Welcome Letter

Dear Exhibitor:

Thank you for committing to participate in the 2022 World Congress on Pain, organized by the International Association for the Study of Pain (IASP).

Please carefully review this Exhibitor Services Manual. It is an essential tool that will provide all the information you need to prepare for a successful exhibition in Toronto. Please be sure to communicate the information contained in this manual to your agencies and/or contractors.

If you have any questions after reading this manual, please contact IASP.

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kayla.prather@iasp-pain.org

We look forward to welcoming you to Toronto and we wish you a successful congress and exhibition!
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About Toronto

Toronto is the capital of the province of Ontario in southeastern Canada. It is the most populous city in Canada, a multicultural city, and the country’s financial and commercial center. Its location on the northwestern shore of Lake Ontario, which forms part of the border between Canada and the United States, and its access to Atlantic shipping via the St. Lawrence Seaway and to major U.S. industrial centers via the Great Lakes have enabled Toronto to become an important international trading center. Moreover, the city is positioned on the edge of some of the best farmland in Canada, with a climate favorable to growing a wide range of crops, thereby making Toronto a transportation, distribution, and manufacturing center. Most importantly, its central location, along with a host of political policies favoring international trade, places this city with the greatest economic ties to, and influence from, the United States. Since the second half of the 20th century the city has grown phenomenally, from a rather sedate provincial town—“Toronto the Good”—to a lively, thriving, cosmopolitan metropolitan area.

A major increase in the population of Toronto (nearly fourfold expansion, from 1.3 million in 1951 to over 5 million by 2006) and national economic growth influenced the city skyline, which is dominated by the CN Tower as well as by the First Canadian Place (Bank of Montreal), Scotia Plaza, Canada Trust Tower, Manulife Centre, Commerce Court, Toronto-Dominion Centre, and Bay Adelaide Centre, each of which is more than 50 stories high. Other prominent buildings include City Hall (1965), Eaton Centre (a large indoor shopping complex), the gilded Royal Bank Plaza, the Toronto Reference Library, the Ontario Science Centre, the Royal Ontario Museum, with its crystal-shaped facade, and Roy Thomson Hall, noted for its excellent acoustics. The city also features an extensive system of underground tunnels and concourses lined with shops, restaurants, and theatres. Through the construction of new housing and mixed-use projects, together with the restoration and rehabilitation of heritage buildings, an extraordinary vitality has been brought to the urban core.

The city’s lakefront is separated from the downtown area by railway tracks and the Gardiner Expressway. However, there are many points of access to the waterfront, which is almost entirely public space and includes Sunnyside Pool, Balmy Beach Park, and the Waterfront Bike Trail. East of downtown, surrounding Kew Gardens, the area known as the Beach appears more like a resort town than a neighborhood in a big city. In the Harbourfront neighborhood, ferry
service connects the dock area to the Toronto Islands, about half a mile offshore, which have yacht clubs, an airport, recreational facilities, and a residential community.

Toronto is a city with scores of neighborhoods, some of which have identities that have been imposed upon them by realtors, whereas others are of much longer standing and have a more distinctive character. West of the central business district, following Queen Street W, is West Queen West, once a trendy bohemian section, now a more mainstream shopping district. Northeast of this area are two of Toronto’s best-known neighborhoods, Chinatown and Kensington Market, the latter of which features an eclectic mix of shops and restaurants that reflect the city’s multicultural diversity. Still farther north, beyond the campus of the University of Toronto, is the Annex, a residential area that is home to many students and is the site of a number of attractive 19th-century homes. North of the Annex, on a hill overlooking Davenport Road is Casa Loma, the turreted castle like mansion built in 1911–14 for $3.5 million by Sir Henry Pellatt. East of the Annex is the fashionable Yorkville-Cumberland boutique shopping area, to the south of which are Queen’s Park and the Ontario parliament building. Large expanses of grass and tall shade trees make this a pleasant area, complementing the ravines that form so important an element in the metropolitan parks system.
About the Venue

MTCC – Metro Toronto Convention Centre

Address: 222 Bremner Blvd, Toronto, ON M5V 2W6
Phone: +1 416-585-8000

The Metro Toronto Convention Centre (MTCC) takes great pride in providing a premium experience for every event that comes through their doors. From their bright and modern spaces to their commitment to the highest quality service – they’ve earned their reputation as North America’s leading Convention Centre. The Metro Toronto Convention Centre is Canada’s largest convention facility covering over 2 million square feet.

The 2022 World Congress on Pain exhibition will take place on level 800 of the Centre in the South Building in Halls E and D (next to the plenary hall). Exhibits will be open for four days from 20 September 2022.

All exhibitors should refer to the MTCC Operating Guidelines for all venue procedures and policies. The guidelines can be viewed here https://www.mtccc.com/planners-old/planners-forms-guidelines/.

Parking

The Metro Toronto Convention Centre (MTCC) supplies parking to those who pre-book and pay. Order form can be found on the GES Online website in the Facility/ Other Vendors section. The Early Bird Deadline for parking is September 5, 2022.
Access for Persons with Limited Mobility

At the Metro Toronto Convention Centre they believe in integration and equal opportunity. They are committed to meeting the needs of people with disabilities. They offer barrier-free access and meet all requirements under the Accessibility for Ontarians with Disabilities Act (“AODA”).

Wheelchairs are available as a courtesy service on a first come first serve basis. Please visit their Guest Services agent located in the North Building on Level 200 and in the South Building on Level 500.

All levels of the Metro Toronto Convention Centre are accessible under the Accessibility for Ontarians with Disabilities Act. For any questions, suggestions or required documents regarding accessibility, please contact them at +1 (416) 585-8199 or accessibility@mtccc.com.

