

FANEXPO **VANCOUVER**

FEBRUARY 21-23, 2025

Vancouver Convention Centre

OPERATING GUIDELINES

FANEXPOVANCOUVER.COM

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SECTION 1 – IMPORTANT CONTACT INFO



SHOW MANAGEMENT

Exhibitor Team
Operations Coordinator
Show Director

George Zotti
Breanne Ruskowsky
Andrew Moyes

exhibitors@fanexpohq.com
breanne@fanexpohq.com

SHOW WEBSITE

www.fanexpovancouver.com

SHOW LOCATION

Vancouver Convention Center
West Building, Halls A/B/C
1055 Canada Place
Vancouver, BC
604.689.8232
www.vancouverconventioncentre.com

EXHIBITOR SERVICES

Vancouver Convention Centre
West Building, Hall B
1055 Canada Place
Vancouver, BC
604.647-7480
exhibitservices@vancouverconventioncentre.com

SPONSORSHIP

Claudia Wiese
Senior Manager, Sponsor Relations
claudia@fanexpohq.com

CUSTOMS LOGISTICS

Beyond Borders
Rob Parr
rob@beyond-borderslc.com
416-771-4065

OFFICIAL SHOW DECORATOR

Levy Show Services
210 – 12011 Riverside Way
Richmond, BC
Canada V7A 4Z1
Tel: 604.277.1726
operations@levyshow.com

MATERIALS HANDLING

Levy Show Services
Tel: 604.277.1726
operations@levyshow.com

ADVANCED WAREHOUSE:

(Between Jan 16th – Feb 13th)

Label:

Fan Expo Vancouver 2025
(Booth # & Company Name)
Levy Show Service Inc.
150 – 2060 Viceroy Place
Docks #5-8
Richmond, BC V6V 1Y9

DIRECT TO FACILITY:

(Between Feb 20, 2025 – Feb 23, 2025)

Label:

Fan Expo Vancouver 2025
(Company Name/ Booth #)
Vancouver Convention Center – West
c/o Levy Show Service, Inc.
Via Waterfront Road Truck Route
1055 West Waterfront Road
Vancouver, BC V6C 0C3

SECTION 2 – IMPORTANT DEADLINES

Dec 6, 2024:	Booth 20'x20' or greater - Floorplans, line-of-sight variances & towers submitted
Dec 21, 2024:	Full payment due
Jan 16, 2025:	Advance Warehouse opens for delivery
Jan 31, 2025:	Advance Rate order deadline – VCC Services & Levy
Feb 7, 2024:	Exhibitor Appointed Contractor form due
Feb 13, 2024:	Advance shipment deadline
Feb 14, 2025:	Advance Ordering Deadline – all VCC services
Feb 20, 2025:	Direct shipment allowed to the facility - Handled by Show Decorator
Feb 23, 2025:	2026 applications and payments due for a discounted rate

SECTION 3 - EXHIBIT HALL HOURS (including Move-in/out, Set Up, Registration, Restock)

IMPORTANT: All Move-In times and schedule will be conducted by a Reservation System called Voyage Control.

This system is dedicated to eliminating time wasted waiting in line with your trucks and vehicles to access the Loading Area during the Move-In and Move-Out.

EXHIBIT HALL/SHOW HOURS

Friday	Feb 21	1:00 pm – 8:00 pm
Saturday	Feb 22	9:30 am – 7:00 pm
Sunday	Feb 23	9:30 am – 5:00 pm

MOVE-IN / REGISTRATION / RESTOCK

Thursday	Feb 20	12:00 pm – 2:00 pm	Priority - Corporate / Oversized Exhibitors *by appointment only
		2:00 pm – 4:00 pm	Zone 1 - General Retailer
		3:30 pm – 5:30 pm	Zone 2 - General Retailer
		5:00 pm – 7:00 pm	Zone 3 – General Retailer
		7:00 pm – 10:00 pm	Zone 3 – Artist Alley *loading dock access until 9 pm
Friday	Feb 21	8:00 am – 11:00 am	Zone 4 – Artist Alley *no loading dock access
Saturday	Feb 22	8:00 am – 9:30 am	Exhibitor Re-stock *loading dock access until 9 am
Sunday	Feb 23	8:00 am – 9:30 am	Exhibitor Re-stock *loading dock access until 9 am

PLEASE NOTE:

Exhibit space must be paid in full before exhibitors will be allowed to move-in. If you have any questions regarding your account balance, please contact the exhibitor team.

MOVE-OUT

Sunday	Feb 23	5:01 pm – 10:00 pm	Move-Out
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If you require vehicle access to the Exhibit Hall for move out - information will be distributed when registration opens regarding Voyage Control Move-Out Process. If you do not require vehicle access onto the Exhibit Hall, you may **hand-carry** your items back to your vehicles in the parking lot or exit through the main entrance of the Convention Centre accordingly.

PLEASE NOTE:

Upon removal of each booth, Facility and Show Management will inspect each space for any damages incurred by the exhibitor and to check that all materials including tape residue left on the floor, are properly removed. Any charges to make good the exhibit space will be passed on to the exhibitor.

