

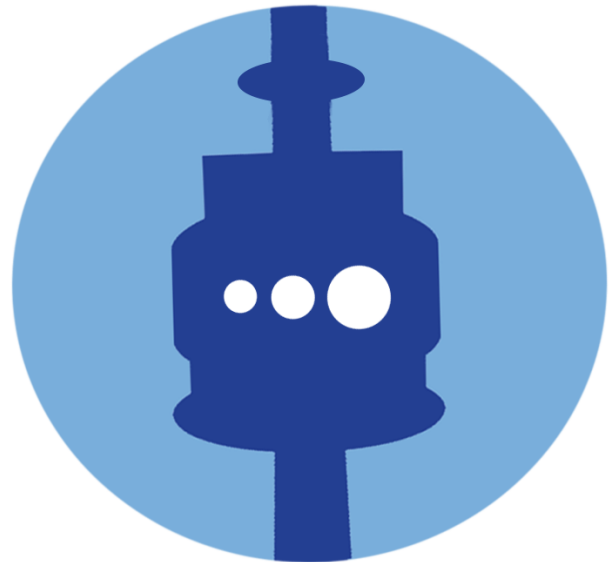
IFA



International Federation on Ageing

2018

Exhibitor Manual



International Federation on Ageing

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Section 1: Introduction & FAQ's

Introduction

Welcome to IFA 2018!

This exhibitor manual is designed to assist in the planning of all aspects of organisations' participation at the 14th Global Conference on Ageing: Toward a Decade of Healthy Ageing - From Evidence to Action. It will answer pre-conference and onsite inquiries as well as inform exhibitors about their responsibilities. All exhibitors are required to comply with the terms outlined in this manual.

Should there be any questions while reading this manual please contact Ms Ansa Rana, Manager, Conference and Events at arana@ifa-fiv.org.

Frequently Asked Questions

What is included in the exhibitor registration?

- One 6-foot table.
- One (1) 3x 6-foot skirted (white linen) table and two (2) chairs.
- One (1) poster board backdrop.
- One (1) complimentary exhibitor badge for morning coffee and lunch.
- Promotional posts IFA twitter and Facebook pages.
- Listing in the conference program handbook and website with click through to organisation / company website.
- One (1) complimentary conference registration (for industry / corporate registrations only)

For additional requirements for the exhibit booth contact Ms Ansa Rana before the 20 July at arana@ifa-fiv.org .

What is additional cost to the exhibitor?

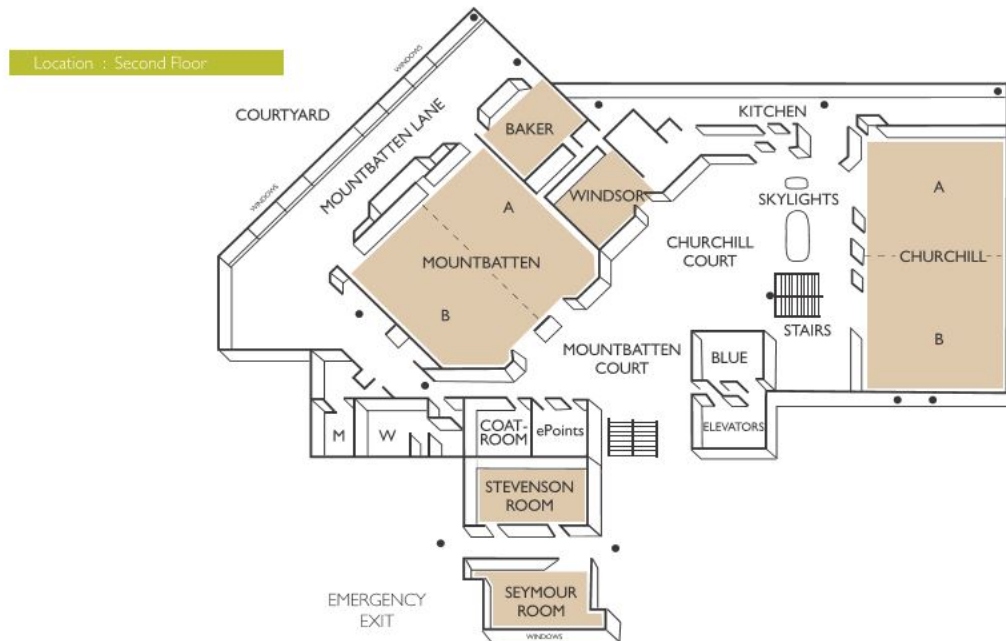
- Power is **not** included in the registration but can be made available for \$30.00
- Additional exhibitor badges can be purchased for \$100 USD; and are mandatory to cover costs associated food and beverage.