First Aid Station/Public Safety Phone:
+1 (416)- 585- 8380

Congress History

1975: Florence (Italy) 2002: San Diego (USA)
1978: Montreal (Canada) 2005: Sydney (Australia)
1981: Edinburgh (UK) 2008: Glasgow (UK)
1984: Seattle (USA) 2010: Montreal (Canada)
1987: Hamburg (Germany) 2012: Milan (Italy)
1990: Adelaide (Australia) 2014: Buenos Aires (Argentina)
1993: Paris (France) 2016: Yokohama (Japan)
1996: Vancouver (Canada) 2018: Boston (USA)
1999: Vienna (Austria) 2021: Virtual

Attendees Profile

The 2022 World Congress on Pain is anticipating an attendance of over 5,500 delegates from all over the world.

This multidisciplinary meeting is of interest to:

- Clinicians
- Physicians
- Basic scientists
- Clinical Researchers
- Basic Researchers
- Physical therapists
- Pharmacists
- Nurses
- Administrators
- Educators
- Professors
- Residents and Fellow
- Students, trainees and young professionals
- other health professionals
Congress Official Language

The official language of this congress is English.

Program-at-a-glance (as of April 2022)

*Note: This schedule is subject to change – please consult the IASP Congress Website for updates to the program at: [https://iaspworldcongress2022.org/preliminary-schedule-at-a-glance/]({#})*
Social Events

Participating companies may wish to organize their own social events during the 2022 World Congress on Pain. The Organizing Committee has asked companies not to organize social events concurrent to the functions listed below:

1. **Welcome Reception - Monday, September 19, 17:00-19:00, MTCC**
The Welcome Reception will take place at the MTCC in a TBD pre-function area. This casual event will be the ideal opportunity for networking with delegates coming from all corners of the planet.

   This event is included with the full-registration badge or the exhibition-only badge.

2. **President’s Reception - Wednesday, September 21, 18:30 – 22:30**
This is a by-invitation-only reception hosted by IASP’s outgoing president to thank volunteers, honored guests and other supporters of the association.

Exhibition Management

IASP is the official Exhibition Manager of the 2022 World Congress on Pain. IASP is eager to make the exhibition a success for all exhibitors; therefore, each exhibitor who confirms an official space rental for the exhibition agrees to conform to the rules and regulations in this manual. These regulations apply to all representatives, employees and/or guests of all exhibitors. We thank you in advance for your cooperation.

All MTCC forms and guidelines for all services available to exhibitors can be found here: [https://www.mtccc.com/exhibitors-forms-guidelines/](https://www.mtccc.com/exhibitors-forms-guidelines/)
Onsite Exhibition Management Desk

The Exhibition Management Desk will be open throughout the exhibition build up, open hours, and breakdown period. The desk will be located within the exhibition area.

GES is responsible for the onsite management desk of the exhibit requirements, extra furniture, and fittings etc.

<table>
<thead>
<tr>
<th>Days</th>
<th>Hours</th>
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<tbody>
<tr>
<td>Monday, September 19</td>
<td>09:00 – 21:00</td>
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<tr>
<td>Tuesday, September 20</td>
<td>08:00 - 16:00</td>
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<tr>
<td>Wednesday, September 21</td>
<td>08:00 - 16:00</td>
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<tr>
<td>Thursday, September 22</td>
<td>08:00 - 18:00</td>
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<td>Friday, September 23</td>
<td>08:00 – 20:00</td>
</tr>
<tr>
<td>Saturday, September 24</td>
<td>08:00 – 12:00</td>
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Exhibition Floor Plan and List of Exhibitors

The exhibition will be held in on level 800 in the South Building of the MTCC Halls E and D. To view interactive plans of MTCC, please click here.

To view the most recent exhibition hall floor plan and list of exhibitors, please click here.

Exhibition Hall Activities

The following activities will take place in the exhibition hall and are designed to attract continuous traffic flow amongst exhibitors and maximize exhibitors’ exposure:

- Morning and afternoon coffee breaks
- Poster sessions
- Lunch break with available food concessions and seating area
- Special Sessions and demonstrations
- Internet Cafés
Exhibitor Listing in Final Program

The following details are required for the listing of your company in the Official Congress Program:

Please adhere to the format below:

- Company name
- Company profile (75 WORDS MAX)
- Company address
- Phone number (include country code)
- Fax number (include country code)
- Website address

The downloadable form can be found on the GES Online Expresso website. Company profiles exceeding this maximum of 75 words will be edited.

Exhibitor Badges

1. Number of Badges

Included in Space Only and Turn-Key booth rental

Two registrations per 100 sq. ft. (9 sq meters) space only: 1 full registration, 1 exhibitor-only badge. If your company has added additional badges as part of your booth booking, those confirmed allocations apply.

Additional Exhibitor Badges

Additional badges booked at time of booth booking are $250 per badge. Additional “exhibitor only” badges at later stage are $350 per badge.

Symposium Package Badge Allowance

Depending on the package your company booked, the number of badges included are as follows:

<table>
<thead>
<tr>
<th>PACKAGE (breakfast, lunch &amp; evening)</th>
<th>Number of Full Registrations</th>
<th>Number of Exhibitor Only Badges / Symposium Passes*</th>
<th>Corporate Day Passes valid only for the hours for setup, duration and breakdown on the day of the symposium</th>
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<td>6*</td>
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<tr>
<td>D</td>
<td>14</td>
<td>14</td>
<td>6*</td>
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<tr>
<td>E</td>
<td>20</td>
<td>20</td>
<td>6*</td>
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*Symposium Sponsors, will receive passes that allow personnel related only to the symposia (and valid on the day of the symposia only) to enter their symposium as well have Exhibition-Only access for the hours leading up to the symposia for planning purposes.
2. Registration Includes

Exhibition-only Badge
This badge will give access to the exhibition, but not to the scientific program. Therefore, admittance to conference rooms is not allowed with exhibition-only badges.

The exhibition-only badge includes:

- Access to the Commercial Exhibition
- Access to the Poster Sessions
- Access to the Welcome Reception
- Coffee breaks

Each exhibition-only badge must be assigned to a specific individual and will include both the company name and the individual’s name.

Corporate Day Pass
These passes will be issued to Companies that have booked Associated Symposiums only. The passes are valid for the day/time of the sponsored session only.

