



**ACCA2024**  
CATALYSTS OF CHANGE

PRESENTED BY



# EXHIBITOR MANUAL

October 15 - 17 Calgary,  
Alberta, Canada

# WELCOME TO ACCA 2024

Thank you for joining us at the Calgary TELUS Convention Centre for ACCA 2023! Your support not only helps ensure a successful conference, but with all proceeds from the event returning to ACCA, your contribution also goes toward enabling us to deliver continued education and outreach to our members year-round.

This document provides the critical steps and timing to ensure your experience as an exhibitor is as easy and rewarding as possible. If you have any questions, please do not hesitate to let us know: [dustin@sparkeventcollective.com](mailto:dustin@sparkeventcollective.com)

## EXHIBIT MOVE IN, OPEN AND MOVE OUT

### GENERAL MOVE-IN

October 15th, Tuesday 6:00 pm – 11:59 pm  
October 16th, Wednesday 6:00 am – 9:30 am

### EXHIBITION HOURS

October 16th, Wednesday 10:00 am – 7:00 pm (networking reception: 5:30 pm – 7:00 pm)  
October 17th, Thursday 8:30 am – noon

### EXHIBITOR MOVE - OUT

October 17th, Thursday 12:15 pm – 4:00 pm

## GENERAL EXHIBITOR INFORMATION

### EXHIBIT SPACE INCLUDES THE FOLLOWING:

#### All Booths

- 24-hour general security
- Company listing and link to the company website on the conference website
- Company listing and link in the mobile app
- WiFi Internet
- Registration benefits

#### 10 x 10 and 10 x 20

- 8-foot draping and 3-foot side draping to separate individual booth spaces
- \$100 show service ordering credit

#### 20 x 20

- \$100 show service ordering credit
- Four complimentary delegate passes

### YOUR BOOTH DOES NOT INCLUDE:

- Carpeting of Exhibit space (required by Show Management)
- Hook ups for Internet, fiber optics, telephone lines, etc.
- Janitorial Service and Exhibit Space Décor
- Shipping and Transportation of booth materials
- Drayage and Material Handling
- Pre and/or post-conference storage for booth materials



## EXHIBIT DISPLAY SPECIFICATIONS AND RESTRICTIONS

10 x 10 ft. (3m x 3m) – displays cannot exceed 8 feet in height, the height of the draped back wall. No exhibit or display fixture may extend beyond 5 feet from the booth back wall if that exhibit or fixture is more than 3 feet in height. Nothing in the front 5 feet of an exhibit booth may be higher than the 36-inch high sidewall. Exceptions to these height limitations may be allowed in specific areas of the exhibition hall, provided the Exhibitor makes a request in writing to the Exhibit Committee.

**ISLAND DISPLAYS** - have no height restrictions other than the ceiling height of the exhibit hall. However the ACCA Convention Management shall be the sole judge of whether a structure, tower, overhead sign, or banner unduly restricts the visibility of other displays in the exhibit area.

## EXHIBITOR APPOINTED CONTRACTORS

If your company is using a contractor for your booth building and dismantles, please notify the Chair of your contractor and have them furnish a certificate of insurance to [dustin@sparkeventcollective.com](mailto:dustin@sparkeventcollective.com) no later than October 1, 2024. The valid Certificate of Insurance, which identifies the firm as carrying minimum comprehensive general liability coverage of one million dollars and a minimum of two million dollars excess liability. The certificate must also show Alberta Continuing Care Association listed on the policy as “additional insured”. Failure to do so could cause unnecessary delays in setting up your booth.

## SERVICE INFORMATION

**FOOD AND BEVERAGE – THE CALGARY MARRIOTT HOTEL IS THE EXCLUSIVE CATERER TO THE CTCC.** Exhibitors without prior permission may bring no food and/or beverages into the facility. For information or menu selections, please contact the catering department or refer to the Food and Beverage order form

**SERVICE CENTRE HOURS** – Staff will be available at The Global Show desk during move-in and move-out.

**BOOTH MATERIAL RENTALS** – Global Show Service is the preferred supplier to ACCA 2024. Please use the provided forms or online ordering to arrange for carpet, table, chairs, etc. as required. *Orders submitted before October 1 will receive discounted booking rates.*

**DELIVERY OF EXHIBIT MATERIALS TO BOOTH** – Exhibitors are responsible for arranging to have all equipment and/or display material delivered to and removed from the exhibit booth(s) and for all booth set-up/dismantling and furnishings. **Any deliveries that come to the loading dock will incur handling charges from Global Show Service.**

**DISMANTLE AND MOVE-OUT INFORMATION** – Global will begin returning empty containers as soon as the aisle carpeting is removed from the exhibit floor.

As tear down before exhibit hours end is very disruptive to other exhibitors, tear down will not commence until close of show. Any exhibitor dismantling their exhibit material before close of show will automatically lose selection status for 2025.

