



Presenting Your Host:

St. John's 2009



CHARTING THE COURSE

*Navigating Your Risk*

# 2009 RIMS Canada Conference Exhibitor & Sponsorship Manual

## **TERMS AND CONDITIONS**

**DEFINITIONS:** As used herein “NALRIMS.” shall mean The Newfoundland and Labrador Risk and Insurance Management Society Inc., a corporate entity, its directors, officers, employees, members, volunteers, agents, and representatives; “Exhibitor” shall mean the company participating in the Exhibit Hall, its directors, officers, employees, volunteers, agents, and representatives; “Exhibit Hall” shall mean the exhibition area as setup in the St. John’s Convention Centre.

**ASSIGNMENT OF DISPLAY SPACE:** NALRIMS through My Travel Sinfonia will assign all exhibit booths and sponsorship opportunities. An Exhibitor with an established history of exhibiting at past RIMS Canada Conferences will have priority in the booth allocation process provided the application and payment are received by January 31, 2009 with terms of 30 days, and with respect to sponsorship opportunities, payment 90 days in advance of the conference. Exhibit booth allocation will be established for Exhibitors based upon the date of receipt of the Exhibitor’s Application with payment, the number of exhibit spaces requested, and space availability. NALRIMS, through My Travel Sinfonia, reserves the right to determine the eligibility of location of all Exhibitors. Exhibitors are requested to demonstrate products and services which are of professional interest to Risk Managers.

**EXHIBITOR/SPONSORSHIP APPLICATION/CONTRACT:** The Exhibitor/Sponsorship Application/Contract, including these Terms and Conditions, when properly executed by the Exhibitor/Sponsor shall, upon written acceptance by NALRIMS through My Travel Sinfonia constitute a valid and binding contract for exhibit space at the 2009 RIMS Canada Conference, September 13-15, 2009, in the St. John’s Conference Centre.

**EXHIBIT SPACE RENTAL AND FEATURES:** Exhibitor acknowledges that the booth rental price includes basic booth set-up and other items specified herein. The price does not include any other exhibit services beyond those itemized in this contract. The Exhibitor, at its cost, may arrange additional services directly with the Atlantic Audio Visual (the Official Services Contractor), The St. John’s Conference Centre (where so specified) or through the Conference Coordinator, MyTravel Sinfonia. Inquires should be directed to:

Marlea Whitley and or Rick Lee  
Tel: 1-800-667-9220  
Fax: (306) 652-0990  
Email: [RIMS@mytravel.ca](mailto:RIMS@mytravel.ca)

Exhibit space rental includes (per standard booth):

NOTE: Electrical requirements are not included

- 10’ x 10’ booth space
- 8’ high back drape
- 3’ high side drape
- 1 skirted table
- 2 padded chairs

**Exhibit space rental also includes:**

- Special periods throughout the Conference dedicated to Exhibitors.
- Admission for all persons with a valid Exhibitor badge to the Opening Reception on Sunday, September 13, 2009. Each single booth receives 3 complimentary Exhibitor Representative badges. Additional badges can be purchased prior to the Conference from MyTravel at a cost of \$50 plus HST.
- One Gala ticket per single Exhibitor Booth (two for double booth, etc.); additional tickets can be purchased prior to the Conference, as well as on site from the Conference Coordinator at a cost of \$135 taxes included.
- 24-Hour General Security in the Exhibit Hall.
- Continental breakfast, coffee and light lunches will be available for Exhibitors in the Exhibitor Lounge.

The St. John's Conference Centre will be responsible for maintaining all common areas. The St. John's Conference Centre will not clean or maintain exhibit space. Garbage cans placed in the common areas will be emptied. Exhibitors will be responsible for maintaining an acceptable standard of cleanliness in booth interiors. Booth cleaning can be ordered through Atlantic Audio Visual, the conference's official Service Contractor.

**CUSTOMIZED BOOTHS, FOOD & BEVERAGES BY EXHIBITOR OR SPONSOR:**

Any special or unusual booth construction, configuration or installation must be identified in the application and approved in writing in advance, by NALRIMS through My Travel Sinfonia.