Full-Registration Badges
This badge includes:

- Access to Scientific Sessions (plenary, topical workshops, topical symposia)
- Access to Poster Sessions
- Access to the Commercial Exhibition
- Access to Online Abstracts
- Coffee Breaks
- Welcome Reception

3. Online Registration

The online registration website for exhibitors can be found here https://show.jspargo.com/iaspwcop22/exhibitor/default.asp

The registration system, which will be password protected, will allow the contact person to:

- Assign complimentary exhibition-only badges
- Assign complimentary full-registration badges
- Assign additional badges already paid for
- Purchase additional exhibition-only badges
- Purchase additional full-registration badges
- Reserve hotel accommodations for each exhibitor or delegate registered
- Issue visa letters for registered delegates

For more information on Congress registration, please refer to the Registration page of the Congress website.
4. **Collection of Badges**
For companies with over 10 badges, the registration department will be in touch to offer the “group pick up” service. This service allows you to pick up all badges for your company before the official opening of the Congress. Once contacted, please book this service directly with the Registration department (iaspregistration@spargoinc.com).

5. **Exhibitor Service Desk**
The GES exhibitor service desk, located in the exhibit hall, will be open as follows:

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<th>Days</th>
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<tbody>
<tr>
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<td>Saturday, September 24</td>
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</tr>
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6. **Wearing of Badges**

**Exhibitors**
Exhibitors must wear their official badge in a clearly visible way and at all times in the exhibition area during the exhibition hours of operation.

**Stand Contractors**
Stand contractors are required to be clearly identifiable either through company uniform or name badge during the set-up and dismantling period.

**Staff in the Exhibition Space**
The exhibit space must be staffed at all times during the exhibition opening hours. Each staff member must wear his badge during opening hours.

**Travel**

**About Airport:** Toronto’s largest main airport is Toronto Pearson Airport. Toronto Pearson Airport has five runways and two active passenger terminals. It is the largest and busiest airport in Canada, the second-busiest international air passenger gateway in the Americas, and the 30th-busiest airport in the world by passenger traffic. Toronto Pearson is the primary hub for Air Canada. Toronto Pearson Airport is located approximately 17 miles (27 km) from the MTCC.

**Getting to the MTCC from the Airport:**
**Train:** The Union Pearson Express (UP Express) is an airport rail link running between Pearson Airport and Union Station in Downtown Toronto. This is the cheapest option to getting to the MTCC and will cost about US $3-$10. Trains depart every 15 minutes from Toronto Pearson Terminal 1 station and provide a 25-minute travel time to Union Station. The MTCC is connected to the Union Station railway and transit station through the SkyWalk, accessible via the underground PATH system, and a 2-min walk from the CN Tower.
**Taxi:** This is the fastest way to get to the MTCC. Expect to pay US $55- $70 one way.

## Hotel Information

Booking hotels early is recommended. IASP has secured thousands of rooms in Toronto for reservation by Congress delegates. Due to the demand for accommodation, all accommodation must be reserved before July 29, 2022. Availability and rates cannot be guaranteed after this date.

All rates are in Canadian Dollars (CAD) per room, per night, and do not include local taxes which are subject to fluctuation. You will be provided with an estimated total to include taxes.

### Official Congress Hotels

We encourage you to reserve official Congress accommodations and take advantage of special rates during registration. A listing of currently available hotel accommodations is available on our website at [https://iaspworldcongress2022.org/hotels/](https://iaspworldcongress2022.org/hotels/)

### Individual Reservations

Reservations are made on a first-come, first-served basis and are only confirmed upon confirmation by SPARGO, Inc, the Official Housing Bureau. A credit card will be required to guarantee the room. Potential additional incidentals, such as mini-bar and telephone, must be paid directly to the hotel upon check-out. Names of people sharing rooms must be indicated.

### Group Housing

For groups of 5 people or more, a group housing contract is required. Please contact SPARGO, Inc., the Official Housing Bureau at [iaspregistration@spargoinc.com](mailto:iaspregistration@spargoinc.com) for more information. For groups of fewer than 5 people, individual reservations can be made directly online via the Congress group registration site.

### Individual Accommodation Cancellation Policies

Any enquiries or requests for additional information, modifications or cancellations to hotel room reservations should be addressed to SPARGO, Inc., in writing by 10:00 AM ET Friday, July 29, 2022. After this date, please contact the hotel directly for modification or cancellation.

Cancelling your hotel reservation does not automatically cancel your registration. To cancel your registration, please send an email to [iaspregistration@spargoinc.com](mailto:iaspregistration@spargoinc.com).

If you do not cancel at least forty-eight (48) hours before your scheduled arrival date, your credit card will be charged a cancellation fee equivalent to one night's room rate and tax or your deposit of one night's room and tax will be forfeited. Hotel check-in and check-out times are different and depend on your choice of hotel. Please check the hotel website for regular check-in and check-out time. Extra fee will apply for early check-in or late check-out.
Sponsorship and Exhibition Sales Contact

Sarah Wheeler - Director of Global Business Development, IASP
Direct US: +1 (202) 856-7420
Direct EU: +30 6944 478 978
sarah.wheeler@iasp-pain.org

Kayla Prather- Business Development Coordinator, IASP
Direct +1 (202) 856-7421
kayla.prather@iasp-pain.org

Space Assignment

Assignment of space to exhibitors is based on a first-come, first-served basis. The 2022 World Congress on Pain will continue to receive applications and assign exhibit space, as it remains available, until shortly before the Congress opening date. In all cases, total booth payments must be received prior to Congress opening.

The assignment of booths is final and shall constitute an acceptance of the Exhibitor’s offer to occupy space. After assignment, space location may not be changed, transferred, or cancelled by the Exhibitor except upon written request and with the subsequent written approval of the Exhibition Management. The Exhibition Management reserves the right to reassign exhibitor space or to modify floor plan for the overall benefit of the exhibition.