ADDITIONAL MOVE-IN INFORMATION

All Exhibitors that have third-party contractors, delivery companies and/or display houses working on your behalf for set-up, **must be scheduled through the Voyage Control process** in order to gain access to the exhibit hall in a timely manner for your set-up. **No appointment, no guaranteed access, until a time slot or space in the loading becomes available.**

BY APPOINTMENT ONLY

Exhibitors will be identified and notified in advance in order to gain early access into the building for set-up. Generally, these booths are identified based on booth size and location on the floor plan.

Artist Alley Exhibitors and Small Retailers

We understand that some of the materials that you might be bringing to the show may not necessitate the need to use the Loading Area within the Exhibit Hall for your Move-In.

If this is the case, you don't need to use Voyage Control and you may enter through the Main Entrance or Parking Level with materials in hand or handcart directly to your booth and begin set-up. It is important that you check-in at the **Exhibitor Registration Desk** prior to set-up and register to pick-up your Exhibitor Badges located on the Exhibit Hall floor, near the roll-up doors in Hall C.

SECTION 4 - EXHIBITOR BADGES & ACCESS

4.1 Exhibitor Badges (Allotment, Additional Badges, Where to Get Them)

All exhibitors and their booth personnel must wear their badges during set-up and tear-down. Exhibitor badges will be available at Exhibitor Registration desk. You can find this by the Show floor entrance from the loading dock.

- Two (2) Exhibitor badges come with each 10 ft. x 10 ft. booth (Retailer & Feature Artist Alley)
- Two (2) Exhibitor badges come with each Artist Alley table
- Two (2) Exhibitor badges come with each Premium Artist Alley End-cap

Exhibitors are responsible for their booth staff. Exhibitor badges are nontransferable. The exhibitor is responsible for all actions of his or her booth staff or anyone wearing their company exhibitor badge. Exhibitor booth personnel found in violation of policies will be removed, having their badge confiscated. Exhibitor staff misconduct can lead to the removal of the exhibitor from the exhibit floor without refund. Exhibitors removed in this way will NOT be allowed to return to future shows.

4.2 Exhibitor Badge Pick-up

Exhibitors who have paid in full for their space can pick up their badges starting Thursday, February 20 by the Hall B Loading Dock Doors.

4.3 Exhibitor Access

Entering the Hall (Daily)

Exhibitors may enter the hall through the front doors or the loading dock of the venue during scheduled move-in or restocking times. The Exhibit Hall entrance will be staffed by security guards, so please be prepared to Show your exhibitor badge.

Exiting the Hall (Daily)

We will begin clearing attendees from the Exhibit Hall via a security sweep at the advertised closing time for that night. No exhibitor will be allowed to remain in the hall after hours.

SECTION 5 – PAYMENT FOR SPACE

5.1 General:

All monies paid shall be retained by Show Management and are non-refundable and non-transferable in the event that the exhibitor fails to fulfill or violates their contract. If the exhibitor fails to submit booth payments by the specified times Show Management is handed the right to take possession of the space and sell it to another party.

There will be no refunds for cancellations or no-shows.

5.2 Advance Payment:

Exhibitors are required to pay in advance for all space requested. Acceptance of payment with the exhibitor application should not be construed to mean payment has been made in full. Any discrepancies in balance will be billed.

SECTION 6 – SHIPPING, DELIVERIES & STORAGE

Direct shipments must be made during the exhibitor's designated move-in day and time.

Every crate or carton must be marked with appropriate shipping labels.

Please ensure that a representative from your company is present when your shipment arrives. Also, ensure that personnel working on your booth have your company name and booth number. This will ensure that the material handling on move-in days runs smoothly and efficiently and minimizes security hold-ups. If an exhibitor's representative is not present, Show Management reserves the right to order equipment and/or materials moved from the receiving dock to the exhibitor's booth area, or to order the removal of the truck from the receiving dock area. Charges for this service will be invoiced to the exhibitor.

For In booth on-site storage, the following regulations must be adhered to:

Due to the size of the Show and the number of exhibitors, on-site storage and dock parking options are limited. All exhibitors are expected to make their own parking arrangements. Applicable rates will be applied for all storage. For additional on-site storage, please contact the Show Decorator.

SECTION 7 – EXHIBITOR ELIGIBILITY & RESPONSIBILITIES

Only companies with products and/or services relating to comic, sci-fi, horror, anime, or gaming culture are eligible to exhibit. **No adult materials or illegal weaponry** may be displayed or sold without prior written permission through Show Management. All material must be original or licensed appropriately. Bootleg or copied materials may not be sold.

*Subletting: The subletting of exhibit space without the prior written permission of Show Management is prohibited.

7.1 Staff Hours:

An authorized representative or dealer of the exhibitor must staff each exhibit during all open, public convention hours. This includes all set-up and tear-down hours in which the exhibitor has a display in place. Exhibitors are asked to make sure the booth is staffed during these times, as this is when booth theft tends to occur.

