



27 - 29 September

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## **EXHIBITORS' TECHNICAL MANUAL FOR ONSITE**



25 August 2023

Dear Exhibitor,

This Exhibitor Technical Manual contains important information designed to assist you in preparing for the **ICS 2023 Exhibition**.

The exhibition will be held as part of the **ICS 2023 Annual Meeting** which will be held on **27 – 29 September 2023** in **Toronto, Canada**.

The exhibition floor plan has been designed to maximize the exhibitors' exposure to the delegates.

Please read this manual **thoroughly** as it provides **important** information and is designed to assist you in preparing for the ICS 2023 Exhibition.

**Please share this manual with your stand builder, agency and everyone working on this project.**

Please do not hesitate to contact us for further information or assistance.

We look forward to welcoming you in Toronto and wish you a successful meeting and exhibition.

Kind Regards,

**Diyana Yosifova**

**Exhibition and Industry Coordinator**



E: [dyosifova@kenes.com](mailto:dyosifova@kenes.com) | T: 41 22 9080488 Ext. 285



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## SECTION 1: GENERAL INFORMATION

### ICS 2023 Meeting Secretariat

#### Kenes Group

Rue François Versonnex 7 1207 Geneva, Switzerland  
Tel: +41 22 908 0488 | Fax: +41 22 906 9140

### Meeting Dates

Wednesday, 27 September until Friday, 29 September 2023

### Venue

#### The Metro Toronto Convention Centre

North Building  
255 Front Street West  
Toronto, Ontario M5V 2W6, Canada  
Website: <https://www.mtccc.com/>

### Meeting Website

For updated information regarding the meeting, please visit our website <https://www.ics.org/2023>

### Exhibition Manager & Industry Symposia Coordinator

#### Diyana Yosifova

Tel: +41 22 908 0488 Ext: 258  
E-mail: [dyosifova@kenes.com](mailto:dyosifova@kenes.com)

### Industry Liaison & Sales

#### Renata Gorinstein

Tel: +41 22 908 0488 Ext: 601  
E-mail: [rgorinstein@kenes.com](mailto:rgorinstein@kenes.com)

### Registration Specialist

#### Tsvetina Berova

Tel: +41 22 908 0488 Ext: 255  
E-mail: [reg\\_ics23@kenes.com](mailto:reg_ics23@kenes.com)

### Hotel Accommodation

#### Ralitza Angelova

Tel: +41 22 908 0488 Ext: 279  
E-mail: [rangelova@kenes.com](mailto:rangelova@kenes.com)  
<https://hotels.kenes.com/congress/ics23>

### Furniture Rental / Graphics & Signage / Additional Booth Fittings / Plants & Flower Decorations / Material Handling GES

[Click here](#) for *Expresso Onsite Ordering Link*

For queries, please contact **Exhibitor Services Dept:**

E-mail: [torontoexhibitorservices@ges.com](mailto:torontoexhibitorservices@ges.com)

Tel: +1 877 437 4247 or +1 905 283 0500

Monday – Friday 08:30 – 16:30 EST

### Freight Handling in North America & Onsite Logistic GES – Customs & Logistics Department

E-mail: [torontocl@ges.com](mailto:torontocl@ges.com)

Phone: +1 905 283 0505

### International Freight Handling

#### MERKUR

Contact person: Irit Sofer

E-mail: [irit.sofer@merkur-expo.com](mailto:irit.sofer@merkur-expo.com)

Tel: +972 52 8890129



## Exhibition Deadlines and Key Dates

Action Item	Deadline	Contact Person
Hotel Reservation for Staff	As soon as possible	<b>Ralitzza Angelova</b> E-mail: <a href="mailto:rangelova@kenes.com">rangelova@kenes.com</a>
Company logo and profile	As soon as possible and <b>no later than Thursday, 20 July</b>	Via Kenes Exhibitor's Portal <a href="https://exhibitorportal.kenes.com">https://exhibitorportal.kenes.com</a>  For enquiries, please contact: <b>Diyana Yosifova</b> E-mail: <a href="mailto:dyosifova@kenes.com">dyosifova@kenes.com</a>
Booth design for approval (For 'Space Only' booths)	As soon as possible and <b>no later than Wednesday, 16 August</b>	
Text for Fascia (Shell Schemes)	<b>Thursday, 31 August</b>	
Lead Retrieval Barcode Readers	<b>Wednesday, 13 September</b> <i>Onsite rate will be applied after this deadline</i>	
Extra Exhibitor badges	<b>Wednesday, 13 September</b>	<b>SHOWTECH</b> <a href="#">Click here</a> for <b>Direct Ordering Link</b> E-mail: <a href="mailto:info@showtech.ca">info@showtech.ca</a>
Electrical Power & Rigging <i>Exclusive Services</i>	To take advantage of the discount pricing, order online <b>by Tuesday, 5 September</b>	
Booth Construction & Fittings, Custom Rental Exhibits, Furniture Hire, Carpet, Graphic, Labour Installation & Dismantling, Floral Arrangements	<b>Tuesday, 12 September</b> <i>Orders received after the Advance Price deadline will be processed at the Standard Price. Orders placed beginning on the first day on move-in through to the completion to the event are subject to On-Site pricing.</i>	<b>GES</b> <a href="#">Click here</a> for <b>Expresso Ordering Link</b> E-mail: <a href="mailto:torontoexhibitorservices@ges.com">torontoexhibitorservices@ges.com</a> Tel: +1 877 437 4247 or 905 283 0500
Stand Cleaning, Dedicated Wi-Fi / Internet and Parking Passes <i>Exclusive Services</i>	To take advantage of the discount pricing, please order online <b>by Monday, 11 September</b>	<b>MTCC (Exclusive Services)</b> Order online: <a href="https://www.mtccc.com/order">https://www.mtccc.com/order</a> E-mail: <a href="mailto:exhibitor-services@mtccc.com">exhibitor-services@mtccc.com</a>
Fire Safety Reply <i>Mandatory</i>	<b>Friday, 25 August</b>	Download form <a href="#">HERE</a> E-mail: <a href="mailto:FSR@mtccc.com">FSR@mtccc.com</a>
Hostesses & Temporary Staff	Please directly contact the Agency	<b>Executek International</b> <a href="mailto:Diana.Williams@executekinternational.com">Diana.Williams@executekinternational.com</a>
AV Equipment (screens, laptops, desktop)	Please directly contact the AV Agency	<b>ENCORE</b> <a href="#">Click here</a> for AV Order form Stephen Andrews E-mail: <a href="mailto:stephen.andrews@encoreglobal.com">stephen.andrews@encoreglobal.com</a>
Stand Catering <i>Exclusive Services</i>	<b>Friday, 1 September</b> Late orders are subject to a 25% surcharge. On-site orders are subject to additional banquet labour charge of \$125 per delivery.	<b>MTCC (Exclusive Services)</b> <a href="#">Exhibitor Catering Daily Order Form</a> E-mail: <a href="mailto:catering@mtccc.com">catering@mtccc.com</a>
Delivery Information		
Advanced Shipments to Warehouse	<b>Shipments should arrive on/between the following dates:</b> <b>29 August – 19 September 2023</b> Shipments arriving after 19 September may incur a Late to Warehouse Fee.	<b>GES – Customs &amp; Logistics Department</b> E-mail: <a href="mailto:torontocl@ges.com">torontocl@ges.com</a> Phone: +1 905 283 0505
Direct Shipments to Venue	<b>Shipments should arrive on:</b> <b>25 Sept 2023, 10:00 AM to 8:00 PM or 26 Sept 2023, 8:00 AM to 3:00 PM</b>	
International Freight Handling	Please contact MERKUR for a quote and timetable.	<b>Merkur Expo Logistics</b> Ms. Irit Sofer E-mail: <a href="mailto:irit.sofer@merkur-expo.com">irit.sofer@merkur-expo.com</a> Phone: +972 52 8890129