Payment Requirements and Cancellation Charges

Exhibitors must respect the terms of payment specified in the agreement they approved. Exhibitors shall not be admitted on the Congress premises unless the amounts due to the 2022 World Congress on Pain are settled.

All cancellations must be made in writing and will be based on the following schedule of refunds:

* For cancellations received prior to January 15, 2022, a cancellation of 50% of the total sponsorship will apply.
* Cancellations received between January 15 and March 1, 2022, will have a cancellation fee of 75%.
* For sponsorship cancelled after March 1, 2022, 100% cancellation fee applies.

It is understood that 2022 World Congress on Pain reserves the right, at its option, to reassign a cancelled booth regardless of the cancellation rate assessed.

All pricing related to the Congress is quoted in U.S. Dollars.
Default in Occupancy

Failure to occupy contracted space does not relieve an exhibitor of any obligation, financial or otherwise.

Tips for an Eco-Friendly Exhibition

Prior to the event

♦ Plan in an overall sense to reduce the amount of materials used for your booth;
♦ In designing your booth, opt for materials that are recycled and produced from renewable resources. Use materials from an identifiable source that are easily recyclable; Reduce packaging by having crates made that can be reused;
♦ Use recyclable or compostable packing materials; Generally avoid the use of plastic materials;
♦ Choose lighter-weight display cases and booth components in order to reduce the greenhouse gases produced by their transportation;
♦ Roughly calculate the amount of documents you will need by verifying the number of participants anticipated. Bring and/or produce only the quantity needed and thereby limit the surplus materials to be returned and/or disposed of. As things presently stand, we expect up to 6,000 participants at the Congress.
♦ Avoid putting dates or other time-sensitive information on your materials in order that they may be used and reused for a longer period.
♦ If you plan on having any promotional items produced, make sure that these can be reused e.g. products made from recycled or recyclable materials by eco-responsible suppliers, etc.

Transportation

♦ Choose a low-carbon method of transportation. For example, avoid air transport, when possible.
♦ Use the event’s official carrier service.
♦ Offset the greenhouse gas emissions produced by your travel by following some of the suggestions on these sites:
  o [https://www.carbonfootprint.com/calculator.aspx](https://www.carbonfootprint.com/calculator.aspx)
  o [https://www3.epa.gov/carbon-footprint-calculator/](https://www3.epa.gov/carbon-footprint-calculator/)

On site

♦ Avoid distributing paper: why not bring along a few printed copies as samples and take note of the e-mail addresses of delegates interested in receiving them electronically? A winning ecological solution!
♦ Or have a portable computer on hand and copy the documents directly on to visitors’ USB keys;
♦ If hard copies are unavoidable, print the documents using these helpful guidelines: reduced format (2 pages per side), recycled paper, double-sided printing, documents...
published in accordance with responsible principles and certifications: e.g. FSC, organic ink, post-consumer paper, etc.

- If providing promotional gifts and giveaways, try to make them items that will be useful to the delegate. Did you know that every kilo of consumer product manufactured generates 5 kilos of waste?
- Reduce the electrical consumption (lighting) of your booth. Use energy-efficient LED lights;
- Join the recycling and composting effort by using the bins provided for the purpose.
- Keep surplus materials and reuse packaging and packing materials

GES has an option to print on eco-friendly materials upon request. Please reach out to torontoexhibitorservices@ges.com if interested in this option.

The MTCC also has a Business Centre for photocopying, printing, and office supply needs.
Hours of Operation: Monday to Friday: 8:00am – 4:00pm
Contact and Location:
North Building, Level 300 (outside Hall C)
+1 (416) 585-8387 | exhibitor-services@mtccc.com

When leaving and post-event
- Bring home and reuse any left-over promotional tools and materials; Reuse any of the parts of your booth that you can;
- If you cannot reuse your materials, offer them to other exhibitors or to a school or library that might be able to use them.

These suggestions come from the OCEANS BLUE FOUNDATION (2004) and NATIONAL RECYCLING COALITION (2001) guides.

Recycling Coalition’s Green Meetings Policy.
**Exhibition Planning Checklist**

The following checklist is provided as a guide to assist you in ensuring all important operational items are acted upon and deadlines are met.

<table>
<thead>
<tr>
<th>DATE</th>
<th>ITEM FOR ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OFFICIAL CONTRACTOR SERVICES &amp; MTCC DEADLINES</strong></td>
<td></td>
</tr>
<tr>
<td>August 17, 2022</td>
<td>Fire Safety Reply deadline submission</td>
</tr>
<tr>
<td>August 19, 2022</td>
<td>Deadline to place orders with GES to avoid surcharges</td>
</tr>
<tr>
<td>September 5, 2022</td>
<td>Early Bird Deadline for Parking, Cleaning and Internet</td>
</tr>
<tr>
<td>September 12, 2022</td>
<td>All orders received by GES from this date on will be charged at the showsite rates.</td>
</tr>
<tr>
<td>September 12, 2022</td>
<td>Arrival deadline for Bag Inserts to the GES warehouse</td>
</tr>
<tr>
<td>September 12, 2022</td>
<td>Arrival deadline for shipments at the GES warehouse prior to late surcharge</td>
</tr>
<tr>
<td>September 18, 2022</td>
<td>Accepting of direct to showsite shipment begins (shipments arriving at the showsite address prior to this date take the risk of being refused by the facility)</td>
</tr>
<tr>
<td><strong>EXHIBITION MANAGEMENT</strong></td>
<td></td>
</tr>
<tr>
<td>June 15, 2022</td>
<td>Deadline to submit Full Exhibitor Listing (Company name, profile, address, phone, fax, email and website) for publication in Final Programme</td>
</tr>
<tr>
<td></td>
<td>Submit the name and details of the construction company (Standard booths)</td>
</tr>
<tr>
<td>July 15, 2022</td>
<td>Space only booth plans submitted for approval</td>
</tr>
<tr>
<td>July 29, 2022</td>
<td>Deadline to Book hotel rooms (online registration system)</td>
</tr>
<tr>
<td>June 17, 2022</td>
<td>Completion of all booth exhibition supplier services requests</td>
</tr>
<tr>
<td>August 5, 2022</td>
<td>Deadline to submit text for booth identification signage (turn-key booth only) – done through registration portal.</td>
</tr>
<tr>
<td>September 10, 2022</td>
<td>Deadline to register online – onsite registration opens September 11, 2022 at 07:00</td>
</tr>
<tr>
<td><strong>FINANCIAL</strong></td>
<td></td>
</tr>
<tr>
<td>May 31st, 2022</td>
<td>Full payment deadline for exhibit space and support</td>
</tr>
<tr>
<td>April, 2022</td>
<td>Final balance payment invoice issued for companies that booked in 2021</td>
</tr>
</tbody>
</table>
Exhibition Timetable At-a-Glance