7.2 Breakdown:

Exhibitors may not break down their display before the Show closes on the last day of the Show without permission from Show Management.

7.3 Character of exhibits:

Character of exhibits is subject to approval from Show Management, and all decisions regarding the display of materials shall rest solely with Show Management.

7.4 Verbal Agreements:

All agreements concerning exhibit space must be in writing. No verbal agreements — including those involving space confirmation, placement, and payment — will be honoured.

7.5 Space/Placement Guarantee:

Filling out an application for exhibit space does not guarantee requested or specific space or placement. Placement of your booth and/or table is at Show Management's sole and absolute discretion although we will do our best to accommodate requests.

SECTION 8 – DISPLAY REGULATIONS

8.1 **Neighboring Exhibits:** No exhibit may block or interfere with a neighbouring exhibit.

Note: All Corporate Booths 20 ft. x 20 ft. or larger must submit a floor plan no later than 30 days to the Show start. See pg. 5 for the deadline to submit.

8.2 **Booth terminology and configurations** are based on a 10 ft. x 10 ft. exhibitor space.

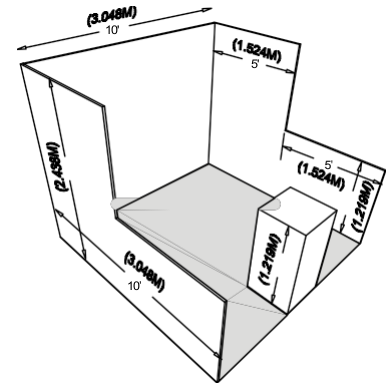
LINEAR BOOTH

Linear Booths, also called “in-line” booths, are generally arranged in a straight line, and have neighboring exhibitors on their immediate right and left, leaving only the front side exposed to the aisle.

Regardless of the number of Linear Booths utilized, display materials should be arranged in such a manner so as not to obstruct sight lines of neighboring exhibitors. **The maximum height of 8 ft. is allowed only in the back half of the booth space, with a 4 ft. height restriction on all materials in the remaining space forward to the aisle.**

NOTE: When three or more Linear Booths are used in combination as a single exhibit space, the 4 ft. height limitation is applied only to that portion of exhibit space which is within 10 ft. of an adjoining booth.

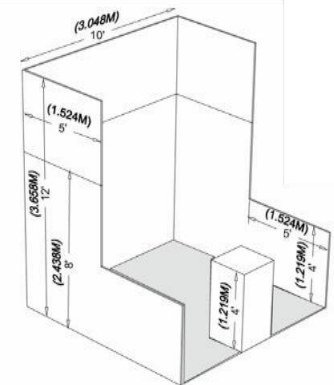
LINEAR BOOTH 3D VIEW



PERIMETER BOOTH

A Perimeter Booth is a Linear Booth that backs to an outside wall of the exhibit facility rather than to another exhibit. All guidelines for Linear Booths apply to Perimeter Booths except that the typical maximum back wall height is 12 ft.

PERIMETER BOOTH 3D VIEW



PENINSULA BOOTH

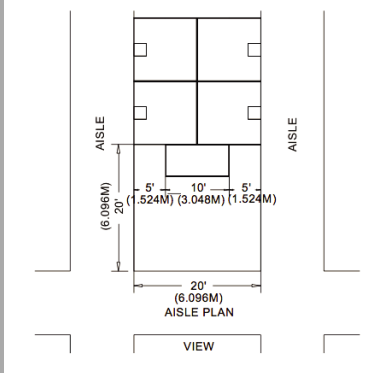
A Peninsula Booth is exposed to aisles on three sides and comprised of a minimum of four booths. There are two types of Peninsula Booths:

- (a) one which backs to Linear Booths, and
- (b) one which backs to another Peninsula Booth and is referred to as a "Split Island Booth."

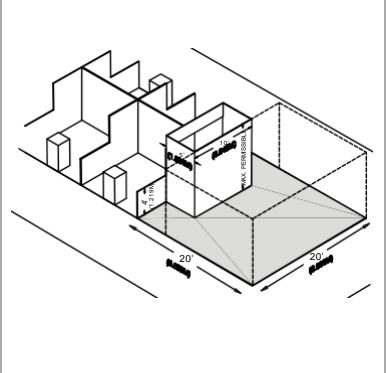
When a Peninsula Booth backs up to two Linear Booths, the back wall is restricted to 4ft high within 5ft of each aisle, permitting adequate line of sight for the adjoining Linear Booths.

Double-sided signs, logos and graphics shall be set back 10ft from adjacent booths.