Where is the exhibitor lane in relation to the conference?

Exhibitor booths will be set up in the Mountbatten Lane and the Mountbatten Salon which is located on the second floor of the Chelsea Hotel Toronto (see figure 1 below).

Most conference sessions, and all lunch and health breaks will take place on the 2nd floor and the delegate flow means offers maximum exposure to exhibitors.

Overview of Conference Space, 2nd Floor, Chelsea Hotel



Where are the exhibit booth?

View the attached files to locate each booth:

- **Booth allocation** for the booth number assignment and
- **Booth allocation map and delegate flow** to locate where the booth will be in the Mountbatten Salon and Mountbatten Lane.

What are the exhibition hours?

- 8 August: 9:30 am-3:30 pm
- 9 August: 9:30 am- 3:30 pm
- 10 August: 9:30 am- 3:30 pm

*Exhibitors are encouraged to join the Farewell Toast at 5:30pm-6:30pm on the 10th August in the Mountbatten Salon.

Will there be complimentary wi-fi?

Complimentary wi-fi is included in the exhibitor registration and can be accessed throughout the hotel.

How do I send materials for an exhibitor booth?

Within Canada

Please read carefully!

Due to the high volume of materials, the delivery location has been changed to the Chelsea Hotel. Please be advised of the address and delivery date:

<p>“For Baker Room</p> <p>International Federation on Ageing Conference”</p> <p>[Booth Number]</p> <p>Chelsea Hotel 22 Elm Street Toronto, ON M5G 1G7</p>	<p>Delivery Date: On August 7th, 2018</p> <p>Delivery Time: 8:00 AM – 4:00 PM</p> <p>Please note deliveries made after hours will be sent to the concierge desk and must be picked up at registration. If you require assistance on arrival, please call 416-595-1975</p>
<p>If there are any questions or concerns, please contact arana@ifa-fiv.org or by phone at 416 342 1655 x 6.</p>	

Outside Canada

- **Sending materials in advance:** The duty-free transport letter from the Canada Border Services Agency must be attached to any shipping documents or packages.
- **Bringing materials:** To facilitate border procedures, it is recommended to have duty-free transport letter from the Canada Border Services Agency upon arrival to Canada.

Where is the nearest parking?

- The Chelsea hotel has underground parking that can be accessed 24/7. A special day rates of \$18.00 + taxes has been negotiated for delegates and exhibitors. Contact Ansa Rana for a special parking pass.

Where is there a loading dock?

- The address of the loading dock is below and on arrival call **416-595-1975 for assistance.**
Chelsea Hotel
22 Elm Street
Toronto, ON M5G 1G7

Will I be able to store my materials at the booth overnight?

Security will not be available overnight and the IFA is not responsible for any lost or damaged items. At the Exhibitor’s expense, rooms can be rented to store materials and items overnight.

Please contact Ms. Farahna Muzaffar (farahna.muzaffar@chelseatoronto.com or 416 585 8566) at the Chelsea Hotel to discuss such details

Is there a specific time that exhibitors must take their lunch?

Exhibitors will be provided with a boxed lunch at 12:00 pm every day and are welcome to stay at the booth or be downstairs in the courtyard. Coffee, tea and water will be available throughout the day in the Windsor room.

Is there a special room rate for exhibitors at the Chelsea or Hilton Hotel?

Chelsea Hotel

The IFA has secured a room block at the low price of \$169.00 CAD/night for delegates and exhibitors until July 16, 2018.

To receive the exclusive IFA conference rate call 1800-243-5732 or +1 416-595-1975 and identify yourself as part of the “International Federation on Ageing 14th Global Conference” or use the online booking form by clicking [here](#).

Please note: Rates applied from 6 August – 10 August 2018

Where can I view the program of the conference?

The program is subject to change as more sessions and keynotes are confirmed so check regularly on the conference website for the latest [schedule](#).

Will I be able to attend the IFA 2018 conference sessions if I am interested in a topic?

Unfortunately, only corporate exhibitor registration includes 1 complimentary conference pass, however the one-day registration is \$300 USD.

Section 2: Terms and Conditions

- A. Payment terms:** A 50% deposit is required at time of signing the exhibitor contract, via MasterCard or Visa by calling Ms Ansa Rana at +1 416- 342- 1655 ext 6, at time of registration via the website, or through a cheque.