Any food and beverage, including but not limited to bottled water, distribution proposed by the Exhibitor or Sponsor must be identified and approved by The St. John's Conference Centre. Each Exhibitor is hereby requested to advise what they plan to do in their booth (entertainment), whether beverages or food distribution is planned. Approval must be provided by NALRIMS through My Travel Sinfonia beforehand with **no exceptions**.

For Food & Beverage requirements please contact Scott White of the St. John's Conference Centre at (709) 570-1608 or email at [swhite@fortisproperties.com](mailto:swhite@fortisproperties.com)

**PAYMENT REQUIREMENTS/CHARGES FOR EXHIBITOR/SPONSORSHIP CANCELLATION:**

Full booking payment (e.g. \$3,800 per single booth) is due upon contract receipt for Exhibitors and June 21, 2009 for Sponsors. Sponsors are required to submit a non-refundable deposit of 25% when booking. Cheques are to be made payable to "**RIMS Canada Conference - NALRIMS 2009**". Please regard your cashed cheque as your official receipt.

If the Exhibitor or Sponsor, prior to June 19th, 2009 decides to cancel, the Exhibitor forfeits half the cost of the booth(s).

If the Exhibitor decides to cancel after June 19, 2009, the Exhibitor forfeits any refund.

Cancellations must be received in writing by NALRIMS through My Travel Sinfonia at:

Attention: Marlea Whitley and or Rick Lee  
MyTravel Sinfonia  
402 – 21st Street East  
Saskatoon, SK S7K 0C3





**CANCELLATION BY NALRIMS:** NALRIMS reserves the right to cancel Exhibitor or Sponsor space should payment not be received from the Exhibitor or Sponsor when due, or should any other term of this contract be breached by the Exhibitor or Sponsor. In the event that exhibit space or sponsorship is cancelled by NALRIMS, arising from breach of contract or nonpayment of either booth rental or sponsorship payment when due, all payments made to date by the Exhibitor or Sponsor will be forfeited. NALRIMS may lease such cancelled space to another Exhibitor or offer the sponsorship opportunity to another party at its discretion.

If NALRIMS should be prevented from holding the Conference or part of the Conference due to any cause beyond its control, or if it cannot permit the Exhibitor to occupy its rented space or the Sponsor to fulfill its sponsorship commitment due to circumstances beyond the control of NALRIMS (including but not limited to actual anticipated riot, acts of terrorism, strike, fire, civil disobedience, inclement weather, peril, lockout, Act of God, etc.), the Exhibitor/Sponsor shall not be entitled to a refund of fees, and NALRIMS shall have no further obligation or liability to the Exhibitor/Sponsor, its directors, employees, agents, officers, representatives, volunteers or customers. NALRIMS shall not be responsible for shipping charges, construction costs, labour charges or expenses for preparation of exhibits in the event that an exhibition is postponed or cancelled for any reason whatsoever, or in the event that the materials fail to arrive.

**REGISTRATION, BADGES AND STAFFING:** All persons visiting the Exhibit Hall and the 2009 RIMS Canada Conference are required to wear an appropriate badge while in attendance. Exhibitor personnel must wear a badge at all times. Exhibitor's Registration packages and badges will be available on Sunday, September 13, 2009 during the Exhibitor Registration hours. Exhibitors will receive three Exhibitor badges per rented booth; any additional badges are available at a cost \$50.00 and 13% HST each. Instructions for acquiring badges will be forwarded well in advance of the Conference.

NALRIMS reserves the right, at any time, to request proper identification from the person whose name is imprinted on the badge. A fee of \$10.00 and 13% HST will be charged for replacement of lost badges. Temporary badges, valid only during installation and dismantling, should be obtained for any authorized personnel (Exhibitor Company employees and independent contractors) at the registration desk. All Exhibitors or independent contractors will be required to obtain temporary badges to be permitted entry into the Exhibit Area.