## Exhibition Timetable

**\*subject to change**

Set-up	Monday, 25 September 2023 "Space only" booths	10:00 – 20:00
	Tuesday, 26 September 2023 All booth types	08:00 – 15:00 → Continue set-up 15:00 – 20:00 → Decoration only By 14:00 all empties should be removed, and all aisles cleared. From 15:00: decoration only and fine tuning <b>within the booth parameters.</b> <b>By 20:00 all booths must be ready.</b>
Exhibition Opening Hours	Wednesday, 27 September 2023	10:00 – End of Welcome Reception
	Thursday, 28 September 2023	09:30 – 16:00
	Friday, 29 September 2023	10:00 – 16:00
Dismantling / Breakdown	Friday, 29 September 2023	16:30 – 23:00 <b>*Shell Scheme booths must be empty by 18:00</b>

### Important notes for exhibitors:

- Timetable is subject to change.
- Empty crates and packaging material must be removed after set-up and no later than **Tuesday, 26 September at 14:00.**
- All aisles must be clear of exhibits and packaging materials to enable cleaning.
- From 15:00 – decoration only and fine tuning within the booth parameters will be allowed.  
**By 20:00 on Tuesday, 26 September 2023 all booths must be ready.**
- **All exhibitors should be at their booth 30 minutes before the official opening hour.**
- Dismantling of the booth before the official hour is not permitted.
- It is the exhibitor's responsibility to dispose of all materials after dismantling.
- **Shell Scheme booths** → any equipment, display aid or other material left behind after **Friday, 29 September 2023 at 18:00** will be considered discarded and abandoned.
- **'Space Only' booths** → any equipment, display aid or other material left behind after **Friday, 29 September 2023 at 23:00** will be considered discarded and abandoned.
- Any charges incurred for waste removal will be sent to the exhibitor.
- Please do not leave any visible valuable articles at your booth. In addition, please consider hiring extra security for your booth before\after exhibition operating hours if needed.

### Welcome Reception

You are cordially invited to the **Welcome Reception** which will be held in the Exhibition area on **Wednesday, 27 September, from 19:05 to 20:35.** Exhibitors are asked to please man their booth during the Welcome Reception in the exhibition area.



## SECTION 2: EXHIBITION FLOOR PLAN AND LIST OF EXHIBITORS

The floor plan has been designed to maximize the exhibitors' exposure to the delegates.

For most updated floor plan and list of exhibitors, please see the [online floorplan](#).

## SECTION 3: EXHIBITION SERVICES

### Exhibitor Badges

All exhibitors are required to be registered and will receive a badge displaying the exhibiting company name. Individual participant names will not appear on badges in order that they may be used interchangeably between staff members.

Exhibitor badges will be given as per your contract.

Two exhibitor badges will be given for the first 9 sqm booked and 1 additional badge for each 9 sqm after. Any additional exhibitor's badges will be charged an exhibitor registration fee of USD 260.

The Exhibitors badges allow access to the exhibition area, refreshments served as indicated in the programme timetable and attendance at the Welcome Reception.

If you wish to order additional Exhibitor badges, please access the Exhibitor's Portal

<https://exhibitorportal.kenes.com>.

Login details to the Portal have already been sent to the primary contact listed in our system upon signing the sponsorship agreement.

For any further questions, please contact the ICS23 Registration team at

[reg\\_ics23@kenes.com](mailto:reg_ics23@kenes.com)

All personnel are required to wear badges to access the Exhibition. Company representatives not wearing their badges will not be allowed to access the Exhibition. Company name badges are for the use of company personnel for Booth manning purposes and should not be used by companies to bring visitors to the Exhibition. Exhibitor badges will not be mailed in advance and may be collected from the onsite registration desk.

### Visa Applications

Please refer to [IRCC website](#) to learn about a temporary resident visa (visitor visa) and the process to apply for one.

Find out if you need a visa to travel to Canada [here](#).

The Immigration, Refugees and Citizenship Canada Special Event Code for this event is: **23MICT**

Please use this code on your visa application. Participants are encouraged to apply at least 12 weeks in advance of their departure date to ensure they receive the visa in time for the start of the event.

Should you require **a supporting letter** for your visa application, please contact Kenes: [reg\\_ics23@kenes.com](mailto:reg_ics23@kenes.com)

For more information, please follow [this link](#).

### Access to the Exhibition Hall during Set-up and Dismantling Times

There is no need for a special pass onsite for stand builders and exhibitors during set-up and dismantling times.

### On-Site Exhibition Management Desk

The Exhibition Management Desk will be open throughout the Exhibition set up, opening and dismantling period. Prior to this time, if you have any queries regarding your participation at ICS 2023, please feel free to contact the Exhibition Manager: **Diyana Yosifova**: Tel: +41 22 908 0488 Ext. 258 |E-mail: [djsoifova@kenes.com](mailto:djosifova@kenes.com)



## “K-Lead” Application – Lead Retrieval Wireless Barcode Reader (no device is included)

### WHAT IS K-LEAD APP?

Lead Retrieval systems are a helpful tool for receiving participants’ contact information when they visit your booth or attend your symposium. The information obtained by lead retrieval system enables Exhibitors and supporters to enhance their database by securing valuable leads for further marketing and communication.

### HOW DOES IT WORK?

Exhibitors can download the “K-Lead” app onto their own smart phone or tablet and transform their device into an instant, easy lead retrieval system and capture participants’ full contact information with a quick scan of their badge.

The advantages of the “K-Lead” application:

- ✓ Effortless process using registration badge barcode.
- ✓ Allows to immediately view the leads information.
- ✓ Ability to insert exhibitor’s comments for each lead.
- ✓ Ability to quickly scan delegates as they enter the session hall by using the “Quick Scan” function.
- ✓ The application is available for download from Apple store or Google play: “K-Lead App”.

### COST

Cost per license: **USD 600** (excluding 4% credit card charges fees, excluding VAT if applicable)

**NB! Please note that device is not included. The Application should be installed on your company/personal device (tablet/smart phone).** Operational information will be sent in due course.

**Deadline: Wednesday, 13 September / Onsite rate of USD750 will be applied for order received after above deadline.**

### HOW TO PLACE AN ORDER?

To order “K-Lead” Application, please access the Exhibitor’s Portal <https://exhibitorportal.kenes.com>. Login details to the Portal have already been sent to the primary contact listed in our system upon signing the sponsorship agreement.

