property is in the care, custody and control of the exhibitor at all times. The period of liability of the exhibitor shall be deemed to run from the time the exhibitor or any of its staff first enters the exhibitor grounds, and to continue until all his exhibits and property have been removed.

Deadline: May 31, 2017
Deadline: June 1, 2017
The CUA Organizing Committee, Congress Secretariat and Exhibit Office, The Westin or its agents assume no responsibility for bodily loss of, or damage to products, booths, and equipment of decorations, due to fire, water accident, theft or any other cause while they are on the premises or in any of its outbuildings.

Exhibitors must insure themselves against property loss/damage and liability for injury. Therefore, the exhibitor will provide CUA by June 1, 2017, with satisfactory proof of liability insurance in the limit of $2,000,000 each and every occurrence with an insurance company acceptable to CUA and naming CUA and WESTIN as additional insured.

INTERNET
Wireless Internet access will be available at a no charge. Wired internet is available at a rate of $350 per line. See order form in section 5.

LIABILITY
Neither the Canadian Urological Association, the Conference Organizer, The Westin, any suppliers, their employees or representatives, nor any member of the CUA Organizing Committee is responsible for any injury that may occur to the Exhibitor or to the Exhibitor’s employees or representatives, or for physical loss or damage of their property, including personal property, from any cause whatsoever.

The exhibitor expressly releases and holds harmless the above entities; associations, employees and members thereof from any and all claims arising from any cause whatsoever.

PUBLIC ACCESS
The main entrance to The Westin is at 1 Harbour Drive, Toronto, ON, M5J 1A6.

SECURITY & STAFFING
General security will be provided from beginning of move-in to the end of move-out. Although the CUA Exhibit Office provides general security, the Office, the Congress Organizer and The Westin Harbour Castle will not be responsible for loss or damage to merchandise or personal possessions before, during or after the exhibition, or for personal injury to the exhibitor, company employees or representatives.

If your displays are very valuable or sensitive and you wish to hire security personnel to attend to your stand exclusively during off show hours, please contact the CUA Exhibit Office for information. Please note that you may not use personnel from any other security agency.

We ask your assistance and cooperation with our security efforts by being aware of the following rules and guidelines:

- Badges must be worn at all times to gain admittance to the exhibit hall, from move-in through move-out.
- Exhibit move-in or move-out of the hall is not permitted during the exhibition opening hours.
- If deliveries or pick-ups of any kind are to be made prior to, during or after the close of the exhibition, it is the exhibitor’s responsibility to obtain the necessary paperwork/credentials at the CUA Exhibitor Registration Counter, for these people to gain admittance to the exhibit hall.
- Please keep your giveaways and other promotional material out of sight after exhibit hours. Alcohol giveaways are prohibited.
- Never leave laptop computers or any valuable items in your booth unattended.
- Please do not schedule any meetings in your booth outside of exhibit hours.
- Safety and courtesy require that all aisles be free of obstacles such as protruding furniture, displays or display material.
***IMPORTANT NOTE*** Due to the Health Canada *Food and Drug Act* and the derived *Food and Drug Regulations*, access to the Exhibit Hall will be strictly reserved to the Health Care Professional duly registered as is at the CUA 2017. The Foyer of the Exhibit Hall will be accessible to all categories of registration.

**SHIPPING OF MATERIAL AND ADVANCE WAREHOUSE STORAGE**

Exhibitors wishing to ship their freight for arrival before June 24 must use the Advance Warehouse Storage option of GES.

The CUA Exhibit Office *strongly recommends* the use of GES, the material handling (drayage) contractor, to avoid long waits at the loading dock, due to their limited loading dock facilities. Shipping information and labels are available from page 9-13 of the [GES Order Forms](#).

**ADDRESS OF GES FOR ADVANCE WAREHOUSING:**

c/o GES re 72\textsuperscript{nd} Annual Meeting of the Canadian Urological Association  
GES/ CUA 2017  
6130 Netherhart Rd.  
Mississauga, Ontario, Canada  
L5T 1B7

N.B. Please ensure to pre-arrange outbound shipping prior to the close of the exhibit.
**IMPORTANT NOTE FOR EXHIBITORS***

CUA 2017 DOES NOT RECOMMEND SHIPPING DIRECTLY TO THE HOTEL.