#### **EXHIBIT SCHEDULE:**

The Exhibit Hall will be open to the registrants, as follows:

- Sunday, September 13, 2009 11:00AM – 5:00PM
- Monday, September 14, 2009 9:00AM – 6:00PM
- Tuesday, September 15, 2009 9:00AM – 12:00PM

The Exhibitor or Sponsor agrees that a condition of this contract is that its booth(s) and lounges as provided will be staffed continuously by at least one representative throughout these hours on these dates. NALRIMS reserves the right to change Exhibit Area hours in the best interest of the Conference.

## **INGRESS/EGRESS (SET UP and DISMANTLING TIMES):**

**Ingress:** Exhibitors/Sponsors may begin booth set-up at 10:00AM, Saturday, September 12, 2009 and can continue until 6:00PM. Personnel from Atlantic Audio Visual, MyTravel Sinfonia and the St. John's Conference Centre will be on-site.

**Egress:** No exhibit or sponsorship lounge area shall be dismantled before the official closing time of 12:00 PM on Tuesday, September 15, 2009. All Exhibitor/Sponsor material must be packed and removed from the floor area by 2:00PM on Tuesday, September 15, 2009. Any material not picked up at the stipulated time for move out ("stranded") will be removed from the show floor by Atlantic Audio Visual at the expense of the Exhibitor. Exhibitors will later be contacted to determine further instructions.

**TRANSPORTATION AND CUSTOMS:** The Exhibitor/Sponsor is solely responsible for all shipping arrangements, to and from the show, for all articles to be exhibited. No collect shipments will be accepted. All shipments must be clearly marked with number of pieces, shipping address, show name, company name, and booth number. Atlantic Audio Visual will assist in creating the return shipping labels and necessary paperwork. All applicable labels must be affixed to freight.

**DOMESTIC:** Atlantic Audio Visual has been appointed as the official exhibit transportation carrier. Please allow ample time for pick-up to ensure that your exhibit arrives before the scheduled move-in date. All freight charges must be sent prepaid as Atlantic Audio Visual and the facility will not accept collect shipments.

When shipping with Atlantic Audio Visual, advance storage up to 30 days in advance of the show date will be provided at no charge. All shipments should be received by Atlantic Audio Visual warehouse no later than September 2, 2009.

To arrange for a pick-up and/or obtain a rate quote for Exhibit Transportation Services:

- Atlantic Audio Visual (relating to Domestic Transportation)  
Tel: 709-739-6363

For any urgent inquiries contact:

- Chris Sparkes (Customer Service Representative)  
Tel: 709-739-6363  
Cell: 709-746-1808

**INTERNATIONAL:** P. F. Collins Limited (for Exhibit Transportation and Customs) is the contracted Customs Clearance Services Provider for the RIMS Canada Conference for goods originating from outside of Canada. We recommend that you deal directly with Deborah Roche at [droche@pfcollins.com](mailto:droche@pfcollins.com) or 709-738-6517 for all customs and shipping needs. P.F. Collins will advise on how best to ship your goods and will assist exhibitors in the completion of customs documents. P.F. Collins Customs and Shipping Forms are available from them directly and will be included in the Service Kit.



If you require a Customs Clearance Assistance, please contact:

- P. F. Collins Limited for Exhibit Transportation and Customs  
Deborah Roche (Customer Service Representative)  
Tel: 709-738-6517  
Email: [droche@pfcollins.com](mailto:droche@pfcollins.com)

**MATERIAL HANDLING:** Atlantic Audio Visual is the *exclusive* Material Handling Supplier for the 2009 RIMS Canada Conference. Exhibitors must make prior arrangements with Atlantic Audio Visual for Material Handling (Drayage) Services.

Material handling (drayage service) includes:

- Receiving exhibitor's prepaid shipment
- Delivery of shipment to the exhibitor's booth
- Removal of empty crates and cartons after set up
- Storage of empty crates and cartons
- Return of empties at the close of the show
- Loading of exhibitor's freight onto Atlantic Audio Visual for Exhibit Transportation

Atlantic Audio Visual offers two material handling options: Advance Warehouse or Show Site Receiving. Both options are round trip services. Please order the appropriate services from Atlantic Audio Visual Material Handling order form which will be included in the Service Kit.