### IMPORTANT TO KNOW

**Device is not included. The Application should be installed on your company/personal device (tablet/smart phone).**

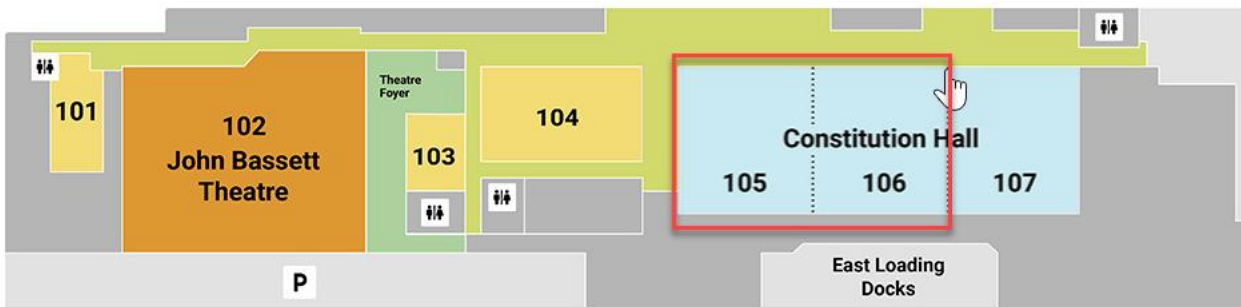
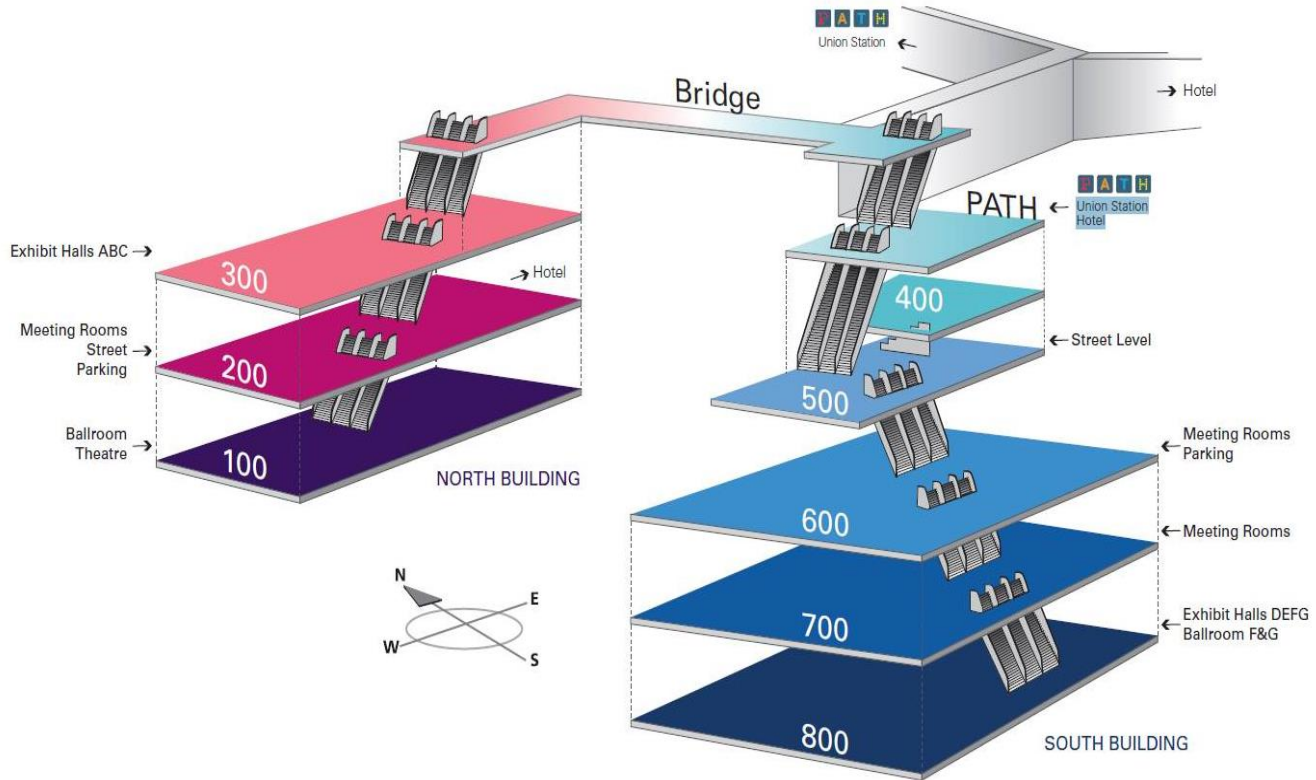
- In accordance with the **general data protection regulation** (GDPR), Kenes Group has updated its privacy policy.
- You can view our updated privacy notice [here](#).
- Kenes will not share delegate’s personal data with third parties without their consent.
- Please note that similarly to sharing a business card, presenting delegate badge for scanning at exhibition booths or industry symposia constitutes an expression of consent to share their personal details with the company that is scanning their badge so that it may contact them in the future.
- Barcodes on delegate’s badges contain contact information as supplied by the delegate or the agency responsible for the registration process of the delegate. We regret that in some cases, as when group registration is completed by a company, we may not be in possession of the full contact details.
- In addition, please note that neither Kenes Group nor the Organising Committee is responsible for the content of the information.



## SECTION 4: TECHNICAL INFORMATION

### Hall Specifications and Important Technical Information

The exhibition will be held in **Constitution Hall (Hall 105+106)** on **Level 100, North Building**. 360 view is available [here](#).



#### Floor Finish: Carpet

For “Space only” stands: should exhibitors be laying their own booth carpet down over the existing carpet in the venue, you are required to protect it before booth carpet is installed ie. a protective sheet of visqueen, tarpaulin or a comparable material to eliminate damages. You may bring your own carpet/floor covering, or you can order it via the official stand builder: **GES**. Labour / repair charges will apply should there be any damages.

We will provide blue carpet for the “shell scheme” booths booked via Kenes.

Power supplies, network and telephone cables, if ordered, will run into your stand via the floor.



### Raised Floor / Platform

- Please note that if your booth has a platform, you are required to provide a **ramp** to ensure access for people with disabilities.
- Low-rise platform flooring is allowable in standard booths, islands, and peninsula islands for covering utility lines (wiring, cabling, piping, etc.), for elevating product displays and for other purposes. All concealed wiring must be quickly accessible for emergency service. **Raised floors are limited** to a maximum height of **6 inches (15 cm)**.
- If people will be standing on raised areas, they must be non-hazardous and wheelchair accessible. Wheelchair ramps must be at least 3 feet wide (915 mm) with a maximum slope of 1:12 (a 6-inch rise would require a 6-foot run). Landings must be provided at the tops and bottoms of ramps and must be at least 36 inches (915 mm) wide by 60 inches (1525 mm) and free of obstructions. Ramps must be curbed or guarded at their edges and surfaces must be firm and slip-resistant (if carpet is used, it must be unpadding, low pile carpet). There must be a ramp at every 100 feet. The edges of raised floors must be ramped or guarded sufficiently to prevent people from tripping or falling at the transitions. Exhibits 600 square feet or more must have a wheelchair access ramp.
- The platform sides must be closed and finished neatly. The platform **edges** must be **safe, secured** and **easily visible**.