DIRECT SHIPMENTS to the Hotel WILL NOT BE ACCEPTED unless you contact the Fedex Office Event Consultant before for billing arrangements. CUA 2017 will not be responsible for any charges.

Direct deliveries and storage of materials that are accepted prior to set-up day will be handled by the Business Services department partner, FedEx, at The Westin Harbour Castle.

- Conference materials are to be shipped to the hotel care of the Fedex Office & Business Centre
- Shipment must be clearly labeled as such:
  - conference/function name
  - function room
  - date of event
  - client’s contact name.
- For further information, contact the Fedex Office Event Consultant prior to shipping.
- Charges will be applicable for receipt and storage of any materials. CUA 2017 will not be responsible for any charges.
- Your shipment might be refused if you have not contacted the Fedex Office Event Consultant prior to shipping.

The Hotel will NOT accept any materials, packages, pallets, or crates for tradeshows taking place at the hotel, without prior contact with the Fedex Office Event Consultant. All exhibitor materials will be handled by the Show Service Company contracted by the Group. Should exhibitor materials be received by the Fedex Office Event Consultant, storage fees shall apply in addition to material handling fees chargeable by the Show Company.

***IF YOU DECIDE TO SHIP DIRECTLY TO THE HOTEL, PLEASE NOTE THAT THE HOTEL HAS THE RIGHT TO REFUSE THE SHIPMENT UNLESS YOU HAVE CONTACTED THE Fedex Office Event Consultant TO MAKE ARRANGEMENTS. NEITHER CUA 2017 NOR GES WILL BE RESPONSIBLE FOR THE FEES. ***

For direct shipment delivery and instructions, please communicate directly with the FEDEX OFFICE EVENT CONSULTANT:
Brandielynne Cordery-Mastin W: 1-647-208-4274
Event Solutions Consultant C: 1-647-765-4344
FedEx Office E-mail: brandielynne.cordery-mastin@fedex.com
FEDEX FEE SCHEDULE

Fees are applied per package by weight and are charged in addition to normal shipping costs. Discounting is typically not available.

Receiving fee is applied when packages are picked up by guests at the Business Centre. The Receiving/Delivery fee is applied when a package is delivered to any part of the Hotel other than the Business Centre.

<table>
<thead>
<tr>
<th>Weight In</th>
<th>In-bound</th>
<th>Out-bound Drop-off</th>
<th>Receiving Fee</th>
<th>Receiving/Delivery Fee Handling Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.0-1.0 lbs</td>
<td>No charge</td>
<td>$5</td>
<td></td>
<td>No charge</td>
</tr>
<tr>
<td>1.1-10 lbs</td>
<td>$10</td>
<td>$15</td>
<td></td>
<td>$10</td>
</tr>
<tr>
<td>10.1-20 lbs</td>
<td>$15</td>
<td>$20</td>
<td></td>
<td>$15</td>
</tr>
<tr>
<td>20.1-30 lbs</td>
<td>$20</td>
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<td></td>
<td>$20</td>
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<td>30.1-40 lbs</td>
<td>$25</td>
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<td>$25</td>
</tr>
<tr>
<td>40.1-50 lbs</td>
<td>$25</td>
<td>$50</td>
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<tr>
<td>50.1-60 lbs</td>
<td>$25</td>
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<td></td>
<td>$25</td>
</tr>
<tr>
<td>60.1+ lbs</td>
<td>$25</td>
<td>$70</td>
<td></td>
<td>$25</td>
</tr>
<tr>
<td>Crate/Pallet*</td>
<td>$150</td>
<td>$150</td>
<td></td>
<td>$150</td>
</tr>
</tbody>
</table>

*Labor Fees apply for breaking down or building pallets / excessive handling at customer request.*

Loading dock procedures, for direct delivery:
- No storage is available on the dock level
- All load-in and load-out must flow from the truck to the show floor.
- Storage is not permitted on the dock level as well as in the back hallways of the hotel.
- At no time will freight be allowed to block egress on the dock level.
- All material handling equipment must be supplied by the delivering organization.
- Dock operations are restricted to loading and unloading only.
- Dock operations are restricted between the hours of 11:00 PM and 7:00 AM per noise ordinance enforced by the City of Toronto.
- All engines must be shut down while docked.
- Loading Dock and elevator access must be scheduled in advance
- Loading Dock requests must be received at least 2 weeks (14 business days) before receiving loading dock time.
- The freight elevator controlled by the Hotel is not an “exclusive” situation. Under no circumstances may the Show Services refuse access or entry to the elevator at any time. The hotel is not responsible for any mechanical malfunctions that may delay scheduled move-in or move-out times. The hotel is also not responsible for delays involved in move-in or move-outs.
- Freight Elevator Operators must be employed by the Hotel during overnight scheduled freight move-in/out.