PENINSULA BOOTH PLAN VIEW



PENINSULA BOOTH 3D VIEW

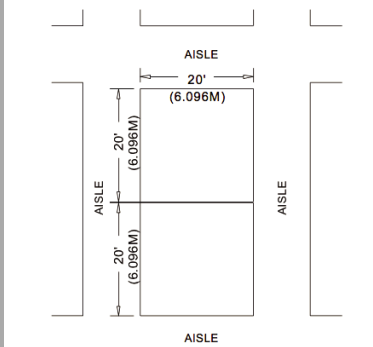


SPLIT ISLAND BOOTH

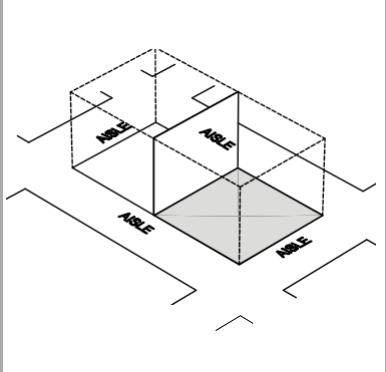
A Split Island Booth is a Peninsula Booth, which shares a common back wall with another Peninsula Booth. The entire cubic content of this booth may be used, up to the maximum allowable height, without any back-wall Line-of-Sight restrictions.

The entire cubic content of the space may be used up to the maximum allowable height. Double-sided signs, logos and graphics shall be set back 10ft from adjacent booths.

SPLIT ISLAND BOOTH PLAN VIEW



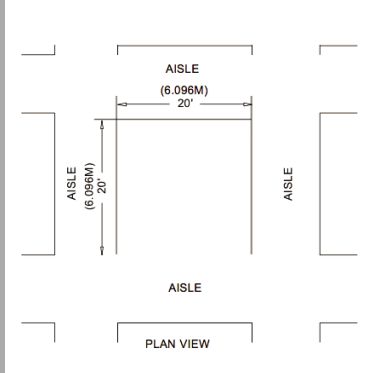
SPLIT ISLAND BOOTH 3D VIEW



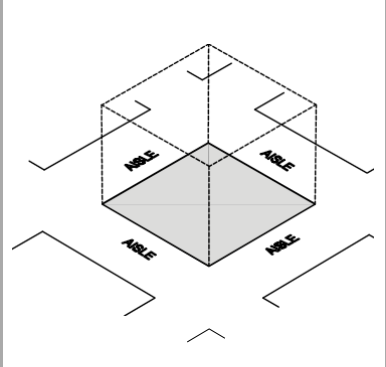
ISLAND BOOTH

An Island Booth is any size booth exposed to aisles on all four sides. The entire cubic content of the space may be used up to the maximum allowable height.

ISLAND BOOTH PLAN VIEW



ISLAND BOOTH 3D VIEW



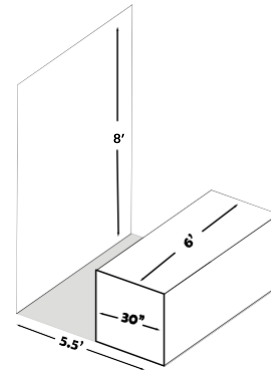
ARTIST ALLEY

Artist Alley spaces include a 6 ft. by 30 in. skirted table. The entire Artist Alley space provided is 5.5 ft. x 6 ft. including the table. Artist Alley exhibit spaces must be set up so that the long edge of the skirted table remains parallel to the aisles and 4 feet from the front of the table to the back of the space. Exhibit fixtures, components, and identification signs will be permitted to a maximum height of 8 ft. Artist Alley spaces may not be set up like booth space. No sidewalls are allowed. No overhead arches or display space for merchandise will be permitted. No portion of the table may protrude into any aisle during Show hours.

PREMIUM ARTIST ALLEY

Premium Artist Alley spaces are 12 ft. wide x 5 ft. deep, including 2 skirted tables and a 3ft. pipe and drape across the rear of the space.

ARTIST ALLEY BOOTH 3D VIEW



TOWERS

A tower is a free-standing exhibit component separate from the main exhibit fixture. The height restriction is the same as that which applies to the appropriate exhibit space configuration being used. Towers more than 8 ft. must submit drawings no later than 30 days prior to move-in. Fire and safety regulations in many facilities strictly govern the use of towers. A building permit or safety lines may be required.

8.3 Cleaning of Exhibit Hall:

Your exhibit merchandise and ALL other items must be out of the aisle ways **1 hour prior to Show opening.**

Trash should not be placed in the aisles; it must be placed in one of the large gray wheeled receptacles located throughout the Show floor, not in trashcans. Exhibitors must take all care to keep their booths clean at all times. Aisles of the Exhibit Hall will be cleaned each night. The exhibitor is responsible for placing all trash in the appropriate container.

8.4 Booth Floor Plan:

Floor plans for spaces larger than 20 ft. x 20 ft. (400 sq. ft. must be submitted 30 days prior to Show start.

Plans received after this deadline may be disallowed by the Fire Marshal with no recourse. Floor Plans must note any vehicles (functioning cars, motorbikes, etc.), lighting structures, canopies or covered portions of the booth. Booths will require Show Management's final approval. Some booth elements and designs may not be approved even though they meet Fire Marshal codes and regulations.