### Build-Up Height

The maximum building height for the top of all structure in the booths is **3.5 meters (11.5ft)**, subject to MTCC approval of booth plan.

Exhibitors who will have booths higher than the maximum permitted height will not be allowed to set-up their booths. **Any part facing neighbouring booths that is above 2.20 m (7.2ft) in height (in case of back-to-back wall) needs to be designed with neutral surfaces (white)**. Also, the reverse of the structure must be nicely finished (no wiring, no graphics, no logo).

### Ceiling Hangings / Rigging

Rigging is permitted. The maximum rigging height allowed is **4 meters (13.2ft)**, measuring from the floor to the top of the suspended banner/ lighting truss. MTCC must approve any rigging project; the exhibitor must provide his project at least 12 business days before the meeting.

Subject to compliance with the conditions of use of the steel structure.

All rigging must be done by SHOWTECH!

Please find relevant information in **MTCC Guidelines for Rigging Service** [here](#). Rigging plans available [here](#).

Rigging Plots are not required for banners, signs or other small loads that will be installed by SHOWTECH Power & Lighting. Please contact SHOWTECH Power & Lighting at +1 416 585 8109 or e-mail [egreenwood@showtech.ca](mailto:egreenwood@showtech.ca).



**Shell Scheme Booths**

To ensure the smooth and efficient installation and dismantling of your booth, **GES** has been nominated as the **official stand contractor** for the ICS 2023.

**Shell Schemes which have been pre-booked via Kenes include the following:**

- **Walling:** standard shell scheme system, **2.20 m (7.2ft)** high
- Company name on **Fascia board** printed in standard lettering, B&W
- **Carpet** (Colour Blue Jay)



Note: **Corner shell scheme booths** are provided with **two open sides** and 2 fascia panels with company name.

**Shell Scheme booths do NOT include:**

- Furniture
- Electricity
- Graphics

\*Image shown is for illustration purpose only

Furniture Rental / Graphics & Signage / Additional Booth Fittings / Plants & Flower Decorations / Material Handling and other products / supporting services can be ordered directly via **GES** by **Tuesday, 12 September** in order to take advantage of advance pricing specials.

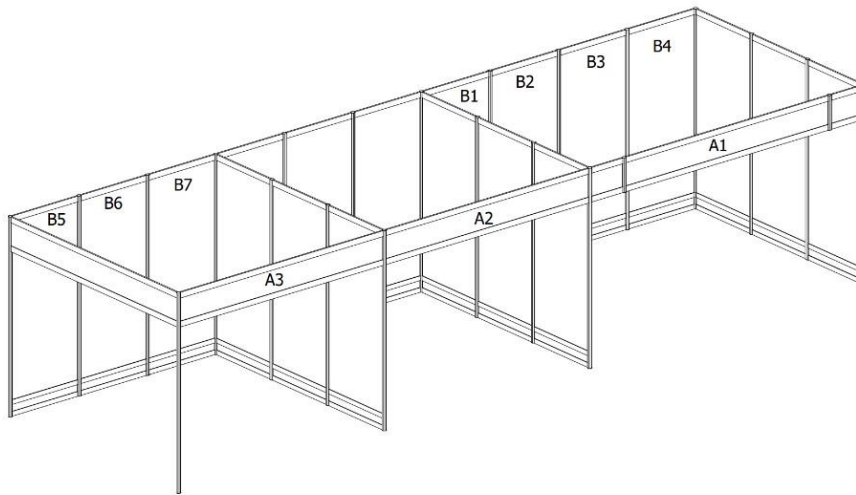
*Orders received after the Advance Price deadline will be processed at the Standard Price. Orders placed beginning on the first day on move-in through to the completion to the event are subject to On-Site pricing. Stock upon availability.*

[Click here](#) for **Expresso Onsite Ordering Link**.

For queries, please contact **Exhibitor Services Department** at [torontoexhibitorservices@ges.com](mailto:torontoexhibitorservices@ges.com)

Tel: +1 877 437 4247 or 905 283 0500, Monday – Friday 08:30 – 16:30 EST

For exact panel size for graphics, please refer to the image below and to the GES Graphic File Submission & File Transfer Standards document: [available here](#).



**Silver Metal  
White Panels**

**Graphic Panel Sizes**  
A1 - A8 = 116 3/4" x 12"  
B1 - B7 = 38 3/16" x 86 1/4"





## Fascia Sign

Please submit lettering for fascia via the [Exhibitor's Portal](#) by **31 August 2023**.

If you wish to print your company logo on the board, instead of your company name or in addition to the name, this can be ordered at additional cost via **GES** – the official stand contractor.

**If text for your fascia is not received by above deadline, we will provide you with a fascia title as per your application form.**

## Important Guidelines for Shell Scheme Booths

- All basic shell scheme booths will be designed and built by **GES** – the official stand contractor.
- Exhibitors are not allowed to make any alterations to the structure of the booths or remove any integral parts from the booths. Exhibitors wishing to remove or change the location of any standard equipment within the shell scheme booth should indicate clearly on the location plan and forward it together with clear instructions to the official stand contractor and the Exhibition Manager before **Tuesday, 12 September 2023**.
- No free-standing stand-fitting or display(s) may exceed a height of **2.20 m (7.2ft)** or extend beyond the boundaries of your booth. This includes company names, advertising materials, flags and logos provided by the exhibitor.
- It is not allowed under any circumstances to cut, nail or drill into or through the walls, fascia, floor or ceiling.
- Please do not use any adhesive products that may leave marks or cause damage to the panels and booth structure. **Booth must be returned in the same condition in which it was received. Any damage to booth structure will be invoiced to the exhibitor.**
- No painting is allowed; no usage of nails or screws.
- Double sided tape can be used to affix lightweight items as long as it does not leave a mark or cause damage to the panels and booth structure. Velcro can be used as well (male & female).
- It is possible to use fishing line (nylon) to hang pictures etc.
- An exhibitor occupying a **booth at the corner** can request to close the additional side(s). If the official stand contractor and the Exhibition Manager is not notified in writing before **Tuesday, 12 September** it will be assumed that the exhibitor will have opening on the additional side(s). Contact the official stand contractor GES at E-mail: [torontoexhibitorservices@ges.com](mailto:torontoexhibitorservices@ges.com), Phone: +1 877 437 4247 or 905 283 0500 (available Monday – Friday 8:30 AM – 4:30 PM EST).
- A back wall of a booth (any booth type) cannot be used by other exhibitors.
- The shell scheme comes with blue carpet. If the exhibitor wishes to have a carpet in a different colour, an additional fee will be required. Please contact the official stand contractor.
- Excess stock, literature or packing cases may not be stored on, around or behind booths, unless contained within a lockable storeroom.
- Exhibitors requiring additional equipment may visit the **Exhibitor Service Online (Webshop)** or contact the official stand contractor GES at E-mail: [torontoexhibitorservices@ges.com](mailto:torontoexhibitorservices@ges.com), Phone: +1 877 437 4247 or 905 283 0500 (available Monday – Friday 8:30 AM – 4:30 PM EST).