**Direct Shipments to St. John's Convention Centre:** The facility will not accept shipments arriving prior to the scheduled exhibitor move in, Saturday, September 12, 2009. Any shipments arriving in advance of this scheduled move in date and time will be turned away.

**Advance Shipments to Atlantic Audio Visual Advance Warehouse:** Atlantic Audio Visual will accept prepaid advance shipments starting on August 22, 2009. All advance freight will be delivered prior to the Exhibitor move in to the best of Atlantic Audio Visual's ability.

**Stranded Freight:** Any material not picked up at the stipulated time for move out ("stranded") will be removed from the show floor by Atlantic Audio Visual at the expense of the Exhibitor. Exhibitors will later be contacted to determine further instructions.

**INSTALLATION & DISMANTLE:** The standard draped booth package provided by NALRIMS includes installation and dismantling. Arrangements can also be made directly with Atlantic Audio Visual to install and dismantle individual booths/displays.

The rates will be contained within the display labor form in the exhibitor service kit.



**DECORATION:** NALRIMS shall have full discretion and authority in the placement, arrangement and appearance of all items displayed by an Exhibitor and may require the replacement or rearrangement of any item or any booth, and no liability shall attach to NALRIMS that may evolve from any required changes to the Exhibitor/Sponsor materials. Exhibitors building a special background or side dividers must make certain that the surfaces of such dividers are finished in such a manner as not to be unsightly to Exhibitors in adjoining booths. If such surfaces remain unfinished at 10:00AM of the opening day of the Conference, it is agreed that NALRIMS shall authorize Atlantic Audio Visual to effect the necessary finishing and Exhibitor/Sponsor must pay all charges involved therein. All materials must be in accordance with the City of St. John's Fire Regulations and the St. John's Convention Centre Regulations regarding the placement of materials and signage.

**COMPETITION DRAWS AND CONTESTS:** Any prize or similar draws, contests or competitions by the Exhibitor/Sponsor, must be approved by NALRIMS prior to the Conference, and permission for same must be requested by April 30, 2009. All promotions and competitions conducted in conjunction with Exhibitor's display must be free of any obligation on the part of the winner and must not violate any Federal, Provincial or Municipal laws or regulations in effect at the time. *Exhibitors will be responsible to get their prizes to the respective winners.*

**OBSTRUCTIONS AND PROJECTIONS:** No Exhibitor/Sponsor, at any time, shall obstruct aisles, walkways, open spaces, or in any way affect the display or view of neighbouring Exhibitors. The standard draped booth package height is 10' high. The maximum height for all booth display space is 10' including signs. Exhibitors wishing to lift the heights restrictions must request permission in writing to NALRIMS c/o Marlea Whitley and or Rick Lee MY Travel – Sinfonia.

**LIABILITY:** Exhibitor/Sponsor assumes all risks of loss for bodily injury or property damage arising from Exhibitor's or Sponsor's participation in the Exhibit Hall of the 2009 RIMS Canada Conference. NALRIMS and MyTravel Sinfonia assumes no liability for injury of any person or loss or damage to the property of Exhibitor, its directors, officers, representatives, employees, members, volunteers, agents, invitees or guests, at any time.

**INDEMNITY:** Exhibitor/Sponsor shall at all times indemnify, release and hold harmless NALRIMS, The Risk and Insurance Management Society Inc, as well as MyTravel Sinfonia (including their directors, officers, employees, members, volunteers, and agents) from and against all claims, actions, damages, awards, loss and expense including, without limitation, those in respect of loss of life, bodily or personal injury, to any person including Exhibitor's or Sponsor's directors, officers, representatives, employees, agents, and contractors or damage to property including Exhibitor's/Sponsor's property arising from the actions, errors or omissions of the Exhibitor or Sponsor, its employees, agents, representatives, invitees, guests, and contractors or for any person for whom the Exhibitor/Sponsor is responsible during its occupancy, or move-in, or move-out of the St. John's Convention Centre.