*Continued on page 15*
SIGNAGE
GES has a complete in-house signage department. Order form for Graphics and Design is available on page 31 of the GES Order Forms and may be found in section 5 of this document. On-site orders will not be available.

SIGN INSTALLATION
No materials of any kind may be affixed to the ceiling or to any walls whether painted, wooden, brick, vinyl, or cement by any method whatsoever unless approved by CUA 2017. Touch-up of exhibits, etc., must be done in such manner as not to deface or damage the property. Proper precautions must be taken; otherwise repairs and cleaning will be carried out at the expense of the exhibitor.

SMOKING
CUA 2017 is a smoke-free event.

SOCIAL EVENTS
Each registered exhibitor representative is invited to attend the Welcome Reception on Saturday, June 24.
Welcome Reception - Saturday, June 24 - 1800-1845
**Please note that the Exhibit Hall will not be open during the Welcome Reception, but each registered exhibitor representative is invited to attend the event.

Exhibitors may purchase tickets for the other social events. For additional information, please contact the Conference Secretariat at carole@iseventsolutions.com.

VENUE
The Westin Harbour Castle
1 Harbour Square
Toronto, ON
M5J 1A6
Phone: (416) 869-1600
www.westinharbourcastletoronto.com

- The Rate for Elevator Operator Services is $45.00 per hour with a four-hour minimum schedule. Rate subject to change without notice.
- The normal hours of operation for the loading dock are 7:00 AM to 11:00 PM Monday – Saturday, and 9:00AM to 11:00PM on Sunday.
- NOTE: FORKLIFTS ARE NOT ALLOWED ON THE LOADING DOCK.
- The Ballroom Levels are accessible by elevator.
- The floor load capacity throughout the convention floor and exhibit area is 125 pounds per square foot. For equipment in excess of this, special arrangements must be made through The Westin Harbour Castle's Engineering department.
- Passenger elevators and escalators are not to be used for transporting freight or equipment from level to level. This includes easels, chairs and tables.

The hotel's loading dock is a busy area serving all the needs of the hotel.
SECTION 4 - EXHIBIT POLICIES, RULES AND REGULATIONS

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PART OF CONTRACT
The policies stated herein and in the Exhibitors/Sponsors Prospectus constitute a bona fide part of the contract for exhibit space. The Canadian Urological Association reserves the right to render all interpretations and decisions, should any questions arise, and to establish further regulations as may be deemed necessary to the general success and well-being of the exposition. All matters and questions not covered in these policies are subject to the final judgment and decision of the Association.

ADMISSION TO THE CUA EXHIBIT
***IMPORTANT NOTE*** Due to the Health Canada Food and Drug Act and the derived Food and Drug Regulations, access to the Exhibit Hall will be strictly reserved to the Health Care Professional duly registered as is at the CUA 2017. The Foyer of the Exhibit Hall will be accessible to all categories of registration.

The CUA Exhibit Office reserves the right to refuse admission to the exhibit to any visitor, exhibitor or employee of an exhibitor who, in their opinion, is undesirable or likely to disrupt the smooth functioning of the event.

ALLOCATION OF SPACE
The CUA Exhibit Office reserves the right to allocate space to the exhibitor according to the total exhibit design and overall space constraints.

BOOTH ASSIGNMENT
CUA Patrons will have first choice of booth selection followed by Platinum, Gold and Silver Sponsors, in that order of preference. All other booths will be allocated on a first come, first served basis, upon receipt of full payment. Upon receipt, applications will be date stamped and space assigned on a first come, first served basis. Exhibitor’s booth preference will be adhered to as closely as possible. Consideration will be given to the date the application was received, the nature of the exhibit and the size of the booth requested. Upon receipt of full payment, a floor plan will be distributed for selection based on the assignment schedule as outlined above.

