

FALLSVIEW®
CASINO RESORT

EXHIBITOR SERVICES KIT

Exhibitor Information

Material Handling

Material Handling Includes:

- Unloading of shipment(s) and delivery to booth
 - Removal of empty containers from booth to show storage areas
 - Returning of empty containers to booth after show closing
 - Reloading of shipment(s) from booth to carrier
- *Material Handling Forms must be completed and pre-paid for all exhibitors.*

- Exhibitors are required to use Fallsview Show Services for the transport of all materials from the Loading Dock to show floor and back. We **do not** permit Exhibitors access to the Back of House areas due to OLG/AGCO regulations.
- Booth Material Load In/Out is through the Loading Dock Only – Materials may not be taken through the Motorcoach or Main Entrance unless it can be carried by hand, is a rolling display or can fit into a rolling suitcase.
- No equipment or vendor materials may be transported on the escalators or public passenger elevators. This includes hand dollies/handcarts, easels, chairs, tables, etc.
- Hotel Bellman & Hotel Bell Carts are not available for material handling or booth load in/out.
- All four wheel dollies, pallet jacks or oversized loads are prohibited into the pre-function areas. If you require a dolly or pallet jack to move your items, you must use the Loading Dock.
- Fallsview Casino does not take responsibility for shipments not correctly addressed. A sample shipping label has been provided below.
- For return shipments exhibitors are required to ensure all pieces are accurately labeled and any necessary paperwork is completed and attached.
- Materials should be shipped on standard sized pallet (48" x 40" or 48" x 48"), should a Euro Pallet be used please notify Fallsview Show Services.
- Forklift & operators are available, advance notice is required.
- Fallsview Casino is not responsible for concealed damage, damage to loose or inadequately packed shipments or loss of merchandise after delivery to booth.
- It is the exhibitor's responsibility to secure and maintain loss & damage insurance coverage for their exhibit properties.
- All claims or discrepancies must be settled prior to show closing.

Display Vehicles

Display Vehicles are subject to approval by Fallsview Show Services minimum 8 weeks prior to show dates.

- Additional information will be provided on vehicle load in/out once approved.

Electrical Services

Electrical Services are available exclusively through Fallsview Show Services, please complete the Exhibitor Form and return to the Fallsview Casino Event Coordinator.

- Rates quoted include installation, services while in use and removal.
- Power sharing is not permitted between exhibitors.
- Permanent building electrical receptacles are not part of booth space. Exhibitors will be charged for their use.

Internet Services

Fallsview Casino Resort offers complimentary Wireless Internet throughout the Grand Hall.

- **No password; agreement to the Terms of Service is required.**
- WIFI offered is ideal for light streaming, email checking, social media etc.
- Live streaming, internet-fed presentations or POS/Sales transactions do require a wired internet line, available at a rate of \$75+/line/day and ensure no service interruptions.

Audio Visual Services

For additional AV Services not found on the Exhibitor Form please contact Fallsview Show Services.

Furniture Rental

For furniture rental or booth designs please contact Fallsview Show Services

Food & Beverage

Fallsview Casino Resort is the exclusive supplier of all Food & Beverage services within the Grand Hall. **No outside food & beverages is permitted.**

- Please contact the Fallsview Conference Coordinator for individual vendor F&B services.

Green Key Meetings

Since March 2015, Fallsview Casino Resort has been recognized by the Green Key Meetings Program for environmental management and corporate social responsibility, being awarded with 4 GREEN KEYS.

4 GREEN KEYS identifies Fallsview Casino as a facility that has shown national industry leadership and commitment to protecting the environment through wide ranging policies and practices regarding meetings and convention facilities and practices.

With this, we invite our exhibitors, and service providers to join us as a Green Key Partner and to reduce the amount of waste created, select environmentally friendly shipping materials, and utilize the proper garbage & recycling receptacles as marked.

Please note; excessive garbage left behind at the conclusion of the event will be subject to a disposal fee.

Customs & International Shipping

- All shipments originating outside Canada require Canada Customs Clearance and U.S Customs/Homeland Security (if applicable) on the return, and is to be arranged by Exhibitor directly.
- **Mendelssohn Event Logistics** - A third party that can assist with transportation, customs clearance and border security procedures. The logistics support offered includes pick-up of materials through to shipment to Fallsview Casino Resort and return.

Additional Information

- Use of masking, clear packing, plastic-based tape, nails, staples and push pins are prohibited.
- Fallsview Casino Resort prohibits all animals and/or pets, with the exception of service animals, on its premises. Exceptions will be made for any animals/pets part of an exhibition, activity or performance requiring the use of animals. All exceptions require prior written approval from Fallsview Casino Resort Event Coordinator.
- The following materials require prior approval by Fallsview Casino Event Coordinator, additional charges may apply:
 - Rigging or hanging of any banners, drapery or lighting from structural fixtures
 - Helium balloons, glitter and confetti
 - Installation of carpet runners, show carpet or other temporary floor coverings over permanent carpet

Directions to Fallsview Casino Resort Loading Dock

- From north Toronto, take the 401 to Highway 403 south which will connect to the Queen Elizabeth Way (QEW).
- From south Toronto, take the Gardiner Expressway to the Queen Elizabeth Way (QEW).
- Follow the QEW towards Niagara Falls, to Highway 420.
- Turn right onto Stanley Avenue and follow to Main Street.
- Turn left onto Main Street and follow to end (Portage Rd.).
- Turn left into Fallsview Casino Resort Shipping & Receiving area and proceed to loading dock.

TABLE TOP

Table Top include:

- 1 - 6ft. Table, spandex linen & 2 Chairs

*If additional AV Services/Furniture is required please contact Fallsview Show Services

Sample Shipping Label

Mr. John Smith
(416) 777-1111
ABC COMPANY
123 Street
City, Province
Canada Postal Code

HOLD FOR: *Group Name*

SHOW DATES: *Dates*

ATTN: *COMPANY CONTACT NAME (MOBILE NUMBER)*

c/o *<Conference Coordinator>* (Conference Coordinator)

6380 Fallsview Blvd

Niagara Falls, ON L2G 7X5