**EXHIBITOR INSURANCE:** The Exhibitor shall provide to NALRIMS, at the Exhibitor's sole cost and expense, proof satisfactory to NALRIMS that it carries and has in full force and effect, Commercial General Liability Insurance in connection with the use of the Exhibit Space, in an amount not less than \$2,000,000 inclusive for bodily and personal injury and property damage for any one occurrence. Such insurance shall cover all operations of the Exhibitor while on the premises of the St. John's Convention Centre and shall include coverage for products and completed operations, contractual liability, employees as additional insureds, employers' liability, tenants' legal liability and non-owned automobile liability. The policy shall contain a cross liability clause and the following shall be added to the policy as additional insureds: The Newfoundland and Labrador Risk and Insurance Management Society Inc, The Risk & Insurance Management Society Inc., and MyTravel Sinfonia.

The Exhibitor shall provide proof of a Certificate of Insurance to MyTravel Sinfonia by June 19, 2009.

**SOME EXHIBIT HALL RULES:** No demonstrations or solicitations shall be permitted outside of Exhibitor's assigned space and outside permitted hours. Solicitation in the Exhibit Hall is limited to persons wearing badges and only in registered booths. No signs or placards may be displayed on persons or otherwise outside the assigned exhibit space. This includes but is not limited to facility walls and space above booths.

**SECURITY IN THE EXHIBIT AREA:** General security in the Exhibit Area will be provided by NALRIMS from the first evening any booth is installed and every day thereafter, from the official opening of the Exhibit Area until its official closing. However, Exhibitors are solely responsible for their own exhibit material and the insurance for it. Exhibitors may arrange additional security for individual booth space and contents, at their own expense.

**CONFLICTS WITH CONFERENCE SCHEDULE:** No Exhibitor shall conduct or sponsor any event or hospitality suite, which would encourage attendees away from the exhibition during the hours in which the Exhibit Hall is open or during the time in which conference advertised activities are taking place.

**COMPLIANCE:** Exhibitor/Sponsor assumes all responsibility for compliance with all pertinent bylaws, ordinances, regulations, and codes of duly authorized local, provincial and federal authorities, including but not limited to those concerning fire, safety, smoking and health, together with the rules and regulations of the operators and/or owners of the St. John's Convention Centre.

**OBJECTIONABLE CONDUCT:** NALRIMS reserves the right to, at any time, reject, prohibit, restrict or remove Exhibitors, exhibits, persons, things or the operation of exhibits which may be objectionable to the participants or to NALRIMS. Without limiting the generality of the foregoing this paragraph applies to personal conduct, noise, odour, method of operation, printed material or handouts, or any other reason which becomes, as determined by NALRIMS, objectionable or otherwise detracts from the exhibition or the 2009 RIMS Canada Conference. NALRIMS reserves the right to alter or close any exhibit which does not conform to either the TERMS or CONDITIONS of this contract or reasonable standards as defined by NALRIMS in its sole discretion. No refund shall be given under such circumstances. The action does not constitute the exclusive remedy available to NALRIMS and NALRIMS may avail itself of any remedy available to it in addition to this section.

**ASSIGNMENT:** This agreement shall not be assigned or transferred by the Exhibitor. It binds the Exhibitor, its directors, officers, employees, agents, volunteers, representatives, and its successors, if any, as well as any affiliated companies and their representatives.





**SUBLET:** Subletting, assigning and apportioning of any exhibit space is prohibited. Sharing of an exhibit booth by two or more companies is prohibited. Only the registered Exhibitor may display in its allotted booth space.

**NOTICE:** All notices under this Exhibitor Application/contract must be in writing sent via registered mail, facsimile or e-mail to MyTravel Sinfonia at the address shown in the Exhibitor Services Information.

**CONFERENCE MANAGEMENT:** MyTravel Sinfonia has been designated as the official Event Coordinator for 2009 RIMS Canada Conference in St. John's, NL and will respond to requests for information about the Conference.