8.5 Flooring:

Painting, nailing or drilling of floor is not permitted. If two-sided tape is used, it must be completely removed by the exhibitor during move-out. Exhibitors must not use masking tape, clear packaging tape or duct tape to adhere the covering to the Show floor. The recommended tape is Scapa Tape which is a high-adhesion double-sided cloth tape commonly used at trade shows; it leaves almost no residue upon removal.

NOTE: Upon removal of each booth, Facility Management and Show Management will inspect each space for any damages incurred by the exhibitor and to check that all materials, including tape residue left on the floor, are properly removed. Any charges to make good the exhibit space will be passed on to the exhibitor.

8.6 Lights:

No strobe or flashing lights are permitted as part of any exhibit display. Flash photography is permitted.

8.7 Draping:

Drape must hang at proper length and may not be pulled up to sell or display merchandise. No drape on an aisle table may be removed during the Show. It is suggested that all aisle tables are draped.

8.8 Display Safety:

All materials, displays, and products must be safe, stable, and resistant to collapse and fire. Show Management reserves the right and sole discretion to decide whether an exhibitor meets this definition.

8.9 Covered booths:

No exhibit space may incorporate a tent, partial or full roof or overhead covering of any kind without prior written approval. Partially covered booths must submit a Height and Line-of-Sight Variance request, please see Section 10. All partially covered booths are subject to additional rules and regulations

8.10 Motorized Display Vehicles:

All vehicles must abide by the move-in and move-out schedules and procedures established by Show Management and are subject to inspection by the Fire Marshal prior to move in on the floor. Exhibitors will be billed for such inspections.

- Any vehicle that drips oil or other staining solutions may not be operated within the venue without a drip pan or dry absorption powder. Exhibitors will be charged cleaning costs for staining solutions not removed.
- No motorized vehicle may be operated on carpeted areas under any circumstances. Exceptions may only be authorized by the Management.
- Fuel tanks containing fuel, or which have ever contained fuel shall be maintained less than 1/4 or 10 gallons full. Caps for fuel tanks fill pipes shall be of the locking type and be maintained locked to prevent viewer inspection. If they cannot be locked, they shall be taped shut to prevent escaping vapours.
- The electrical system shall be de-energized by either:
 - a) removing the battery or
 - b) disconnecting both battery cables and covering them with electrical tape or other similar insulating material
- Tanks containing propane shall be maintained less than 1/2 full. Vehicles may be driven in and positioned. Vehicle keys must always remain within the building.

8.11 Signage:

The minimum exhibit space allowed for hanging banners is 20 ft. x 20 ft. (400 sq. ft.). All signs that will hang 10 ft. or higher from the floor must be approved by Show Management prior to installation. All exhibitors must order banner hanging through the venue. Nothing may be hung from the ceiling without prior written permission of Management. Please see Section 9 for more information.

If you feel that your display does not conform to the display rules, please contact Breanne Ruskowsky to discuss (breanne@fanexpohq.com)

SECTION 9 – BANNERS & BOOTH SIGNAGE

All signs must be single-sided. The only exception will be for signs hung from the ceiling. Banners that are above and attached to your booth must be single-sided. Only exhibitors with a booth greater than or equal to a 20 ft. X 20 ft. island or peninsula exhibit may hang signs from the ceiling. Exhibitors with 10 ft. X 20 ft. end caps MAY NOT hang signs.

Nothing may be hung from the ceiling without prior written permission from Management. All signs greater than 10 ft. high must be approved by Show Management prior to installation.

Show Management must approve all banners hung from the ceiling for content and size.

All banners **MUST** be hung through the venue.

SECTION 10 – HEIGHT & LINE OF SIGHT VARIANCE

As a courtesy to you and your exhibiting neighbours, we try to keep all linear booths at a consistent height. This is to allow all exhibitors equal opportunity to have their booth seen and to conduct business on the floor.

In a linear booth, exhibit fixtures, signs and all components, are permitted a maximum height of 8 ft. If you do not comply with the line-of-sight rules, you will be asked to adjust on-site.

If you need to request a height and/or line-of-sight variance, you must do so no later than 30 days prior to move-in. Please send a copy of your floor plan, including elevation, and a brief description of the variance to the Operations team. Please include your company and contact info.

SECTION 10 – ELECTRICAL COMPLIANCE

11.1 Code:

Electrical wiring and equipment must meet the National Electrical Code. Please see the venue's electrical forms for information and conditions of electrical services.

11.2 Noise:

Any electrical or other mechanical apparatus must be muffled so that the noise does not bother the other exhibitors.

SECTION 12 – LIABILITY

Exhibitor will hold harmless Show Management and Host Facility, or any of their respective officers, agents, employees, representatives or affiliates, from any liability, damage, loss, harm, claim, or injury to property or person of the Exhibitor, Exhibitor officer, agents, employees or other persons, whether caused by the negligence of the Sponsor or Host Facility, or from theft, fire, water, accident or any other cause whatsoever.

