

MAINTENANCE, ENGINEERING AND RELIABILITY /
MINE OPERATORS CONFERENCE

M **MEMO**

COLLOQUE SUR L'INGÉNIERIE, LA MAINTENANCE,
LA FIABILITÉ ET L'EXPLOITATION MINIERE

October 20-22, 2019

Kamloops, BC



DEFINING
OUR
FUTURE

The Coast Kamloops Hotel & Conference Centre
Kamloops, British Columbia, Canada
October 20-22, 2019

MEMO 2019

Exhibitor Manual

EXHIBITION HOURS

Sunday, October 20 - 17:00 to 20:00
Monday, October 21 - 10:00 to 17:00
Tuesday, October 22 - 10:00 to 17:00

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1. Purchase Order Checklist

Please use this checklist to make sure you did order the products/services before the required deadlines. Keep this checklist and mark your ordering date.

PRODUCTS/SERVICES TO ORDER	DEADLINE	DATE ORDERED
Hotel Reservation	September 17, 2019	
Show Decorator (Furnishings, Electrical, etc...)	October 4, 2019	

2. Show Service Providers List

CIM/MEMO has appointed the following companies as service contractors for the 2019 CIM / MEMO Conference & Exhibition. If you are planning on using a non-official service contractor please be advised that there are certain requirements that your appointed contractor must comply with before being allowed access to the Exhibition floor.

For ordering online or to obtain order forms, please click here .	
Sales Manager	CIM/MEMO Martin Bell mbell@cim.org Tel : 514-939-2710 x 1311
Registration	CIM/MEMO Carol Lee clee@cim.org Tel : 514-939-2710 x 1343
Show Decorator Furnishings	Goodkey Services exhibitorservices@goodkey.com 780-426-2211 Toll free:1-877-726-2211
Internet	Coast Kamloops Hotel & Convention Centre TBC - to be confirmed
Lead Retrieval	Streampoint Solutions Inc. support@spsleads.biz 416-743-7690

3. General Terms and Conditions

The CIM/MEMO Rental Contract is a binding document that incorporates the following terms and conditions:

The Exhibitor agrees to pay for the contracted booth space and furnishings whether actually occupied by a display or not, and which is subject to the rules outlined herewith and in the CIM/MEMO Booth Space Rental Contract.

The rental must be paid in full prior to the move-in date or the Exhibitor's crews will not be permitted access the halls.

Should the Exhibitor relinquish his participation or be unable to participate in the exhibition, he will lose all entitlement to the reimbursement of the amounts paid no matter the impediment to his participation.

The Exhibitor agrees to abide by all the rules described herewith to which reference is made and which forms a part of the booth space contract, including local union and labor laws, provincial laws, and specific regulations and requirements issued by the venue.

Exhibitors may share with other companies but cannot sublet their space to others.

Disabilities Act

All exhibiting companies are required to be in compliance with the Canadian Disabilities Act and are encouraged to be sensitive to attendees with disabilities.

Exhibitors' Demonstrations

Demonstration areas must be organized within the Exhibitor's space and must not interfere with aisle traffic. Demonstration tables must be placed at a minimum of 2'0" (60 cm) from the aisle line. Interference with normal aisle traffic flow or overflow into neighboring booths is prohibited. Each Exhibitor is responsible for ensuring proper traffic flow, and aisles should not be obstructed at any time.

Safety Precaution: Demonstrations involving potentially hazardous machines, displays or parts must incorporate hazard barriers to prevent accidental injury to spectators. Exhibitors must conform to any directive given by the CIM/MEMO committee.

Exhibitors are not permitted to place any type of materials outside their booth space area.

CIM Publications and printed matter prepared by CIM are the only authorized publications to be distributed to Exhibitors' booths and designated places.

Solicitations

Exhibitor surveys must be confined to the Exhibitor's booth space. Floor solicitation and distribution of printed materials to Exhibitors are not permitted unless authorized by the CIM/MEMO Exhibition Director.

Show Security

The Convention Centre provides peripheral security on a 24-hour basis. **Note:** It is the responsibility of each Exhibitor to protect his materials from loss or damages. Exhibitors are urged to take every possible precaution to secure the easy-to-carry items at all times. All incidents should be reported to security and show management. If appropriate, law enforcement agencies will be called upon. Exhibitors should keep a copy of all documentation and inform their insurance companies.

Exhibitor attendance to technical sessions

All exhibiting staff can attend the conference sessions.

4. Move-In / Installation Schedule & Shipping

Move-In Schedule:

Saturday	October 19, 2019	08:00 – 18:00
Sunday	October 20, 2019	08:00 – 12:00

IMPORTANT NOTICE

There are no Forklift Services
There is no Loading Dock – Door size: 8ft x 8ft
Exhibitors not using Goodkey Services are responsible for their own material handling

Large Outdoor Equipment must be scheduled with Show Management, contact Martin Bell at mbell@cim.org.