<table>
<thead>
<tr>
<th>ACTION</th>
<th>DATE</th>
<th>TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>GES delivery of shipments (from advance warehouse)</td>
<td>Sunday, Sept 18</td>
<td>14:00 – 16:30</td>
</tr>
<tr>
<td>Exhibitor Set-up &amp; Move In</td>
<td>Sunday, Sept 18</td>
<td>8:00 – 13:00 (20'x20' Islands + Only)</td>
</tr>
<tr>
<td></td>
<td>Monday, Sept 19</td>
<td>13:00 – 17:00</td>
</tr>
<tr>
<td>Exhibition Hours of Operation</td>
<td>Tuesday, Sept 20</td>
<td>8:00 – 16:00</td>
</tr>
<tr>
<td></td>
<td>Wednesday, Sept 21</td>
<td>8:00 – 16:00</td>
</tr>
<tr>
<td></td>
<td>Thursday, Sept 22</td>
<td>8:00 – 18:30</td>
</tr>
<tr>
<td></td>
<td>Friday, Sept 23</td>
<td>8:00 – 16:30</td>
</tr>
<tr>
<td>Exhibitor Dismantling &amp; Move Out</td>
<td>Friday, Sept 23</td>
<td>16:30</td>
</tr>
<tr>
<td></td>
<td>Saturday, Sept 24</td>
<td>8:00 – 12:00</td>
</tr>
</tbody>
</table>

Companies that would like to request more time for build-up and/or dismantling should contact GES directly at torontoexhibitorservices@ges.com. Additional fees for rental and security apply.

Exhibitors will be granted access to the exhibition hall 30 minutes before the official hours of operation. Any maintenance work to the stand carried out by the exhibitors and/or their contractors must be completed before the opening of the exhibition hall.

If while onsite, a problem occurs and special maintenance time is necessary, please contact Exhibition Management right away, so that special arrangements can be made. Additional fees for security may apply.

Build-Up & Move-In

Sunday, September 18  8:00 – 13:00 (20’ x 20’ (122 sqm) & larger Island booths ONLY)
Monday, September 19  13:00 – 17:00 (all exhibitors)

To ensure smooth traffic movement, exhibitors will be allocated a time at which to unload. It is imperative that unloading time is strictly adhered to and that vehicles are removed as soon as unloading is completed. All truck deliveries must use the designated access that will be provided to you at a later stage.

All exhibit booths must be completely set up and empty crates and packaging material removed no later than 17:00 on Monday, September 19 to enable aisle carpeting and cleaning. Failure to do so may result in the removal of materials at the exhibitor’s expense.
**Dismantling**

Friday, September 23  16:30  
Saturday, September 24  08:00 – 12:00

Dismantling of stands prior to the official closing of the exhibition is strictly prohibited. Therefore, tear down of booths and exhibit material must not begin before 16:30 on Friday, September 23.

All exhibitors’ equipment and materials must be packed and ready for shipping from the exhibition hall no later than 12:00 on Saturday, September 24 – any equipment, display aid or other material left behind after this time will be considered discarded and abandoned.

**Booth Rental Options**

**Space Only**

Space only on the exhibition floor

- Exhibitor badges (2 per 10'x10' (9 sqm) booth: 1 full registration, 1 exhibitor only badge)
- 100-word company profile in the Official Congress Program
- Cleaning in public areas of exhibition
- Access to tea/coffee breaks for registered Congress delegates
- Invitation to Welcome Reception for registered Congress delegates
- Security Service in general in the hall after Hours

**Hardwall Turn-Key Booth**

For Turn-Key booths, all the enclosures of the Standard Booth are included, plus:

- Booth frame with hard-shell scheme wall and sides,
- One (1) 7” x 44” (18cm x 112cm) one-line identification sign for inline booth and two (2) for corner booths, black/white artwork only (logo if requested).
- Basic Spotlighting
- Carpeting
- Standard electricity outlet
- Exhibitor badges (2 per 10’x10’ (9 sqm) booth: 1 full registration, 1 exhibitor only badge)
- 75-word company profile in Congress Mobile App
- Cleaning in public areas of exhibition
- Access to tea/coffee breaks for registered Congress delegates
- Invitation to Welcome Reception for registered Congress delegates
- Security Service in general in the hall after Hours
Exhibition Booth Construction Rules

Definition
Exhibition space allocated as “space only” or “standard booth package”, that is without any prefabricated walls, installations, furniture, carpet, electricity, shell schemes or any other technical supplies.

1. Approval of the Stand
A copy of the working layout plans of all proposed free build stands must be submitted to sarah.wheeler@iasp-pain.org for approval no later than July 15, 2022. All working layout plans should be to reasonable scale, but not less than 1:100 and should reflect:

- Name of company, stand identification number and stand measurements
- Hospitality areas, marking exits, aisles and any seating
- Any feature areas
- Any curtains or obstacles to exits
- Any storage or void areas
- Location of power outlets, electricity cables, moving parts, details of raised floor, water as well as telephone and ventilation installations.
- Signage and visuals

Without an approved stand drawing, the stand may not be constructed, and your freight will not be delivered to your booth. Please ensure you comply with the July 15, 2022 deadline.

