

IHC2017

18th Congress of the International Headache Society



New Horizons in Headache

**EXHIBITION
SERVICES**



Audio Visual Equipment Hire

All audio visual enquiries for exhibition stands can be requested directly from LEVY, our preferred partner for exhibition services, either via LEVY online exhibitor ordering portal;

https://secure.levyshow.com/cgi-bin/lolo_exh.pl using the show code IHC2017 or alternatively by using the appropriate form (please refer to LEVY ~ Exhibitor Kit Order Form.pdf). All ordering, payment and logistics should be coordinated directly with LEVY.

Stand Cleaning

Vancouver Convention Centre's cleaning provider will remove waste from exhibition aisles, stands, organiser's offices and event space. Exhibition stand cleaning can also be arranged before your event at an additional cost (please refer to VCC ~ Booth Vacuuming & Shampooing Request Form.pdf)

Deliveries

Please ensure you are present at Vancouver Convention Centre to receive your shipments, the Organisers (MCI UK Ltd) cannot take responsibility for any delivery or for shipments being turned away for any reason. Deliveries made outside of the tenancy will not be able to access the loading bay and will be turned away. All deliveries made to the venue should be clearly marked as follows;

Recipient Name and Contact Number
IHC 2017 (07-10 September 2017)
Stand Name/Number (if applicable)
Vancouver Convention Centre
Via East Truck Route (at the foot of Howe Street)
999 Canada Place
Vancouver, British Columbia
V6C 3C1

Deliveries sent directly to the venue must only arrive during the official move-in times, which are:

Date	Hours	Restrictions
Wednesday, 6 September 2017	10:00 – 18:00	All deliveries must be signed for by a member of your team
Thursday, 7 September 2017	09:00 – 16:00	All deliveries must be signed for by a member of your team. No forklifts will be allowed on the exhibition floor during this time.

Onsite Logistics

Pre, onsite and post onsite logistics can be ordered one of two ways; either via LEVY online exhibitor ordering portal https://secure.levyshow.com/cgi-bin/lolo_exh.pl using the show code IHC2017 or alternatively by using the appropriate form. All ordering, payment and logistics should be coordinated directly with LEVY, our preferred partner for exhibition services.

Prior to the end of the event we will issue material handling agreements to exhibitors which must be submitted to the Levy onsite desk and affixed to any items being collected by couriers and will detail clear instructions as to where to leave items for collection. All items must be picked up by 18:00 on Sunday 10 September 2017. Any items left after this time or not clearly labelled will be removed by Levy Logistics at the Owner's expense.

Freight Forwarding / Material Handling

LEVY, our preferred partner for Freight Forwarding and Material Handling offers full service logistics for IHC2017. Their services include the following;

- Make transportation arrangements to move exhibitor materials into and out of Canada
- Assist exhibitors with completing all documentation required for importation into Canada
- Local and international freight forwarding and customs brokerage
- Warehouse facility available for post-show movement and storage of exhibitor freight prior to shipping

For further information please refer to LEVY~Exhibitor Kit Order Form.pdf or by phoning +1 604 277 1726. All ordering, payment and logistics should be coordinated directly with Levy.

Furniture

All furniture enquiries for exhibition stands can be ordered one of two ways; either via LEVY online exhibitor ordering portal; https://secure.levyshow.com/cgi-bin/lolo_exh.pl using the show code IHC2017 or alternatively by using the appropriate form. For the best price please make sure all orders are placed by Thursday, 24 August 2017. All ordering, payment and logistics should be coordinated directly with LEVY, our preferred partner for exhibition services.

Internet

Any exhibitors requiring a permanent internet connection with specifically allocated bandwidth can request this directly from the Vancouver Convention Centre using the appropriate form (please refer to VCC ~ Exhibitor IT Order Form.pdf). All ordering, payment and logistics should be coordinated directly with the venue.