Shipping:

- The Convention Centre does not accept deliveries from exhibitors unless special arrangements have been made.
- Exhibitors are responsible for their own material handling unless using Goodkey Show Services.
- Shipments destined for indoor tradeshow booths must be directed to Calvin Goodkey at the Advanced Warehouse:

MEMO 2019
NAME OF EXHIBITING COMPANY - BOOTH #
c/o GOODKEY SHOW SERVICES LTD.
Diamond Delivery
641 - Athabasca St. W.
Kamloops, BC. V2H 1C5

5. Information & Restrictions

Exhibitor Restrictions

Exhibitor's employees are prohibited to use dollies, carts, power tools and other show equipment. For safety purposes only the official contractor is permitted to such work.

Booth ID Numbers

Booth ID numbers will be temporarily displayed and clearly visible during move-in and during the show.

Storage within the Booth Space

Fire regulations in most Exhibit Facilities prohibit storing empty carton containers or packing materials behind back drapes. In most cases, however, Exhibitors may store a limited supply of literature or small display containers within their booth area, so long as these items do not impede access to utility services, create a safety problem or look unsightly.

Strategies to keep your costs down & our event greener!

Don't bring more brochures than you need. Brochures are very expensive to produce and their weight often represents a few hundred dollars in material drayage.

Due to limited space, we strongly encourage exhibitors to arrange all their logistic requirements with Goodkey Services.

Heavy and Large items

NO heavy pieces (in excess of 250lbs) will be permitted on the exhibition floor. Large items will also be prohibited. If you have questions concerning your display, please contact Martin Bell at mbell@cim.org

6. Furnishings

Goodkey Show Services

exhibitorservices@goodkey.com

Tel: 780-426-2211

Toll Free: 877-726-2211

This company is in charge of the following services:

Furnishings, booth decorating, plants etc., and will be available pre-event and on-site throughout the entire show.

Please note that each 8' x 10' booth comes with the following:

8'h backwall drape - Wedding White

(x2) folding chairs

3'h sidewall drape - Wedding White

(x1) standard electrical outlet

(x1) 6ft draped table - Black skirt

Tuxedo gray carpet

7. Show Instructions – Outbound Operations

Show Closure Announcement

Exhibits must remain staffed and intact during the show and may not be dismantled or removed before the show officially ends. **Exhibitors failing to abide by this rule may be disqualified from exhibiting from participating at future CIM Exhibitions.**

Aisle Carpeting

At the announcement of show closure at 5:00 PM on Tuesday, the show decorators will be removing the aisle carpeting. Exhibitors must ensure that no materials from their booth impede this activity.

Booth Dismantling

Exhibitors are requested not to leave their booth unattended during move-out operations. Dismantling and packing should start immediately after show closing.

Move-out Waste

The official contractor will dispose of all garbage at the Exhibitor's expense.

8. Accommodations

For hotel reservations, please contact the hotels directly and **reference the 2019 MEMO Conference & Trade Show**. CIM has negotiated a preferred rate for conference participants.

Please inquire about your hotel's cancellation policies and penalties for early departure after your check in at the hotel.

THE COAST KAMLOOPS HOTEL & CONFERENCE CENTRE

1250 Rogers way
Kamloops, BC
Canada V1S 1N5

Toll-Free Reservations : 1-800-665-6674

Tel : (250) 828-6660

Web: <https://www.coasthotels.com/hotels/bc/kamloops/coast-kamloops-hotel-and-conference-centre/>

Queen: \$149.00

Superior Queen or King: \$169.00

Junior Suite: \$224

9. Registration / Exhibitor Badges

Badges will be available on-site through the exhibitor registration counter. The hours of registration are:

Sunday, October 20, 2019 8:00am – 8:00pm

Monday, October 21, 2019 7:30am – 5pm

Tuesday, October 22, 2019 7:30am – 2pm

10. Show Regulations

Fire Protection

The following elements form an integral part of the show regulations. They are presented as a guideline only. The Fire Safety Officer from the City of Kamloops has full discretionary power to apply additional rulings to ensure conformity with local fire codes and to maintain an acceptable level of fire safety within the Convention Centre.

In brief, the regulations of the Fire Department, Prevention Bureau state the following:

Equipment

Access to portable extinguishers and fire cabinets shall be maintained free of obstruction at all times, including during set-up and dismantling of the exhibit. Under no circumstances can fire suppression equipment be removed, moved or made inaccessible. Emergency exit doors must remain accessible at all times.