2. Maximum Build-Up Height
Hall E and D, where the exhibition will be held, has a ceiling height of 96 feet (30m), with surfaces comprised of polished concrete, metal and glass. Some areas have perforated steel acoustic surfacing, which provides a modest amount of acoustic treatment. Stand height may not exceed 16 feet (5m).

3. Width
The maximum width of the exhibit including side rails may not exceed the width of floor space purchased.

4. Platforms
Platforms are not essential even with floor electrical or plumbing services. The general height may not exceed ½ inch (11mm) but areas may be elevated for display purposes.

Platforms must be of a strength and stability to carry and distribute the weight of the stand fittings, stand personnel, visitors and exhibits.

5. Peninsula, corner and in-line stands
All peninsula, corner and in-line stands must be separated from the neighbouring stand(s) by means of a partition wall provided by the exhibitor. These walls must be a minimum of 8 feet (2.5m). Walls overlooking adjoining stands must be finished in plain color only.
6. Solid Walls
If your stand design includes walls exceeding 20 feet (6m) in length that face an aisle, it must include either natural breaks or vision panels at regular intervals.

Permission is needed from the organizers to build solid walls exceeding 20 feet (6m) in length. The plan elevations sent for approval must show the wall breaks clearly.

Please consider neighbouring exhibitors when designing the use of solid walls.

7. Cross-Aisle Headers
In cross-aisle configurations, permission may be granted to use one cross-aisle header for each pair of booths. The following stipulations will apply:

- It shall be no greater in vertical dimension than 3 feet (1m), nor wider than the aisle.
- The top of the header must not exceed 13 feet (4m) above the floor level.
- The header must be 5 feet (1.5m) away from any unrelated exhibitor.
- The bottom of the header may not be lower than 6 feet (2m) above the floor level.
- For these requests, please see the Exhibitor Portal website.

8. Floor Covering
All turn-key booths have carpeting. For all companies that purchase space only must provide floor covering in their booths. Each exhibitor is responsible for ensuring that the floor covering is secured to the floor.

For safety purposes, if elevation is used in the floor of the booth, clear markings must be made so booth visitors do not trip.

The aisle is not part of the exhibit area. All display and activity must be confined to the rented booth areas.

9. Floor Resistance Capacity
For expositions with loads over the floor resistance capacity, an evaluation will be performed and linked expenses for the protection installation will be charged to the exhibitor. There is a 400 lbs per square foot is the load capacity for the hall.

10. Other Regulations
All exhibitors and exhibitor stand contractors must comply with the following regulations:

1. All stand structures, signs, notices, etc, must be confined within the area allocated and may not project into or over the aisles.

2. Exhibitors and their agents or contractors should satisfy themselves on the first morning of construction that the site marked on the floor conforms to the dimensions as detailed on their booking confirmation.

3. Areas incorporating parts of the permanent building structure must be checked for location and measurements. Traps, service openings in floors, fire prevention outlets, etc., must be left accessible at all times. Exit signs must not be masked or obstructed.

4. The cutting of channels in floors and the like is strictly prohibited.

5. Contractors should note that they will be held responsible for the complete removal from the hall by the specified time of all goods, equipment and material used by them, together with all trash. The organizers reserve the right to treat any goods,
equipment, materials or trash not removed as they consider fit and at the expense of the contractor concerned

6. Any agent or contractor of any exhibiting company agrees to use only the appropriate labor and observe the regulations of the General Service Contractor and Exhibition Management.

Fascia Board

All Turn-Key booth exhibitors will be provided a link to GES Online where they can order their fascia board and can include logo (upon request). All exhibitors can upload their logos on the GES Online Expresso website under the section Show Information.

Carpet

The aisle carpet installation will begin at 17:00 on Monday, Sept 19. Exhibitors are asked to remove their goods from the main aisles by 17:00.

For all additional carpet orders please order this through GES on the Carpet Order Form, which can be found under the Order Now section of the GES Online site.
SECTION 3  OFFICIAL CONTRACTOR SERVICES

Exhibition Official Suppliers

Official suppliers appointed by the 2022 World Congress on Pain will invoice the customers directly. Order forms are included at the end of this manual and links to GES Online will be provided to all confirmed exhibitors.

All of the following services are to be ordered through GES Online website (links will be sent to all sponsors & exhibitors):

- Official Decorator/Stand builder (exhibit rental, furniture, plants, graphics, labor)
- Furniture
- Carpet
- Graphics
- Labor
- Material handling
- Shipping
- Floral

Order forms for all of the following services can be found on MTCC’s website. All orders for the following must be placed directly with MTCC and cannot be ordered through GES online website. Please visit www.mtccc.com/order for more details.

- Catering (MTCC)
- Booth cleaning (MTCC)
- Security Services (MTCC)
- Telecommunications (MTCC)

Order forms for the following services can be reserved through SHOWTECH. All orders for the following must be placed directly with SHOWTECH. To order visit www.showtech.ca or contact at +1 (905) 283-0550 or info@showtech.ca

- Electricity (SHOWTECH)
- Rigging (SHOWTECH)
- Plumbing (SHOWTECH)

Advance Warehouse:

GES c/o North American Logistic Services Inc.
IASP 2022 World Congress on Pain
Exhibiting Company Name, Booth # ____________
49 Simpson Road
Bolton, Ontario L7E 2R6
Canada
Onsite: 
GES c/o IASP 2022 World Congress on Pain
Exhibiting Company Name, Booth # ____________
Metro Toronto Convention Centre - South Building
222 Bremner Boulevard
Toronto, Ontario M5V 3L9
Canada

Telecommunications

Internet and Telecommunication services are available from the MTCC on an exclusive basis. Their Technology Specialists are available to provide you state-of-the-art services directly to your booth. Wireless and Wired internet services are available to every exhibitor based on the requirements of each exhibit space. The MTCC requires that exhibitors ordering their wireless Internet service use 5 GHz (802.11 a/n/ac) capable devices to ensure an exceptional experience. Please contact one of their specialists to discuss your requirements or for any technical questions.