Please see mailing details for cheque payments below. The remaining balance is due on or before June 1, 2018. If payment is not received by that date the IFA reserves the right to cancel exhibition space.

- B. Booth assignments:** Booth numbers will be assigned on a first come, first served basis and the final floorplan will be sent in July 2018. Requests for certain booths will not be accepted but can be discussed with the organisers.

- C. Cancellations:** All cancellations must be made in writing and directed to Ms Ansa Rana at arana@ofa-fiv.org. Registered companies that cancel their booth space will lose their priority status for renewal in the next conference. See below for the cancellation refund schedule:

- **Prior to December 31 2017:** 100% of deposit refunded
- **January 1- March 31 2018:** 75% of deposit refunded
- **April 1-May 31:** 50% deposit refunded
- **After May 31 2018:** no refunds will be granted

- D. Display, distributions or soliciting:** Demonstrations, posters/signs, literature and equipment are not permitted outside of the booth space and must be confined to the booth interior. Any literature distributed outside of the Exhibitor's assigned booth space, in public areas, will be removed.

- E. Move in/Move out:** Exhibitors will not be able to access their booth space until 6:30 am on August 8th 2018 to start set up. Tear down will not be permitted until 7 pm on August 10th after the conference has closed.

In order to keep the integrity of the conference, it is important that exhibitors understand that their booth must remain fully staffed for the duration of the conference. For special move in/move out requests please contact Ansa Rana.

- F. Competitive events:** Competitive events which distract from the Conference are prohibited including demonstrations, give-aways, raffles and performances

- G. Damage to property:** Any damage to property caused by an Exhibitor will be paid for by that Exhibitor. Do not paint, tape, screw, drill or tack anything to the walls, columns or ceiling of the building or surrounding booth space. To discuss staging of the booth please contact Ansa Rana who will direct you to Freeman Audio Visual, the official exhibitor supplier.

- H. Audio Visual:** Audio visual requirements can be arranged by the exhibitor with Freeman Audio Visual at the Exhibitor's expense. Audio visual requirements include electronic display screens, microphone etc. Public announcements cannot be made on the Exhibitor's behalf and live music is prohibited. In the case that the Exhibitor orders A/V services, the sound must not interfere with the Conference or neighbouring booths.

- I. **Alcohol:** Any persons found to be intoxicated will not be permitted into the exhibition space or conference. If the person is already participating in the conference activities, they will be asked to leave.
- J. **Prohibited items:** Helium balloons are permitted at the exhibitor's risk but must remain fastened to the booth space. Should the balloon come unfastened, the exhibitor will be charged a fee to bring the balloon down. Small tea light candles are allowed, however anything that creates smoke or has a large open flame is prohibited. Materials that could damage the walls or carpets are strictly prohibited.

Section 3: Exhibitor Reference

This section provides general information including conference location, contact information for conference suppliers and general reference information.

Conference Information:

<p>Conference Name: International Federation on Ageing 14th Global Conference on Ageing Towards a Decade of Healthy Ageing- From Evidence to Action</p>	<p>Conference Location: Chelsea Hotel Toronto 33 Gerrard St. W Toronto, ON M5G 1Z4</p>
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Conference Times

Wednesday August 8 th 2018	Exhibitor Registration and load in	6:30-8:30 am*
Wednesday August 8 th 2018	Conference	8:30 am-3:30 pm
Thursday August 9 th 2018	Conference	8:30 am- 6:00 pm
Friday August 10 th 2018	Conference	8:30 am- 6:00 pm**
Friday August 10 th 2018	Exhibitor Load Out	6:00 pm- 9:00 pm***
<p>*Last Exhibitor check in will be 8:30 am and set up must be completed by 9:00 am **Please note tear down must be completed by 4:30 on August 10th for the closing reception to take place at 5:30pm in the Mountbatten Salon. ***All materials must be removed by 9 pm at the latest.</p>		

Contact Details	
<p>Address (IFA) International Federation on Ageing 1 Bridgepoint Dr Suite G.238 Toronto, ON M4M 2B5 416 342 1655</p>	<p>Ms Ansa Rana (IFA) Manager, Conference and Events arana@ifa-fiv.org 416 342 1655 x6</p>
<p>Greg Shaw (IFA) Director, International and Corporate Relations gshaw@ifa-fiv.org 416 342 1655 x 2</p>	<p>Freeman Audio Visual Company Steve Zappulla Technical Services Manager, Chelsea Hotel Steve.Zappulla@freemanco.com</p>