Insurance

All exhibitors should be aware of the need for adequate insurance cover. Whilst we take every precaution to protect your property during the event, we cannot be held responsible for any loss or damage and we strongly advise you to check your own insurance policy to ensure you are adequately covered. You are also responsible for insuring against any legal liability incurred in respect of injury or damage to property belonging to third parties. In addition to this, you should protect your expenditure against abandonment and cancellation or curtailment of the event due to reasons beyond our control. For further information or advice, please contact;

Hiscox
PO Box 501, Sittingbourne, ME10 9AF
Contact: David Clark
Email: eventinsurance@hiscox.com
Telephone: 0141 339 7260
Fax: 0845 213 8438
Web: <http://www.hiscox.co.uk/events>

Power

All power enquiries can be ordered one of two ways; either via the Vancouver Convention Centre website (<http://www.vancouverconventioncentre.com/services/exhibitor-services>) or alternatively by using the appropriate form (please refer to VCC ~ Electrical Order Form).

Responsibilities

As an exhibitor, you must ensure the health, safety and welfare of your employees, contractors and visitors as far as is reasonably practicable throughout the exhibition. You should ensure that your actions (or inactions) do not give rise to accidents, injuries or unsafe working environments; you should provide proper information, instruction and training and supervise all parties throughout the event.

You should also check that any contractors, suppliers, agents, etc. which you may have contracted, have a Health and Safety Policy that is applicable to the exhibition environment.

The Organisers (MCI UK Ltd) wish to stress the importance of a CONSTANT CHECK being made on the contents of your exhibit stand to see that no unidentified package, case or bag has been left unattended. In any case of doubt, the article should not be handled – inform the Organisers (MCI UK Ltd) or a member of the convention centre staff.

Storage

Storage within Vancouver Convention Centre is very limited. Before or after tenancy, Vancouver Convention Centre will not accept responsibility for storage so all deliveries must be made during the build up period. Alternatively you can arrange storage through Levy Logistics. For further information please refer to LEVY~Exhibitor Kit Order Form.pdf or by phoning +1 604 277 1726. All ordering, payment and logistics should be coordinated directly with Levy.

Outstanding collections – Vancouver Convention Centre does not have on-site storage or the capability to forward remaining items. Anything left on-site after tenancy may be removed/disposed of at the expense of the exhibitor.

Security

For security reasons, exhibitors are advised to remove all portable items (including pop up stands) and valuable items immediately on closure of the exhibition each day and not leave their stand unattended until all such items are clear. IHC or the Organisers (MCI UK Ltd) cannot be held responsible for any items that go missing during the meeting, including load-in and load-out. Venue security will operate throughout the site but there is no event or exhibition hall security outside of opening hours.

Water

(Please refer to VCC ~ Plumbing Order Form.pdf)

Vehicle Access

Each exhibition stand will be allocated a load-in and load-out time, these times must be adhered to. The times will be communicated w/c 14 August 2017. It is the responsibility of the exhibitor to make sure that these times are passed to their stand contractor. IHC or the Organisers (MCI UK Ltd) cannot be held responsible for the failure of this information not being passed on.

Load-in

East Truck Loading Bay

Exhibitors and contractors are requested to report to the Traffic Management team upon arrival at the delivery access to Exhibition Hall A. Vehicles will be advised to proceed accordance to the loading schedule so please adhere to the timeslot allocated.

Load-out

East Truck Loading Bay

All exhibition stands must be broken down and items ready to load before vehicles are permitted to enter the loading area. Please inform a Traffic management team member once you are ready to begin your load out.

Assistance with loading/unloading

Please note that the Vancouver Convention Centre does not provide trolleys or pump trucks. Forklifts are available to hire in advance subject to availability, please refer to sections [Deliveries](#) and [Onsite Logistics](#) for further information.

Parking

Once you have unloaded, you will be asked to remove your vehicle from the loading bay to be parked off site, in one of the local car parks. Further details can be found here -

<http://www.vancouverconventioncentre.com/visiting/parking>

Loading or unloading smaller items

Exhibitors with smaller items, which can be carried into the venue are encouraged to park in the multi storey car park and hand carry their items across to the Galleria for Convention Centre.

Rigging

If you are constructing an exhibition stand at the Vancouver Convention Centre and require rigging services, this guidance note sets out what information is needed from you, the rigging policies and procedures, and what your responsibilities are. Pricing for these services is covered in the rigging services document (Please refer to VCC ~ Sign Banner Installation.pdf). Your order will be processed and payment taken on receipt.

IHS OR THE ORGANISERS (MCI UK) CANNOT BE HELD RESPONSIBLE FOR ANY BREACH OF CONTRACT BETWEEN THE PREFERRED PARTNERS AND/OR VENUE (VANCOUVER CONVENTION CENTRE) AND EXHIBITORS.