All exhibitor materials must be removed from the exhibit floor by Thursday, October 5<sup>th</sup> at 4:00 pm.



## SERVICE INFORMATION, CONTINUED

**POST SHOW PAPERWORK AND LABELS** – Be sure your carrier knows the company name and booth number when making arrangements for shipping your exhibit at the close of the show.

**SHIPPING INFORMATION** – All items and materials brought into the facility will be subject to Material Handling Charges and are the responsibility of the Exhibitor. This also applies to items not ordered through the Official Show Vendors.

### SHOW SITE SHIPPING ADDRESS:

**Exhibiting Company Name/Booth #**  
**ACCA 2024 C/O Global Show Service**  
**North Loading Dock**  
**705 – 1st Street SE Calgary, AB T2G 2G9 Canada**

### PRIMARY CONTACT

For onsite questions or questions leading up to the conference, please reach out to: Dustin Menger  
[dustin@sparkeventcollective.com](mailto:dustin@sparkeventcollective.com)

### ADDITIONAL CONTACTS

#### GLOBAL SHOW SERVICE (Material Handling and Booth Materials Ordering)

Phone: (403) 273-8064

Email: [ESS-CTCC@globalconvention.ca](mailto:ESS-CTCC@globalconvention.ca)

#### MARRIOTT/ TELUS CONVENTION CENTRE (CATERING)

Ann Cumiskey, Catering Event Manager

Phone: (403) 269-0274

Email: [ann.cumiskey@marriott.com](mailto:ann.cumiskey@marriott.com)

#### AV AND BANNER HANGING

Encore

Jason Wright, Account Manager

Phone: 403-261-8577

Email: [jason.wright@encoreglobal.com](mailto:jason.wright@encoreglobal.com)



## EXHIBIT RESTRICTIONS & LIABILITY

### Restrictions

1. Subleased Space – no Exhibitor shall assign or share, in whole or in part, his allotted space without prior written permission of the ACCA convention management.
2. Hotel Room Exhibits and Displays are not permitted.
3. Obstruction of Visibility – display boards and high equipment must not be placed in such a manner as to interfere with other exhibits.
4. Operation of Sound Equipment – must be kept at a conversational level and not interfere with other exhibitors.
5. Unsightly Areas/Exposed Ends – The side of any display or pop-up booth, which is visible from an aisle or adjacent Exhibitor's booth, must be finished or draped at the expense of the Exhibitor.
6. Free literature pertaining to your company or organization may be distributed from your booth. Any distribution of promotional materials must be limited to the booth space occupied by the Exhibitor unless other arrangements have been made with show management.

### Suitcasing Policy

Suitcasing is the act of soliciting business in the aisles during the exhibition or in other public spaces by non-exhibiting companies, including another company's booth or a venue common space. It is ACCA's objective to do everything possible to protect our Exhibitors from suitcasing. Any attendee who is observed to be soliciting business in the aisles or other public spaces or in another company's booth, will be asked to leave immediately. Additional penalties may be applied. Please report any violations you may observe to Show Management.

### Liability

ACCA and management of the Calgary TELUS Convention Centre shall not be liable for the safety of exhibits against loss, theft, damage or injury that may occur to the exhibits or property of Exhibitors or for the death or personal injury of Exhibitors or for the death or personal injury whatsoever arising out of, from or incident to the use or occupancy of exhibit areas by the Exhibitor.

The Exhibitor should place their own insurance to cover all contingencies, including but not limited to fire, theft, property damage, public and private liabilities and workers' compensation.

ACCA will not be responsible for delays, damages, loss or other unfavorable conditions caused by circumstances beyond its control. ACCA reserves the right to cancel the show with no further liability to the Exhibitor.

ACCA reserves the right to retain such part of the Exhibitor's Rental fee as shall be required to recompense it for expenses incurred up to the time such contingency occurred. They reserve the right to change the location of the Convention in the event of a strike, fire or Act of God should render the hall in which the Convention has been scheduled, or any other Convention facility, unusable.

The Exhibitor shall forever reimburse, indemnify, save and keep the participating societies and the owners and management of the Calgary TELUS Convention Centre and the Exhibition Hall(s) and areas harmless from and against any and all liability, damages, expenses, judgments and injury and expense, or other occurrences on or about the Calgary TELUS Convention Centre or Exhibition Hall(s) and areas or elsewhere occasioned wholly or in part by any negligent act or acts, omissions of the Exhibitor or the agents, servants, employees, guests and invitees of the Exhibitor resulting in property damage, including damage to the Calgary TELUS Convention Centre and areas and their premises, or loss of injury or death to any person or persons arising out of or from or incident to the use of occupancy of the Exhibit area by the Exhibitor, its agents, servants, employees, guests and invitees.