Decoration

All curtains, drapes, carpeting and other similar furnishings and decorative materials shall be noncombustible or flame-retardant treated to the satisfaction of the Fire Department. No flammable fluids or substances may be used or shown in exhibits. Decorations made of natural trees (i.e., coniferous or broad-leaved) are permitted provided they are potted with their roots and watered regularly. Any dry vegetation or dried-up tree shall be prohibited. Open flame or pyrotechnic devices are not permitted.

Displays

The Fire and Safety Officer and the Exhibition Director or their appointees, will conduct booth inspections prior to opening the show and ensure that Exhibitors have complied with the show rules and regulations. Exhibitors in default will be requested to promptly comply. **Note:** Serious infractions of the show rules and regulations can result in Exhibitor's expulsion from the show. In these instances, all fees will be forfeited and the Exhibitor may be barred from participating in future CIM/MEMO Exhibitions.

Safety Procedures

- Open flame devices and burning or smoke-emitting materials are prohibited.
- No display or exhibit shall be installed or operated in a way which could interfere with the visibility of an exit sign or access to any exit, nor shall any display block access to fire-fighting equipment.
- If necessary, the Fire and Safety Officer may request fire-extinguishing apparatus. All such equipment must remain visible and accessible at all times.
- The use of welding and cutting equipment for demonstration purposes may be allowed only with a permit from the Fire and Safety Office. Compressed flammable gases, flammable or combustible liquids, hazardous chemicals or materials, Class II or greater lasers, blasting agents, and explosives are prohibited in the Exhibit hall.

Note: The Fire and Safety Officer may limit or restrict use of any of the above items.

Obstructions

Nothing shall be hung from or affixed to any sprinkler piping or sprinkler heads. Ceiling decorations must never impede the operation of the sprinkler system. All exit doors shall remain operable and unobstructed at all times. Exit signs, manual pull stations; fire department handsets; fire hose cabinets and portable fire extinguisher shall not be obstructed in any manner. If a fire hose standpipe is located in an exhibit space, it shall be the responsibility of the Exhibitor to provide access to such equipment and, if the view to such equipment is obstructed, to provide designating signs for same.

Note: Aisles and exit must be kept free of obstructions, easels, signs, etc. If the setup does not comply, show management and the Fire & Safety Officer can request modification to your arrangements.

Failure to abide will result in eviction.

Mandatory Insurance Coverage

Exhibitors must take out an insurance policy that includes a minimum coverage of \$1,000,000 CAD for liability to third parties, damage to property and theft of equipment and products. The coverage must be valid for the duration of the show including set-up and dismantling periods. The exhibitor is responsible for and is held to sending a copy of his insurance policy to the organizer. A copy of proof of insurance should be available at all times during the show. Exhibitors self-insured or not having a copy of insurance at site, will be requested to complete and sign a waiver form.

Security

The Convention Centre provides general security of the perimeter of the exhibition 24 hours a day. Exhibitors must take the necessary measures to protect their goods, materials, equipment, and exhibition components at all times. Never leave a handbag, portable computer or other portable item unattended in your stand

We remind you that CIM/MEMO and the Convention Centre cannot be held liable for losses and/or damages to products and goods. The exhibitor is solely responsible for the security and the material of the rented exhibition spaces and stands.

Work delays may be caused by interruption of service due to breakage of machinery, apparatus, equipment, power failure or any other source under its control. It is mutually understood and agreed that CIM will use proper and reasonable care to prevent work delays.

Exhibition Management will not tolerate abusive argumentation over show rules and regulations. Abusers may be expelled. Exhibitors are responsible for their staff and contractors behaviors.

Degradation of the Premises

The exhibitors by their own fault or their contractor's, will be held liable for any harm or damages to the building or its components caused during the transportation, installation or retrieval of materials.

Sales & Promotional Activities

The distribution of samples and promotional materials as well as any solicitation activities are prohibited outside the rented exhibition space. These activities are also prohibited at the entrances of the exhibition hall, in the concourse or any other area on the property.

Disabilities Act

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Exhibitors' Demonstrations

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11. Management Reserves the right to:

approve or prohibit any display which is objectionable (i.e., noise, odor) or degrades the good reputation and/or image of the event.

- prohibit attraction-seeking ploys or stunts, which are aggressively promotional (theatrical-type shows), intended for use in the booth, halls, corridors or approaches thereof.
- maintain the events professionalism and high caliber by maintaining the “Good Neighbor Policy” at all times. Loud or obtrusive audio-visuals, presentations or other activities distracting to neighboring booths will not be permitted.
- insist that exhibits must be in good taste. Degrading side show antics and/or other undignified promotional methods (scantily clad models) will not be permitted.
- prohibit the use of flashing signs or other lighting effects which cause distracting reflections or interfere with other exhibitors.
- locate, relocate or re-number any exhibit space at any time.
- close exhibitors’ who serve or distribute alcoholic beverages from their booth.