## Space Only Booths

Exhibitors using independent contractors are required to submit the following for approval **by Wednesday, 16 August**:

- **A scaled drawing (scaled 1:200 DWG), including elevation views** of the proposed booth to be built.
- **Utility connections: a list of all electrical/gas powered devices / water and drainage / appliances** to be installed in the booth.
- The name and contact details of the construction company.

Please submit the files through the Kenes Exhibitor's Portal: <https://exhibitorportal.kenes.com>.

## Design Guidelines:

- All exhibits are to be displayed to avoid blocking aisles, obstructing adjoining booths, or damaging the premises. Exhibition material that is placed outside the booth will be removed at the exhibitor's expense.
- **Exhibitors are kindly requested to allow sufficient see-through areas that ensure clear views of surrounding exhibits. Entire sideway walls will not be approved.**
- **Island booths** should be partly accessible on all "open" sides. You are only allowed to build walls that covers third of each side. We try to keep the exhibition as open and inviting as possible. Requests to be partially exempt from this rule should be submitted in writing to the Exhibition Manager.
- Construction finish must be perfect in all the booth's visible areas, including rear sides and booth ceiling. Please keep in mind that your booth can be viewed from the upper floor.
- **Raised floor/platform:** please note that if your booth has a platform, you are required to provide a wheelchair access ramp. The platform sides must be closed and finished neatly. The platform edges must be safe, secured and easily visible.
- **All structural back walls of neighbouring booths must be properly decorated. Back Walls (reversed side) over 2.20 m (7.2ft) in height must be finished in white (no wiring, no graphics, no logo).**
- Advertising on the boundary with other booths is prohibited.
- **Multilevel structures are not permitted.**
- Arches, bridges or similar construction connecting two or more booths are not permitted.
- A back wall of a booth (including shell scheme booths) cannot be used by other exhibitors.
- The **maximum building height** for the **top** of all elements in the booths is **3.5 meters (11.5ft)** (subject to MTCC approval of booth plan).
- **Ceiling Rigging** is permitted. Please refer to the previous section.
- Special care must be taken to ensure that the visitors will be inside the booth and not standing in the aisle. For example:
  - Screens or any kind of equipment to be shown or demonstrated may not be placed directly on the edge of the stand contracted in order to ensure that the visitor viewing the screens/equipment will be inside the booth and not blocking aisle traffic.
  - Any counter, desk etc. or device (i-pads, touch screens etc.) which attract visitors may not be placed immediately at the borders of the booth facing the aisles (there should be a reasonable distance from the edge of the booth).
  - Coffee bars or other F&B-stations must be inside the booth area to ensure that the visitors are standing and queuing up inside the booth area and not standing in the aisle.



**Kindly note:**

- The organiser will not approve booths that do not comply with the accepted standards until the necessary changes have been made.
- **Work cannot commence until the booth drawings are approved by the organiser.**
- **The used space must be returned to the Metro Toronto Convention Centre completely clear of all items and restored to their original state.**
- We recommend that exhibitors using independent stand contractors include a **site visit** in the planning process to assure a smooth and well planned set up. Please contact the *Metro Toronto Convention Centre* at: [SScanga@MTCCC.com](mailto:SScanga@MTCCC.com) to coordinate a visit.

**Electricity and Electrical Installations**

Rule 2-022 of the Electrical Safety Code, a provincial regulation, requires that all electrical equipment must be approved before it may legally be advertised, displayed, offered for sale or other disposal, sold or otherwise disposed of or used in the province of Ontario.

It is the responsibility of each exhibitor to ensure that all electrical equipment in, on, or about the booth comply with these requirements. This includes electrical merchandise as well as lighting and display equipment.

Electrical equipment is considered to be approved if it bears the certification mark or field approval label of an organization which has been accredited by the Standards Council of Canada to approve electrical equipment.

You may only display unapproved equipment at trade shows in Ontario or use it for demonstration purposes: you may not sell it. You must first get permission from ESA to show or to energize this equipment. Download the application forms “Permission to Show” and “Permission to Energize” from the ESA Website.

For further information, please visit: <https://esasafe.com/electrical-products/product-approval-exceptions/>

**Electrical Power**

SHOWTECH Power & Lighting provides all electrical, display-feature lighting, mechanical, plumbing, gas and air services on an exclusive supplier basis. SHOWTECH also exclusively hangs all decorative material, signs and banners that are required to be attached to the facility structure.

Please access the direct online ordering link below with **Google Chrome** to view pricing and/or order online. To take advantage of the discount pricing, please order online **by Tuesday, 5 September 2023**.


[Click here](#) for **Direct Ordering Link**

Phone: +1 905 283 0550; E-mail: [info@showtech.ca](mailto:info@showtech.ca)

Power supplies, network and telephone cables, if ordered, will run into your stand via the floor.

SHOWTECH requires a Booth layout for all orders which include under carpet or overhead power, ceiling-mounted lights, water lines or compressed air. To save time during move-in, kindly submit your layout to SHOWTECH in advance using this link: [https://e.showtechordering.com/ST-00064101/booth\\_layout](https://e.showtechordering.com/ST-00064101/booth_layout)

**Electric Plug and Socket Type in Canada**

Country / state / territory	Plug type	Single-phase voltage (volts)	Frequency (hertz)
Canada	 <p>The ungrounded type A (NEMA 1-15) and the grounded type B (NEMA 5-15) <a href="#">click here for more details</a></p>	120 V	60 Hz



## SECTION 5: BOOTH SERVICES

**MTCC Exhibitor Forms Package 2023-24** is [available here](#).

### Cleaning

The organiser will arrange for general cleaning of the exhibition premises prior to the opening of exhibition and daily prior to opening thereafter (excluding exhibit booths and displays).

**Daily booth cleaning** can be ordered directly with the Metro Toronto Convention Centre (MTCC). Interior booth cleaning is available from the Metro Toronto Convention Centre (MTCC) on an *exclusive* basis from their highly efficient Cleaning Services Department. Interior booth cleaning services include: vacuuming, dusting, emptying wastebaskets and cleaning of tables. Additional exhibit booth cleaning options are available upon request. Discounted cleaning rates are available for orders placed up to 14 days prior to the first contracted day. Note: The MTCC is the exclusive provider of all cleaning services. External companies, including display houses, are prohibited from performing any type of janitorial services within the building.

To order visit: [www.mtccc.com/order](http://www.mtccc.com/order)

### Internet & Wi-Fi

Complimentary Wi-Fi will be provided by the meeting during official meeting days at most areas. This public Wi-Fi connection is limited for basic web browsing or checking e-mails.