Attention: Marlea Whitley and or Rick Lee  
2009 RIMS Canada Conference  
402- 21st Street East, Saskatoon, SK S7K 0C3  
Phone: 306-934-2279 or 1-800-667-9220  
Fax: 306-652-0990  
Email: [RIMS@mytravel.ca](mailto:RIMS@mytravel.ca)

**SERVICES/EQUIPMENT SUPPLIERS:** Atlantic Audio Visual is the official service contractor. Services available are booth cleaning, carpet, custom booths/displays, furnishings, graphics, installation & dismantle labour, material handling, transportation and customs clearance services. Atlantic Audio Visual will provide all standard draped booth packages in the exhibit area.

An exhibitor service desk will be provided on site during set up and tear down.

You may contact Atlantic Audio Visual for additional information. All charges for additional material will be at the Exhibitor's expense.

Exhibitor Services  
Atlantic Audio Visual  
Chris Sparkes  
Phone: 709-739-6363  
Fax: 709-739-6455  
Email: [csparkes@atlanticaudiovisual.com](mailto:csparkes@atlanticaudiovisual.com)

**ELECTRICAL, TELEPHONE AND INTERNET CONNECTIONS:** Electrical, telephone and internet hook-ups are not included in the standard booth package.

Atlantic Audio Visual is the exclusive electrical service provider at The St. John's Convention Centre. If your booth requires lighting or other electrical requirements, please contact Atlantic Audio Visual.

Chris Sparkes  
Atlantic Audio Visual  
Phone: 709-739-6363  
Fax: 709-739-6455  
Email: [csparkes@atlanticaudiovisual.com](mailto:csparkes@atlanticaudiovisual.com)



All telephone and internet services can be arranged through The St. John's Conference Centre. If your booth requires these services, please contact:

Scott White  
St. John's Convention Centre  
Phone: (709) 739-6404 Fax: (709) 570-1620  
E-mail: [swhite@fortisproperties.com](mailto:swhite@fortisproperties.com)

**AUDIOVISUAL SERVICES:** The in-house supplier for the St. John's Convention Centre is:

Chris Sparkes  
Atlantic Audio Visual  
Phone: 709-739-6363  
E-mail: [csparkes@atlanticaudiovisual.com](mailto:csparkes@atlanticaudiovisual.com)

**HOTEL ACCOMMODATION:** The 2009 RIMS Canada Conference has designated The Delta St. John's Hotel, Sheraton Newfoundland Hotel, Quality Hotel Harbourview, Murray Premises Hotel, Marriott Courtyard Hotel, and Extended Stay Hotel. These hotels offer great amenities, discounted rates and the best networking opportunities. Staying within the conference room block will help the Committee meet its obligation to hotels, avoid penalties and help keep registration prices down. Book your hotel reservations online at <http://www.mytravelevents.com/rims/hotel/default.asp> or call:

Marlea Whitley and or Rick Lee  
MyTravel Sinfonia  
Phone: (306) 934-2279 or 1-800-667-9220 Fax: (306) 652-0990  
Email: [RIMS@mytravel.ca](mailto:RIMS@mytravel.ca)

**AIRLINES:** RIMS Canada is pleased to announce that it has secured a special discount agreement with Air Canada and Westjet for exhibitors and participants attending the 2009 RIMS Canada Conference in St. John's, NL. To take advantage of these discounts, reservations can be made online at [www.aircanada.com](http://www.aircanada.com). Enter the promotion code number **ZP38J931** in the Promotion code box. Access Westjet at [www.westjet.com](http://www.westjet.com) and enter **QC6022** in the Promo code box. We of course can assist with these reservations at MyTravel Sinfonia by contacting us at the above contact information.

## THANK YOU!!

Contract terms and conditions are not fun reading, and can make the relationship between Exhibitors/Sponsors and Conference Organizers seem cold and impersonal. **Please be assured that NALRIMS, 2009 RIMS Canada Conference Committee, RIMS CANADA Council, and MYTRAVEL SINFONIA appreciate your involvement and support. Without you, our conference would not be a success!!**

For the most up to date information regarding the 2009 RIMS Canada Conference – “Charting The Course”, please visit our website at <http://conference.rimscanada.org>.

We look forward to your participation.

See you in St. John's, NL.  
Prepare to dock!