SECTION 13 – FORCE MAJEURE

If, due to circumstances beyond the reasonable control of Management:

- (a) Event is postponed, cancelled (in whole or in part) or moved to a different location
- (b) the venue or its exhibitor area is unavailable (in whole or in part)
- (c) the installation, exhibition or move-out time for exhibit booths is reduced. There will be no refunds (in whole or in part) of exhibitor or advertisement fees.

For purposes of this Section, the term circumstances beyond the reasonable control of Management shall include, but is not limited to: power outage, fire, earthquake, flood or other weather conditions, labour dispute or strike, war, riot, act of public enemy, acts of violence by third parties, governmental and municipal acts or ordinances, and other acts of God.

SECTION 14 – SOUND

14.1 Levels

Exhibitors must monitor their own booths to be sure that noise levels from sound systems or any other device/activity are kept to a minimum and do not interfere with others. Show Management will be monitoring the sound levels of all booths and may require that an exhibitor turn down the sound level in their booth. Failure to comply may result in any sound system in the booth being turned off.

14.2 Interference:

Speakers and sound systems must be turned to the inside of the booth. The use of sound systems or equipment producing sound is an exception to the rule, not a right. Show Management reserves the right to determine at what point sound constitutes interference with others and must be discontinued.

14.3 Devices:

No megaphones, bullhorns, or microphones will be allowed. Exceptions may be made on a case-by-case basis. Please contact Show Management for more details.

SECTION 15 – EXHIBITOR OFF-SITE EVENTS

Exhibitor off-site events that conflict with Show or conference hours must have the approval of Show Management.

SECTION 16 – IN-BOOTH EVENTS

Celebrity Signings can be a great way to get the attendees to your booth. However, because of the crowds at the event, we need to make sure these signings are as safe and well-organized as possible. All Celebrity Signings must be coordinated with Show Management a minimum of 30 days in advance. Not all booths will be able to accommodate all signings. The best way to get approval for your signing is to have a plan for controlling the lines in your booth during any signings. Please note that you may be required to hire security for high traffic events. Additional security must be booked through Show Management and will be billed to the exhibitor directly. Please contact Breanne Ruskowsky at breanne@fanexpohq.com for more information or with any questions.

16.1 Signing Events:

Exhibitors must space at least 30 minutes between signing events. Exhibitors may not have more than one signing event going on in their booth at any given time. All in-booth signings must be coordinated with Show Management. Certain restrictions will apply. Not all signings may be allowed on the exhibit floor. Please contact Show Management for information pertaining to individual exhibitor specifics.

16.2 Aisle Interference:

Giveaway tables, autograph tables, video viewing tables, or demonstration tables must be placed a minimum of 2 ft. back from the aisle. Video games should be installed at the back of the booth to accommodate persons playing as well as onlookers. Should participants and/or onlookers interfere with the normal traffic flow of the aisle or overflow into the neighbouring exhibits, Show Management may discontinue the activity.

16.3 Prizes:

No drawings for prizes may be held that require the winner be present to win. This includes trivia contests, audience participation events, and scavenger hunts. Absolutely no games or contests where a fee is charged to participate are allowed. This includes bingo-type games, wheels of fortune, card picks, raffles, and grab bags as well as video games and other arcade-style games. No contest will be allowed that involves the consumption of any food or beverage. Contests must comply with applicable provincial and federal regulations.

16.4 Giveaways and Flyer Distribution:

Giveaways and flyer distribution must take place from within an exhibitor booth only, and never in aisles, lobbies, outside Show site, or in any other part of the venue.

16.5 Stickers:

No exhibitor may give away or distribute stickers. Exhibitors will be charged for removal of stickers found adhered to walls, furnishings, or any part of the venue.

16.6 Security:

Exhibitors requiring additional security for in-booth events must request this through Show Management. Additional security will be billed directly to the exhibitor. Please submit your request a minimum of 30 days prior to the show to ensure crowd safety and flow is maintained. Please contact Breanne Ruskowsky at breanne@fanexpohq.com with questions or to make your request.

SECTION 17 – HOUSE RULES

17.1 Clear Aisles:

No walls, drapes, hooks or fixtures of any kind shall be permitted on or protruding into the aisle without prior written consent. All product/boxes/trash must be clear of the aisles 60 minutes prior to show opening.

17.2 Fasteners:

No nails or screws may be driven into the floor. No damage of any nature may be done to any part of the Exhibit Hall. Never staple, tape or deface drapes, materials or walls belonging to the venue or Show Decorator.

17.3 Damages:

Any damage caused to the building by an exhibitor or their employee is the sole responsibility of the exhibitor and will be billed accordingly.

17.4 Food and Drink:

In compliance with the Alcoholic Beverages and Tobacco laws, no alcohol may be brought on to or removed from the venue during the event except by the exclusive provider to the venue. No food or beverage may be sampled, sold or given away from any exhibit at any time without prior written permission from the Show Management and the venue.

Food sampling (2 oz or less) and non-alcohol beverage sampling (2 oz or less) is permissible and must comply with all local, state and national regulations or transport, storage, preparation and distribution.