Should you have any internet-based feature/device/activity at your booth (for example: product demonstrations), we strongly recommend ordering a dedicated internet connection for your booth (wireless or wired connection) to guarantee a consistent internet connection inclusive of technical support.

Internet services are available from the MTCC on an *exclusive* basis. Please contact one of the MTCC specialists to discuss your requirements or for any technical questions.

Discounted services are available for orders placed ONLINE ONLY up to **Monday, 11 September**.

To order visit: [www.mtccc.com/order](http://www.mtccc.com/order)

Phone: 01 416 585 3596; E-mail: [technology@mtccc.com](mailto:technology@mtccc.com)

### Catering

The Metro Toronto Convention Centre (MTCC) retains the exclusive right to provide, control and retain all food and beverage services throughout the facility for events.

All food and beverage items must be supplied and prepared by MTCC's Food & Beverage Department.

No food, beverage, bottled water, or alcohol will be permitted to be brought into or removed from MTCC's facility by the licensee or any of the licensee's guests or invitees without the written approval of the Food & Beverage Department.

This includes any "food sponsorship" and/or "food vendors" within the premises. Sample food or beverage products may be distributed within an exhibit area with written authorization. Please contact the Catering department for further information.

Exhibitors who wish to order food and beverages for their booth are welcome to do so directly with the MTCC.

Exhibitor Catering Menu 2023 is available here: [2023 Catering menu](#)

Exhibitor Catering Daily Order Form is available here: [Exhibitor Catering Daily Order Form](#)

**Please note**, MTCC food & beverage pricing is scheduled for review and updating this coming 1 August 2023. Food & beverage pricing for the two attached menus may increase 3%-5% on any of the items listed.

Please contact the Catering department for further information.

Tel: +1 416 585 8144, E-mail: [catering@mtccc.com](mailto:catering@mtccc.com)



## Food and/or Beverage Distribution Sampling Request Form

Metro Toronto Convention Centre Corporation (MTCC) has exclusive food and beverage distribution rights within the Convention Centre. Exposition sponsoring organizations and/or exhibitors may distribute SAMPLE food and/or beverage products ONLY upon written authorization to the Metro Toronto Convention Centre and adherence to ALL the conditions outlined below. For those exhibitors that produce or bring to market a food and/or beverage product and wish to provide sampling at your booth, please complete this form to request authorization from the Metro Toronto Convention Centre.

Download the Request Form [HERE](#).

### **Important Remark:**

As indicated on page **65, line 11.2.5** of the Code of Ethical Practices, it is strictly prohibited for companies to offer meals and refreshments at their displays.

This includes items such as coffee, cappuccino, smoothies, tea, water, candies, and any form of food, even in a self-service station.

In line with Section **10.1.3.2.3** of the Code, any gifts, offers, or enticements provided by a Member to encourage a Stakeholder's visit to a display are also deemed prohibited.

We understand the significance of adhering to these regulations, as they play a pivotal role in ensuring the integrity and ethical standards of our industry. To gain a comprehensive understanding of the stipulations, we encourage you to review the complete Code of Ethical Practices document, accessible via the following [link](#).

In case to have any other doubts about F&B, please contact the organizers at [dysifova@kenes.com](mailto:dysifova@kenes.com) to avoid misunderstandings once the event started.

## Business Services Centre, North Building

The Licensor's Business Centre is conveniently located on Level 300 in the North Building. Services include photocopying, faxing, printing, outbound courier service, Internet access and a selection of office supplies and tools for purchase.

North Building, Level 300 (outside Hall C): Services Hours: Mon – Fri: 8:00am – 4:00pm / Phone: +1 416 585 8387

E-mail: [businesscentre@mtccc.com](mailto:businesscentre@mtccc.com).

## Hostesses & Temporary Staff Hire

**Executek International** offers a full range of services including professionally uniformed security, hosts, hostesses, models, mascots and much more.

Contact person: Diana Williams

Mobile: +1 416 564 8244

E-mail: [Diana.Williams@executekinternational.com](mailto:Diana.Williams@executekinternational.com)

## Security

The organizers will provide security guard services in the Exhibition Hall during closing hours.

- Please do not leave any bags, boxes, suitcases or any type of product unattended at any time, whether inside or outside the exhibition area.
- Neither the organizers nor the MTCC can accept responsibility for the security of the booths and their contents. The venue as well as the organiser are not liable for any possible loss, theft and/or damage occurred during the rental period of any private property or goods. Exhibitors are fully responsible for the security of their booth and equipment.

If you wish to hire security for your stand, please contact **Executek International** for Security needs at [mufleh.nasrat@executekinternational.com](mailto:mufleh.nasrat@executekinternational.com).





## Material Handling (Storage)

Short-term storage of materials left over after assembly (empty boxes, crates, cases, palettes etc.) should be coordinated with GES team (payable service).

**Under no circumstances may packing materials of any kind be left in the aisles, on the booths, around or behind the booths.**

Please contact GES with information on sizes and number of parcels, size and storage period.

E-mail: [torontoexhibitorservices@ges.com](mailto:torontoexhibitorservices@ges.com), Phone: +1 877 437 4247 or 905 283 0500 (Mon-Fri 8:30 AM – 4:30 PM EST)

**Shipments sent directly to the venue prior to the set-up period will be refused by the venue.**

Once the event & dismantling are over, the *Metro Toronto Convention Centre* shall not be held responsible for the safekeeping and/or storage of any items left in the building. If the *Metro Toronto Convention Centre* takes care of the removal of these items, it will be charged to the exhibitor.

## Getting to the MTCC

Getting to the MTCC from both within and outside Toronto is easy. Simply choose the option that best suits your travel plans: <http://www.mtccc.com/locations/getting-here/>

## Move-In/Out Methods / Marshalling Yard

Move-in/out of Constitution Hall on Level 100, will be conducted through the East Loading Docks. The entrance to the East Loading Docks is located on Lower Simcoe Street, south of Front Street. Hall 105-106 is one the same level as the East Loading Docks. To further assist in the move-in/out process, a marshalling yard has been established at 130 Horner Avenue, Etobicoke. The operation of the marshalling yard is only based on event needs.

Loading Docks map is available [here](#).

**GES** has been appointed to provide Material Handling services for ICS 2023. Exhibitors must use **GES** to perform this service which includes:

- receiving, documenting, and inspecting your shipment(s) on arrival
- unloading of shipment(s) at the show site dock & delivery to booth
- removing of empty containers from booth to storage area
- storing your empty containers in the storage area
- returning of empty containers to booth after show closing
- moving your outbound shipment to the loading dock
- reloading of shipment(s) from dock on to your carrier

E-mail: [torontoexhibitorservices@ges.com](mailto:torontoexhibitorservices@ges.com)

Phone: +1 877 437 4247 or 905 283 0500 (Mon-Fri 8:30 AM – 4:30 PM EST)

## Access to the Exhibition Area

The delivery and removal of materials and goods for the exhibition stands is allowed only by the official freight forwarder and their local agent.

Important note: companies which are bringing their own goods should contact the official freight forwarder to coordinate their arrival and the use of the loading bay and the service entrance.