Order form can be found on the GES Online website in the Facility/Other Vendors section. The early bird deadline to order internet is September 5, 2022.

Phone: +1 (416) 585-3596 | Email: technology@mtccc.com | www.mtccc.com/order

Electricity & Plumbing Services

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. For questions or to place your electrical order, please contact SHOWTECH directly.

For all the turnkey booths, we will provide the following at no extra cost:
  • Two 24-watt LED arm lights
  • One 1500-watt 120-volt duplex outlet
  • One 15’ extension cord

If you require anything more than what is mentioned above, the SHOWTECH order form can be found on the GES Online website in the Facility/Other Vendors section or visit www.showtech.ca | Phone: +1 (905) 283-0550 | Email: info@showtech.ca
Sign Installation/Rigging

The MTCC provides rigging and overhead lighting services through their service contractor, SHOWTECH. Exhibitors may hang signs, banners or other marketing material through this service. Companies requesting rigging must comply with the following conditions:

1. Banner cannot exceed the size of the booth, extend in the gangways or block out other surrounding booths
2. Banner must have a 6 feet (1.8m) gap between the stand highest point and the start of the banner, i.e. if a stand has 16 feet (5m) height rigging can be placed from 22 feet (6.7m).
3. Banners can be placed over a gangway (at a height of 16 feet (5m) and higher) in the case that a company has booths either side of the gangway
4. Rigging of TV screens should be avoided
5. The hanging or rigging of signs, displays or banners, etc. shall not interfere with the building fire sprinkler system.

If you require sign installation services, please order this directly thru SHOWTECH, the official in-house rigging vendor. Order form can be found on the GES Online website in the Facility/Other Vendors section. For questions, please contact SHOWTECH directly. To order visit: www.showtech.ca | Phone: +1 (905) 283-0550 | Email: info@showtech.ca

All installations are subject to approval by SHOWTECH. Their chief of operations will recommend changes according to the weight and/or dimension of the sign(s) to install. Additional fees may apply.

Individual Booth Security

The organizers will provide security guard services in the exhibition hall. Neither the venue nor the organizers can accept responsibility for security of the stands and their contents or damage to or theft of any goods.

Exhibitors are responsible for the security of their stand and equipment. If you wish to order individual stand security, please contact Diana Williams, General Manager of Executek Staffing and Events at Diana.Williams@executekinternational.com or +1 (416) 256-3199.

Cleaning & Maintenance

The cleaning of the aisles is included in the space rental agreement. Interior booth cleaning is available from the Metro Toronto Convention Centre (MTCC). Interior booth cleaning services include: vacuuming, dusting, emptying wastebaskets and cleaning of tables. Additional exhibit booth cleaning options are available upon request. Please speak to one of their knowledgeable Exhibitor Services Representatives for further information.
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. The early bird deadline to order cleaning is September 5, 2022. To order visit: www.mtccc.com/order or go the GES online website under the section facility/other vendors.

**Catering**

The MTCC's award-winning culinary team provides a full range of catering solutions to create a unique experience at your booth. Please contact their experienced food and beverage team to discuss your catering requirements. Food and beverage services are exclusive to the Metro Toronto Convention Centre. They can also provide guidance on food sampling requests as well.

Order form can be found on the GES Online website in the Facility/ Other Vendors section or contact them at +1 (416) 585-8144 or catering@mtccc.com

**Audio-visual Equipment**

Encore is the exclusive provider of all Audio-Visual Equipment for the 2022 World Congress on Pain. The Encore order form can be found on the GES Online website in the Facility/ Other Vendors section.

**Hostesses**

To book hostesses services, please contact Diana Williams, General Manager of Executek Staffing and Events at Diana.Williams@executekinternational.com or +1 (416) 256- 3199. Please note that hostesses are considered to be part of the personnel allocation of each company and must therefore be registered as exhibitors.

**Delivery of Goods to the Advance Warehouse**

If you would like to send your shipment to the Advance Warehouse, please refer to the GES Online Website (Expresso), where Warehouse Shipping labels and information about the material handling charges are available in the Print Shipping Labels Section under the Logistics, Shipping & Customs Tab.

Advance Warehouse shipping opens August 19 and closes September 12.

**Delivery of Goods Direct to the Venue**

Please refer to GES online website for the direct to showsite shipping address and acceptance dates. Showsite shipping labels and information about the material handling charges are available on the GES Online website in the Print Shipping Labels Section under the Logistics, Shipping & Customs Tab.
SECTION 4 RULES AND REGULATIONS

Code of Conduct for Marketing Practices

Due to the multi-disciplinary and vast geographical representation of the 2022 World Congress on Pain, we recommend that exhibitors with questions about the marketing code of conduct contact their legal counsel for guidance. Below are some resources for further information.

Code of Conduct for interaction with healthcare professionals in Canada


Medtech Canada Code of Conduct


Code of Conduct for interaction with US healthcare professionals

https://phrma.org/-/media/Project/PhRMA/PhRMA-Org/PhRMA-Org/PDF/P-R/PhRMA-Code---Final.pdf

Subletting Space

The exhibitor shall neither share nor sublet the whole or part of the allocated exhibition space to a third party without the written agreement of the Exhibition Management.

Booth Activities

Exhibitors wishing to incorporate an audience-gathering demonstration or other audience-participation activities as part of their display must submit their written plans for approval to the Exhibition Management. In general, activities involving an audience in front of a narrator or performer, or the use of mobile robots will be allowed only within peninsula or island configurations.

All activities by exhibitors or others must be confined within exhibit areas or demonstration rooms. Sufficient space must be provided within the limits of the exhibit area and so arranged that persons watching demonstrations and other activities be contained within the area, rather than in the aisle.