17.5 Garbage

Exhibitors must take care to keep their booths clean at all times. Trash should not be placed in the aisles; it must be placed in one of the receptacles located throughout the show floor.

You must break down all cardboard boxes. Show Management will assess a cleaning charge to any exhibitors who do not break down their boxes. To avoid unexpected cleaning charges or if you expect a high volume of empty boxes and need assistance breaking them down, please contact Show Management or check in at the Exhibitor Concierge desk.

17.6 Smoking and Vaping:

The venue is a non-smoking facility. Vaping and electronic cigarettes are also prohibited. Therefore, all public areas and rental space, including corridors, registration area, meeting rooms, the Exhibit Halls, parking garage, and loading docks are designated non-smoking areas. The exhibitor is required to enforce no-smoking rules.

17.7 Handcarts/Dollies:

At no time when the Exhibit Hall is open to the public is any type of handcart allowed on the Exhibit Hall floor. No handcarts are allowed in the lobby at any time. When off-loading heavy objects during move-in/out, the use of floor protection and extreme care are required outside Exhibit Hall.

17.8 Helium:

Helium balloons are not allowed, including distribution and sale.

17.9 Pyrotechnics and Lasers:

A special permit is required for the use of pyrotechnics and/or lasers and must be pre-approved by the Fire Marshall. Stand-by personnel may be required at the cost of the exhibitor. Please contact Breanne Ruskowsky (breanne@fanexpohq.com) should you wish to use pyrotechnics and/or lasers in your booth.

17.10 Fog/smoke machines:

No fog/smoke machines will be permitted in the Exhibit Hall. Any device that produces smoke or any other airborne particulate will not be allowed.

17.11 In-booth storage:

Exhibitors may store a maximum of one day's worth of stock in their booth. Additional on-site storage is available at a cost through the show decorator.

PLEASE NOTE:

To arrange in-booth cleaning services, please contact the Show Decorator, LEVY SHOW SERVICE at 604-277-1726.

SECTION 18 – LICENSING / ANTI-BOOTLEG

Show Management does not permit or condone the sale of bootleg or unauthorized merchandise at the show.

The sale and/or display of ANY merchandise shall ONLY BE ALLOWED where the merchandise has been approved by the license holder for the property depicted and does not infringe on copyright or trademark laws.

By attending Management as an exhibitor, you are agreeing to follow these guidelines and any violation may result in immediate expulsion from the event without refund.

Show Management works with law enforcement authorities, licensees, and rights holder to act against the sale of bootleg and unauthorized merchandise at this event. Any exhibitor caught selling any bootleg or otherwise unauthorized material or merchandise may additionally be subject to prosecution by local, provincial, and federal authorities who will be given full access to this event.

SECTION 19 – EXHIBITOR STAFF

19.1 Appearance: The exhibitor's staff personnel shall at all times during the show hours be dressed neat and clean and maintain proper hygiene. To be courteous to co-workers and patrons, volunteers will practice clean personal hygiene. Please avoid using excessive amounts of perfumes, colognes and/or hairspray that may cause a problem for allergy sufferers.

Please note that any specialty personnel hired for in-booth promotions must be appropriately dressed and that partial nudity is not permitted. Please remember that this is a family event.

19.2 Exhibitor Badges: Show Management will provide the exhibitor's staff personnel with such identification passes as will be required for entrance to or exit from the Exhibit Hall. Exhibitor Badges are non-transferable.

19.3 Compliance: The exhibitor and their staff will be required to obey reasonable requests of Show Management.

19.4 Responsibility: The exhibitor is responsible for all actions of their staff / personnel.

19.5 Transferability: Exhibitor badges are non-transferable. They may not be sold or used as prizes or giveaways.

19.6 Children: During move-in and move-out, only person over the age of 16 will be permitted on the show floor.

SECTION 20 – ADDITIONAL SECURITY

20.1 Management Security:

Show Management will provide at least one security guard overnight after the Exhibit Hall closes to exhibitors but assumes no responsibility for the loss or damage to any items. Exhibitors must arrange for any desired extra security through Show Management and must hire from our designated security company.

20.2 Security Staff:

No exhibitor is permitted to employ security officers for services within the Exhibit Hall. Additional security must be approved and booked by Show Management. This will be billed directly to the exhibitor. Unauthorized security personnel shall not be permitted into the show.

20.3 Authorized Security Officers:

An exhibitor who requires admission to the Exhibit Hall outside normal exhibitor access hours must hire a security officer contracted through Show Management. This will be billed directly to the exhibitor.

20.4 Off-hours Set-Up and Tear-Down:

The exhibitor must hire at least one show-contracted security officer for every four staff personnel permitted into the Exhibit Hall outside normal exhibitor access hours. Exhibitors who are permitted access to the Exhibit Hall outside these hours shall vacate the Exhibit Hall with the rest of the exhibitors and shall then be permitted to re-enter the Exhibit Hall under the escort of a Show Management contracted security officer.