## Access for Deliveries

Please be advised that neither the Organizers nor the Venue can accept deliveries on an exhibitor's behalf and arrangements must be made for a stand/company representative to be available when deliveries are made.

Shipments should arrive on Monday, 25 September 2023, 10:00 AM to 8:00 PM or Tuesday, 26 September 2023, 8:00 AM to 3:00 PM. Any deliveries prior to this date, or off the official working hours, will not be accepted. Please refer to the Shipping Instructions for the deliveries address.



As a courtesy to the delegates and your fellow exhibitors, deliveries or the removal of any equipment to or from stands must be made 30 minutes before or after exhibition opening hours.

### Parking

The MTCC offer dedicated, easy access to brightly lit and security-patrolled indoor, multi-level parking for guests. Special show management and exhibitor in/out parking passes are available for patrons requiring parking on a short-term basis (two or more consecutive days). With space for over 1,700 cars and available 24 hours a day, seven days a week, guest parking is only steps away from the MTCC.

Additional information and parking rates can be found in the [following link](#).

To take advantage on an exhibitor exclusive early bird pricing that expires on 11 September, please visit: [www.mtccc.com/order](http://www.mtccc.com/order). Contact: Exhibitor Services Centre, E-mail: [exhibitor-services@mtccc.com](mailto:exhibitor-services@mtccc.com)



## RULES AND REGULATIONS: Binding for all exhibitors and their subcontractors

### Animals

It is not permitted to bring animals into the venue.

### Build-Up & Dismantling Period

- During the period of build-up and dismantling, it is prohibited to consume **alcoholic beverages** in the working area as well as to perform work under the influence of alcohol, drugs or any other type of substances that could alter the perception of risk.
- The Exhibitors and contractors are required to wear the necessary **Personal Protective Equipment (PPE)** such as protective helmets, eye protection, and hand protection required by the specific work activity, with special attention to the safety shoes/boots inside the facilities for your own safety. Please note that **Personal Protective Equipment** must be worn during move in/out when there is forklift or rigging activity.
- The use of cutting machines, welding machines, sanders and a spray gun is strictly forbidden.

### Health & Safety

- It is the responsibility of the booth holder to ensure the health, safety and welfare of all employees, contractors and visitors as far as is reasonably practicable throughout the event.
- It is recommended that the booth holders appoint a supervisor for the booth, with the specific responsibility for ensuring the health & safety of their staff and stand builders. It is advisable that a Risk Assessment is completed for the booth and submitted to the organizers. If you need the RA Form, please contact [dyosifova@kenes.com](mailto:dyosifova@kenes.com).

### Children

No person under the age of 18 years can be admitted to the Exhibition, either during build-up, opening days or breakdown. This rule also applies to Exhibitors' children and must be strictly enforced to comply with the safety regulations of the exhibition.

### Compressed Gases

Use of compressed gases is not allowed.

### Damage to the Building

Boring, screwing, nailing, or the use of paint, glue, adhesive stickers, fixtures of any kind or anything that can damage the structural elements of the building (floor, walls, ceiling, pillars, etc.) are not allowed. In case of damage of the facilities, the cost of repair or replacement will be charged to the exhibitor.

### Disposal of Material

It is obligatory to collect and dispose of all material during the build-up or dismantling of the event. When the dismantling period is over, the exhibitor loses any right to claim losses or damage to property left behind. Any costs incurred by the venue in removing this property will be charged to the exhibitor.

### Fire Regulations

- Booth material and fittings must be non-flammable or impregnated with fire-retardant chemicals.
- As a general rule, easily flammable synthetic substances, foam polyester, and no fireproof straw and reeds are prohibited.
- Storage of paint, liquids, gas or other flammable substances in the booth space is forbidden.
- The use or storage of flammable substances is forbidden (liquids, gas or other).
- Exhibitors are prohibited from covering displays with drop cloths, sheets, table cloths or other non-flame resistant material.
- All decorations, drapes, signs, banners, acoustical materials, hay, straw, moss, split bamboo, plastic cloth, and similar decorative materials shall be flame retardant to the satisfaction of the Centre. Canvas, cloth, cardboard,



leaves, or similar combustible materials shall be completely flame retardant. Oilcloth, tarpaper, sisal paper, nylon, and certain other plastic materials cannot be made flame retardant and hence, their use is prohibited. An Official Fire Resistance Certificate must accompany all materials.

A copy of the Fire Regulations for exhibitors is provided in this manual. Please review the regulations to ensure that your exhibit meets the Ontario Building and Fire Code.

**Fire Regulations** for Exhibitors can be found [HERE](#).

**It is mandatory to fill in the Fire Safety Reply Form and send the completed forms to the MTCC by Friday, 25 August**

E-mail: [FSR@mtccc.com](mailto:FSR@mtccc.com)

Download **Fire Safety Reply Form** [HERE](#).

### **Decorations**

The following materials require prior authorization:

- Helium balloons, glitter and confetti
- Decals on floors, escalators, windows, walls and pillars.

Helium Authorization Request – [Download Now](#)

### **Fire Insurance (compulsory)**

Exhibitors must be insured against fire.

### **Smoke**

The operation of any machine in the exhibition that emanates fumes, gases or steam, or any item or device that generates or contains flame is not permitted.

### **Heavy Weight Element / Large Machinery**

In case the exhibitor/stand builder brings large machinery, any kind of heavy weight element or structure inside the exhibition area it is mandatory that the Venue will be provided with a detailed project describing the unload procedure inside the exhibition area:

- Exhibition access used
- Transportation used to bring the element inside the Venue and weight
- Plan for weight distribution (number of platforms, dimensions, and weight resistance)
- Forklifts, cranes, or any other machinery used for the unloading / uploading of the element. How the element is going to be unloaded and how it is going to be brought inside the exhibition area.

Once the Venue has the complete information, the unloading of the element will be approved or rejected.

### **Hanging of Posters, Banners etc.**

Hanging of posters, banners or decals, stickers, or similar items, on the walls, floors, ceilings, or pillars within or outside the installations of the venue are not allowed.

### **Insurance (compulsory)**

- Exhibitors are required to take out appropriate Insurance. Third party liability insurance is obligatory. It remains the Exhibitor's full responsibility to insure themselves appropriately.
- Neither the organizers nor the venue, their representatives or agents will be held responsible for any loss or damage to exhibitor's property. Exhibitors must take precautions to protect their property against pilferage.
- The organizers do not provide insurance for exhibitors and their property. The exhibitor is responsible for their property and person and for the property and persons of their employees through full and comprehensive



insurance and shall hold the organizers harmless for any and all damage claims arising from theft and those perils usually covered by a fire and extended-coverage policy. Therefore, you are obliged to have a **public liability insurance** that covers all injuries to persons and damages that might cover in connection with the exhibition.

- Exhibitors are personally liable for all expenses incurred by the organizers or by third parties in regard to technical services provided.
- We also recommend that you have additional coverage against loss or damage to exhibition material during transport and during exhibition times. Please make arrangements for insurance coverage through your company's insurer.