It is strictly against the rules to distribute or leave literature, or to carry signs or posters, or to display materials or signs in the aisles of the exhibition hall, the lounges or the registration area.
Sounds in Exhibit

Public address systems, sound projections, tape decks, and other sound producing and/or amplifying devices may be used in booths, provided they meet applicable safety regulations, are installed in a workman-like manner and do not create a distraction in nearby booths. Use of a compressor-limiter in public address equipment is encouraged to assure continuous adherence to this rule. Exhibition Management reserves the right to ask to reduce the noise level during the live exhibition if it deems too loud for other exhibitor to properly conduct their business.

Lighting

The use of flashing or rotating lights in an exhibit is prohibited if such lights are distracting to those outside the booth area. Booth lighting must not interfere with exhibits or personnel in nearby areas.

Moving Display

Moving displays, motion pictures, slide projectors, television screens, etc., may be operated when positioned so as not to attract or create a crowd in the aisles, or in another exhibitor's adjacent booth.

Exposed Surfaces

Any portion of the exhibit that is visible to an attendee must be finished or suitably decorated according to the rules and regulations. The Exhibition Management reserves the right to decorate any non-compliant surfaces at the expense of the exhibitor.

Signage/ Graphics

All signs, posters, and graphics must be professionally lettered. Exhibition Management reserves the right to change or remove signs at the expense of the exhibitor, which are not in compliance with the overall high quality of the exhibition.

Security

Exhibitors are requested to use common sense precautions at all times to ensure that all company personnel wear their identity badges. Security staff will be on duty to ensure that all persons entering the venue have a credentialed name badge. Any persons without a badge will not be admitted to the venue. Should any suspicious or unidentified articles be discovered, they must be reported to the exhibition management desk immediately.
Access to the Premises

The Metro Toronto Convention Centre (MTCC) has introduced a loading dock management system for booking a loading dock time powered by Voyage Control. This complimentary service helps you to reserve a time slot for moving your materials directly in/out of the MTCC loading dock. This seamless loading dock management system not only saves you time, but also helps reduce CO2 emissions in the local area.

The MTCC Loading Dock Management System is available for Move-In and Move-Out and will be open to accept registrations two weeks prior to your move in date. Please visit: https://voyagecontrol.com/mtcc to make your booking on the Metro Toronto Convention Centre portal. For more information about the system, please contact the Customer Support Team at +1 (416) 585-8313 between 9:00 AM – 5:00 PM EST or DockReservations@mtccc.com

Link to FAQ: Voyage Control ZenDesk: https://mtccvoyagecontrol.zendesk.com/hc/en-ca

The Voyage Control app can be downloaded on Android or iOS by visiting your app store. You can register, and make, or change your booking from any location, even while enroute with the Voyage Control app.

Fire, Safety & Health Compliance

The exhibitor assumes all responsibility for compliance with all pertinent ordinances, regulations and codes of duly authorized National and Local governing bodies concerning fire, safety and health, together with the rules and regulations of the operators and/or owners of the property wherein the exhibition is held.

A copy of the Fire Regulations form for exhibitors can be found on the GES Online Website (Expresso) under the Facility/ Other Vendors section. Please review the regulations to ensure that your exhibit meets the Ontario Building and Fire Code and return the completed form to FireSafetyReply@mtccc.com

Liability & Insurance

The exhibitor agrees that the 2022 World Congress on Pain and their representatives shall not be liable for any damage or liability of any kind or for any loss, damage or injury to persons or property during the term of this agreement, from any cause whatsoever by reason of use, occupation and enjoyment of exhibit space by exhibitor or any person thereon with the consent of exhibitor, and that exhibitor will defend, indemnify and save harmless, the 2022 World Congress on Pain and their representatives from all liability whatsoever, on account of any such damage, or injury, whether or not caused by negligence or breach of an obligation by exhibitor or its employees or representatives.
Exhibitor will be liable for all damages or liability of any kind or for any loss, damage or injury to persons or any property during the exhibition from any cause whatsoever by reason of use, occupation and enjoyment of exhibit space.

It is the responsibility of the exhibitor to obtain business interruption and property damage insurance covering such losses sustained through exhibition.

**Interpretation of Rules & Penalties**

Exhibition Management shall have sole and final authority as to the interpretation of these rules and their application. In the event of violations, Exhibition Management shall have the authority to establish penalties, including removal from the current exhibition or exclusion from future exhibitions.

**Amendments to Rules & Regulations**

Exhibition Management reserves the right to amend these rules and regulations, or to make additions thereto. Under unusual circumstances, and at its own discretion, Exhibition Management may also make specific exceptions to, or changes in, the rules without necessarily establishing a precedent or applying the modification beyond the specific case involved.

**SECTION 5  EXHIBITOR SERVICES**

**GES Online (Expresso) & Freight Forwarding**

For all exhibitors and sponsors, please use this link to GES Online (Expresso):
https://ordering.ges.com/CA-00060036

This site will allow you to gain access to information regarding the ordering of additional materials and services for your booth. Online ordering is available for any services being provided by GES directly. Order forms will be available for all outside vendors, but those services must be ordered with each individual vendor.

Freight Forwarding:
For any materials handling requirements from your time your organization ships, through customs clearance, to delivery at your booth GES can help. Contact GES for fees and deadlines.

Contact Info:
GES - Customs & Logistics Department
Phone: 905.283.0500 or 1.877.437.4247
Email: torontocl@ges.com
Exhibitor Lead Management Services

Early-bird Rate (before 8/12/22) $475 | Standard Rate (before 9/16/22) $525 | Onsite Rate (after 9/16/22) $575. View more details below

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A light weight, battery powered barcode, magstripe & RFID reader with color graphical LCD display and touchscreen. Features include: Custom Qualifiers, Wireless Printing, Operates 30-40 hours on a single charge.

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Maximum mobility for capturing and qualifying data.

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Privacy Notice - Attendee badges are encrypted. Badges may only be read by official lead retrieval equipment and Lead Direct App. If using outside equipment, a developer’s kit is necessary to read the badge and can be ordered by contacting captureleads@spargoinc.com

Contact Us! phone: 703-995-1800  email: captureleads@spargoinc.com