CANCELLATION BY THE EXHIBITOR
It is agreed by the Exhibitor that any request for cancellation must be received by March 2, 2017 to receive a 75% refund. Twenty-five percent (25%) will be retained for administrative purposes. No refund will be provided for cancellations received after this date.

Transfer of booth fees to the sponsorship program would result in no cancellation fee.

Exhibitors MAY NOT ASSIGN, SUBLET THE WHOLE OR ANY PART OF THE SPACE ALLOTTED, nor exhibit therein any other goods than those manufactured or sold in the regular course of business by the Exhibitor.

A written notice of cancellation on company letterhead must be sent to:

Nadia Pace
CUA Industry Liaison
CUA 72nd Annual Meeting
185 Dorval, Suite 401
Dorval, QC, H9S 5J9, Canada
nadia.pace@cua.org
CARE OF RENTED SPACE
Exhibitors must make sure that the space rented for their booth remains in good condition. They must not use, or allow the use of nails, screws, hooks or other similar fixtures for attaching any items. It is forbidden to paint the floor or to put anything on it without adequate protection that has been approved by the CUA Exhibit Office. Exhibitors may not put signs on the walls of The Westin Harbour Castle without written permission from the Office.

COMPRESS GASES
Use of compressed gases is restricted to Helium and Carbon Dioxide only.

Special handling recommendations:
To be used only in well ventilated areas. Valve protection caps must remain in place unless cylinder is secured with outlet piped to point of use. Cylinders should not be dragged, slid or rolled. Only a suitable hand truck is to be used for transport. Use a pressure reducing regulator when connecting cylinders to lower pressure piping or systems. Do not heat cylinder to increase the discharge rate from the cylinder. Use a check valve or trap in the discharge line to prevent hazardous back flow into the cylinder.

Special storage recommendations:
Compressed gas cylinders should be stored in a safe location away from high traffic and emergency exits. The area should be well ventilated and cool. The temperature in the storage area cannot exceed 54°C (130°F). Cylinders must be stored in upright position and firmly secured to prevent falling or being knocked over. Exhibitors or the supplier of the compressed gas must supply suitable chains and locks to secure cylinders.

CONDITIONS OF PARTICIPATION
The exhibitor agrees to comply with and accept terms and conditions on the contract for space location and the “Exhibitor Guide & Service Manual” issued by the CUA Exhibit Office and such other rules and regulations or operating procedures as the Office may reasonably require for orderly construction, conduct and dismantling of the exhibition from move-in through move-out.

DANGEROUS MATERIALS
No naked lights and lamps or temporary gas or electrical fittings may be used in the exhibition halls without prior permission from the CUA Exhibit Office. No explosives, petrol, dangerous gases or highly inflammable substances are allowed in the hall. No radioactive materials are to be used.

ENTERTAINMENT OR SOCIAL FUNCTIONS
No entertainment or social functions may be scheduled to conflict with the official CUA program or exhibit hours.

FIREPROOFING
The Toronto Fire Department regulations require that all objects or materials used for decoration are non-flammable. All decorations and displays must be non-flammable or flame proofed by approved methods. All fabric, cellulose and cardboard display materials must be flame proofed and are subject to inspection by the Fire Department. No flammable fluids or similar substances may be used or displayed in booths. No hazardous display of any nature will be permitted in the venue.
FLOORS – WEIGHT BEARING CAPACITY
Exhibitors may not place objects weighing more than 125 pounds per square foot on the floor of the Exhibit Hall. Any damage caused by excess weight or by the setting up, installation, use, exhibition or removal of any object exceeding these weights will be repaired at the exhibitor’s expense.

INSPECTION OF LEASED PREMISES
The CUA Exhibit Office will inspect the leased areas with a representative of The Westin Harbour Castle. Both parties will note existing damage to walls and floors, as any additional damage to the premises will be charged to the exhibitor for repairs.

KEEPING EXITS CLEAR
Display material may not block:
- Emergency Exits
- Fire-hose Cabinets
- Fire Alarms
- Fire Alarm Rooms
- Electrical Rooms
- Signs
- Cleaning Stations

LABOUR
The Hotel does not supply any manpower in unloading of trucks and movement of exhibits or displays to and from the exhibit area. However, the Hotel will supply limited equipment (dollies, carts, etc.) to bring convention equipment and supplies to the conference level. Charges could apply for delivery and storage.