### Liability

- Exhibitors are responsible for all property damage as well as any loss or injury caused by their property, agents or employees. Companies will indemnify the organizers against all claims and expenses arising from any damages.
- If for any reason whatsoever the Exhibition needs to be abandoned, postponed, or altered in any way, either in whole or part, or if the organizers find it necessary to change the dates of the Exhibition, the organizers shall not be liable for any expenditures, damages or loss incurred in connection with the Exhibition.
- The organizers shall further not be liable for any loss which the Exhibition or Exhibition contractors may incur due to the intervention of any authority which prevents or restricts the use of the venue or any part thereof in any manner whatsoever.

### Sound equipment and Music

In general, the use of sound equipment/music in booths is permitted as long as the noise level does not disrupt the activities of neighbouring exhibitors.

Speakers and other sound devices should be positioned to direct sound inward (to be contained within the booth) rather than outward (toward aisles and other exhibitor booths).

It is difficult to establish decibel level restrictions. If an exhibitor or attendee is standing within ~3 meters of an exhibitor's booth and cannot carry on a normal voice-level conversation, the noise source is too loud.

Further guidelines:

- Live music is not allowed.
- The organizers reserve the right to require the exhibitor to discontinue any activity, noise, or music that is too loud.
- The organizers reserve the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.
- Exhibitors are reminded that third party copyrights should not be infringed. The organizers have no copyright responsibility in respect of any exhibiting company.
- Proper dispensation must be obtained and any royalties due, paid prior to the use of materials. Should any copyright dispute arise, the organizers will not be liable for any resulting loss or damages, sustained by any exhibitor or third party.

### Security

- Please do not leave any bags, boxes, suitcases, or any type of product unattended at any time, whether inside or outside the exhibition area. The organizers and the venue cannot accept liability for loss of or damage to private property or goods.
- Neither the venue nor the organizers can accept responsibility for the security of the booths and their contents. The venue as well as the organizers are not liable for any possible loss, theft and/or damage occurred during the rental period of any goods. Exhibitors are fully responsible for the security of their booth and equipment.
- Please consider hiring extra security for your booth if needed. This can be done via the service order form.

### Personal Transportation Vehicles

Bikes, skates, electric scooters and any personal transport by wheels are not permitted inside the building.



### Promotional Activities

- All demonstrations or instructional activities must be confined to the limits of the Exhibition booth.
- Advertising material and signs may not be distributed or displayed outside the exhibitor's booths.
- Advertising activities must not cause obstructions or disturbances in the gangways or at neighbouring booths.
- The Exhibition Manager reserves the right to require the exhibitor to discontinue any activity, noise, or music that is deemed objectionable.

### Smoking Policy

Smoking is NOT PERMITTED anywhere inside the Convention Centre, including e-cigarettes and vaporizing.

### Social Events

Companies can only arrange social events on the evenings when there is not an official ICS event – Welcome Reception and Annual Dinner. Events may be organised after the Welcome Reception. No exceptions will be made, and should the ICS be aware of any companies arranging events, they will be asked to cancel or re-schedule. Only companies supporting the ICS Annual Meeting (either by exhibition or sponsorship) may arrange social events.

### Special Effects

Special effects lighting, live music, smoke and laser projection may not be used in the booths.

No permission will be given for projection in the aisles or on the walls of the hall.

### Waste Removal

- Exhibitors are responsible for the removal of all refuse/waste from the exhibition area. The used space must be returned completely clear of all items and restored to its original state.
- In the case that exhibitors wish to leave any kind of waste material during set-up/dismantling, they should order a waste container in advance.
- Any discarded waste, including promotional material, left behind will be removed by the venue and/or the organizers at the expense of the exhibitor concerned.

**Participation by exhibitors is dependent upon compliance with all rules, regulations and conditions stated herein.**

### IMPORTANT:

Please read thoroughly the MTCC Exhibitors Forms & Guidelines: <https://www.mtccc.com/exhibitors-forms-guidelines/>

Please note that these regulations are in addition to the exhibition Rules and Regulations found above.

Exhibitors must comply with MTCC technical guidelines including operation, fire safety, construction, and other security regulations.

Exhibitors must also comply with rules and regulations as specified by work health safety laws.

These technical guidelines are contractually binding and are to be followed by the Organisers and exhibitors, including the exhibition service and stand construction companies commissioned by them to perform work on site.



## SECTION 6: SHIPPING INSTRUCTIONS

### Delivery & Logistic Services

GES has been appointed the official forwarding agent and clearance agent for this meeting and offers the following services: customs clearance, delivery to the stand, freight forwarding, manpower & trolleys for un-loading/loading during build-up and dismantling, storage of empty crates, transportation to and from the Exhibition Hall.

For security, insurance, and efficiency reasons, GES is the sole official agent to handle cargo inside the venue.

Booth builders are prohibited from using trolleys during set-up and dismantling periods.

Kindly note that the official agent is the exclusive agent for move in and move out of the venue.

Exhibitors and Booth builders are free to deliver their goods or to pick their goods up from outside the venue. Those who use their own facilities up to the venue are requested to coordinate their time schedule and unloading of their cargo into the venue with the official logistics agent.

### Insurance of Goods

All cargo should be insured from point of origin.

### Exhibition Goods and Display Materials

Please Note: All advanced shipments and deliveries to the GES warehouse, including by courier, must be coordinated with GES.

In order to assure receipt of sent materials, please contact GES, see contact below.

For SHIPPING INSTRUCTIONS, please [click here](#).

### Freight Handling in North America & Onsite Logistic

#### GES – Customs & Logistics Department

E-mail: [torontocl@ges.com](mailto:torontocl@ges.com)

Phone: +1 905 283 0505

### International Freight Handling

#### MERKUR

Contact person: Ms. Irit Sofer

E-mail: [irit.sofer@merkur-expo.com](mailto:irit.sofer@merkur-expo.com)

Phone: +972 52 8890129

### Advanced Shipments to Warehouse:

Please address all shipments to the GES Advance Warehouse as follows:

GES c/o North American Logistic Services Inc.

ICS 2023 TORONTO

Exhibiting Company Name, Booth # \_\_\_\_\_

49 Simpson Road

Bolton, Ontario L7E 2R6

Canada

Shipments should arrive on, or between, the following dates:

Tuesday, 29 August 2023 – Tuesday, 19 September 2023



Warehouse receiving hours are:

Monday – Friday from 9:00 AM to 3:00 PM; Closed Holidays.

Please Note: Shipments arriving after Tuesday, 19 September 2023 may incur a Late to Warehouse Fee.

**Direct Shipments to Venue:**

Please address all direct shipments to the venue as follows:

GES c/o ICS 2023 TORONTO

Exhibiting Company Name, Booth # \_\_\_\_\_

Metro Toronto Convention Centre – North Building, Constitution Hall Rooms 105-106

255 Front Street West

Toronto, Ontario M5V 2W6

Canada

Shipments should arrive on:

Monday, 25 September 2023, 10:00 AM to 8:00 PM

Tuesday, 26 September 2023, 8:00 AM to 3:00 PM