20.5 Security Tips:

Show Management will take all reasonable security precautions to safeguard the premises. While we provide security, exhibitors must be vigilant and aware of your possessions. We strongly suggest you take the following precautions:

- Wear your badge during set-up and tear-down to help us identify anyone who does not belong in the Hall.
- Do not leave your keys or valuables (such as purses, cash boxes, or stock) in your vehicle at any time.
- During Show hours, keep personal items like purses and briefcases locked up and out of sight from the public. DO NOT leave them behind drapes or underneath tables. This is the first place that is targeted.
- Do not leave any cash or credit card slips in your booth. Take them with you and make daily bank deposits.
- We strongly recommend that you close off the front of your booth each night with a cloth, mesh, netting, etc. that will prohibit anyone from entering your booth when you are not there.
- Walk to and from the Exhibit Hall with someone, especially if carrying large sums of money.
- Report suspicious behaviour to the Show Office immediately!
- Do not leave your booth unattended. Be sure to be at your booth before Show opening. At Show closing do not leave immediately; wait until the public clears the floor.
- Always Keep fire doors closed. Never prop open a fire door.

SECTION 21 – DISPLAY REVIEW

21.1 **Standards of Conduct:** The exhibitor shall not utilize any fixture, device, merchandise or activity that is illegal, in poor taste or detrimental to Show Management. Show Management reserves the right to disapprove the display of any item that is not in keeping with the nature, character, or orderly conduct of the Show.

21.2 **Enforcement Procedure:** In the event that Show Management determines that the exhibitor is in violation of these rules and regulations, Show Management will immediately notify the exhibitor. Failure to remedy or remove the item or activity in question may result in expulsion.

21.3 **No Refund:** In the event an exhibitor is removed from the Show for failure to abide, all monies paid by the exhibitor will be retained by Show Management and no refund will be made.

SECTION 22 – GENERAL SAFETY

Show Management's first priority is the safety of the attendees, exhibitors, staff, and visitors to our event. As an exhibitor, you are responsible for keeping your area safe for attendees, exhibitors, staff members, and visitors. In the event that any situation or activity is deemed to be unsafe by Show Management, the venue, the Fire Marshal or the Police, you agree to immediately make all necessary changes and corrective actions.

IF YOU DO NOT DO SO IMMEDIATELY, SHOW MANAGEMENT RESERVES THE RIGHT TO HAVE YOU AND YOUR MATERIALS REMOVED FROM THE FACILITY AT YOUR EXPENSE. IN SUCH CASE, YOU WILL NOT BE ENTITLED TO ANY REFUND.

SECTION 23 – AMENDMENTS

Show Management has full power in the enforcement and amendment of all contract regulations.

SECTION 24 – SHOW MANAGEMENT EXCLUSIVES POLICY

All limited-edition giveaways and/or Show exclusives must be approved by Show Management. The exhibitor will be allowed to set the parameters of the Limited-Edition Giveaway and/or Show Exclusive: for example, every attendee may enter only once, a certain amount will be given away and/or purchased each day, etc.

No lines will be allowed to form outside of the exhibitor's booth and/or table. If a line impedes on aisle traffic or a neighbouring exhibitor, the Exclusives sale will not be allowed to continue, and the exhibitor must stop all sales immediately.

Show Management will work with you to reschedule the sales of your Exclusive at a time when it will no longer impede traffic or other exhibits. No sales will be allowed either before or after public Exhibit Hall hours.

SECTION 25 – EXHIBITOR APPOINTED CONTRACTORS

An Exhibitor Appointed Contractor is any non-official company you choose to utilize for move-in/set-up/move-out. Exhibitors are responsible for informing their appointed contractors of the below information/requirements to ensure a smooth transaction.

All outside contractors must fulfill the following:

- Current Workers Compensation Insurance Certificate
- A certificate showing general liability and property damage coverage
- An Exhibitor Appointed Contractor Form signed by the exhibitor
- Appointed contractors must also register via Voyage Control to gain access to the Halls

Failure to fulfill the above requirements will jeopardize the contractor's ability to obtain proper badges/admission to the Show floor.

If you plan to use an Exhibitor Appointed Contractor, you must fill out the form found on our website and return it to Show Management by the deadline date as indicated on the form. You may email it back to Breanne Ruskowsky breanne@fanexpohq.com.

SECTION 26 – EXHIBITOR HEALTH AND SAFETY COMPLIANCE REMINDER

All Exhibitors are required to ensure health and safety of everyone, including their on-site employees and suppliers/contractors retained to provide services on their behalf on the show floor. In order to ensure that everyone understands the importance of these requirements, all Exhibitors are required to read the "Exhibitor Health & Safety Compliance Reminder" which can be found on our website under the Exhibitor Info and Order Forms section.

SECTION 27 – FAN EXPO VANCOUVER FLOOR MANAGERS

Show Management can be easily identified by the Show t-shirts with the FAN EXPO Vancouver logo. It is their job to make sure everyone complies with all rules and regulations so that you, the exhibitor, are not negatively impacted by your neighbours and that you have a great experience at FAN EXPO Vancouver.