Requests for labour supplied by the Hotel are strictly subject to availability, and will be subject to an hourly labour charge based on rates in effect during the date of the exhibition.

PHOTOGRAPHY / VIDEOTAPING OF EXHIBIT
Photography of exhibits and displayed equipment (other than your own) is strictly prohibited. Please note that exhibitors have the right to request that photographs may not be taken without permission.

PROHIBITION OF STICKERS
Stickers of any kind are prohibited at The Westin Harbour Castle because of the removal and cleaning problems they create. Anyone who ignores this regulation will be billed for the cost of cleaning and repairs.

RESTRICTIONS
Management reserves the right to restrict exhibits which, because of the nature of the activity taking place at the booth, noise level or for any other reason, become objectionable, and also to close, without indemnity, the exhibit of any Exhibitor who refuses, after notification, to comply with the stated rules and regulations.

A company representative should be present in the booth at all times. It is forbidden to leave the booth unattended. The rights and privileges of any Exhibitor shall not be infringed upon by any other Exhibitor.
The aisles must be kept clear of exhibits. All interviews, demonstrations, distribution of literature, etc., must be made inside the Exhibitor’s booth during scheduled show times.

Unethical conduct or infraction of rules by the Exhibitor or his/her representatives will subject the Exhibitor and/or his/her representatives to immediate dismissal from the Exhibit Hall. In such an event, it is agreed that no refund shall be made by the Canadian Urological Association or by The Westin and, further, that no demand for redress will be made by the Exhibitor or his representatives.

The following restrictions are applicable to exhibitors and helpers used during move-in and move-out of the exhibition.

**Animals:** with the exception of Seeing Eye dogs, no animals, birds or pets of any description are permitted without prior written approval of the CUA Exhibit Office.

**Escalators:** are not to be used for transporting freight or equipment from level to level.

**General:** absolutely no drinking of alcoholic beverages, possession or usage of prohibited substances; no horseplay or other activities that can create accidents.

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**SOLICITING AND PROMOTIONAL ACTIVITIES**

Not only commercial soliciting, but also distribution of samples, souvenirs and promotional items are prohibited except inside an exhibitor’s own booth. These activities are forbidden in the aisles, restaurants or entrance hall as well as in The Westin.

The names and logo types of the Canadian Urological Association and the 2017 Annual Meeting and Exhibit are proprietary trademarks for the exclusive use of the Association and may not be printed, used or displayed for any purpose without the express written permission of the Association. Such permission will not be granted for purely promotional purposes, or in any way that would imply endorsement of a particular company, product, service or activity.

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**SOUND TRANSMISSION**

The prescribed standard is as follows: sound level may not exceed 70 decibels, 4 feet (1.22 meters) away from the source. Any machine, musical group, information broadcaster or any other source may not exceed this limit. The CUA Exhibit Office will be the sole judge in this matter.

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**SUBLETTING**

It is strictly forbidden for an exhibitor to sublet the whole or any part of his booth space without prior written permission of the CUA Exhibit Office.
SECTION 5 – ORDER FORMS & EXHIBIT FLOOR PLAN

FORM 1 / GES ORDER FORMS AND CUSTOM FORMS

Click here to download the GES Order forms or Click here to access the GES dedicated CUA 2017 online ordering tool. Each of the following forms can be found on the indicated page of the GES Order Forms.

- Material Handling Service (pages 7 & 8)
- Advance Shipment label (page 9)
- Direct to show site shipping label (page 10)
- Shipping (page 13)
- Labour / Installation and dismantling (page 14)
- Furnishing, special modules, carpeting (pages 17-30)
- Graphics and design (page 31)
- Booth cleaning (page 32)
- Plants & Flowers (page 33)
- Custom Procedure (Click here)


To download the PSAV Order forms:

Click here to download the PSAV order form for Audio-visual Equipment (including computers and printers)

Click here to download the PSAV order form for electricity

FORM 3 / FLOOR PLAN

Click here to download the Preliminary Exhibit Floor Plan

***EXHIBITOR INFORMATION***

Please note that the text must be submitted through the online Exhibitor Portal and will be available only to the contact that CUA has for each confirmed exhibitor. An access code will be sent to the contact person in February/March allowing him/her to have access to the online Exhibitor Reply Form.