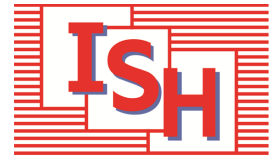




XXXVII World Congress
of the
International Society of Hematology
And the
Canadian Society of Hematology



EXHIBITOR MANUAL

Vancouver, Canada
September 13-16, 2018



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1. Event Summary

Date: September 13 - 16, 2018
Location: Vancouver, BC, Canada
Venue: Vancouver Convention Centre, East Building
Room: Ballrooms A & B
Website: www.ish2018.com

2. Deadlines

Check	Return to	Due Date
<input type="checkbox"/> Logo & Company Description	ICS	June 29, 2018
<input type="checkbox"/> Exhibit Staff Registration	ICS	August 6, 2018
<input type="checkbox"/> Approval for custom-built exhibit space	ICS	August 10, 2018
<input type="checkbox"/> Housing	ICS	August 11, 2018
<input type="checkbox"/> Certificate of Insurance (Mandatory)	ICS	August 13, 2018
<input type="checkbox"/> Booth Entertainment Request Form	ICS	August 13, 2018
<input type="checkbox"/> Giveaway Request Form	ICS	August 13, 2018

Check	Order Forms	Return to	Due Date
<input type="checkbox"/>	Customs & Shipping Services	Levy Show Service Inc.	Prior to shipping
<input type="checkbox"/>	Booth Services	Levy Show Service Inc.	September 6, 2018 (Early-bird pricing: August 30, 2018)
<input type="checkbox"/>	Venue Services	Vancouver Convention Centre	September 8, 2018 (Early-bird pricing: September 5, 2018)
<input type="checkbox"/>	Advance Warehouse order	Levy Show Service Inc.	August 9 - September 6, 2018

3. Contact Information

On-site Exhibit Manager
Fay Wagman: [+1] 604 638 3863
ISH2018-Exhibits@icsevents.com



XXXVII WORLD CONGRESS International Society of Hematology

Vancouver BC, Canada | September 13-16, 2018



Sponsorship & Exhibit Sales Manager

Cali Vindeirinho: [+1] 604 639 3919

ISH2018-Sponsorship@icsevents.com

Congress Manager

Laura Gordon: [+1] 604 639 3928

ISH2018@icsevents.com

Registration & Housing Manager

Thespena Kanakos: [+1] 604 681 2153 Ext.120

ISH2018-Registration@icsevents.com

General Services Contractor

Furniture | Equipment | Material Handling | Accessories

Levy Show Service Inc.

604-244-1726

operations@levyshow.com

-- Link to order online: <https://bit.ly/2llp6yl> (Show Code: ISH2018)

-- Instructions for online ordering: <https://bit.ly/2s7Msqr>

Venue Services

Electrical | Plumbing | Rigging | Booth Security | Booth Cleaning | Telecommunications | Internet

Vancouver Convention Centre

Desiree Rossiter: 604-647-7206

DRossiter@vancouverconventioncentre.com

-- Link to order online: <https://bit.ly/2rCutuv>

Food & Beverage Services

Vancouver Convention Centre

Stephanie Couture: 604-647-7238

scouture@vancouverconventioncentre.com

AV Equipment Provider

Freeman Audio Visual

Kevin McGee: 604-675-2077

kevin.mcgee@freemanco.com

-- Order form: <https://bit.ly/2IG5vCk>

Official Customs Broker & Transportation Service Supplier

Levy Show Service Inc.

Sheri Catchpole: 604-277-1726

scatchpole@levyshow.com

-- Link to order online: <https://bit.ly/2llp6yl> (Show Code: ISH2018)

-- Instructions for online ordering: <https://bit.ly/2s7Msqr>

ISH 2018 Secretariat

International Conference Services Ltd.

Suite 300 - 1201 West Pender Street Vancouver, BC Canada V6E 2V2

Tel: +1 604 681 2153 Fax: +1 604 681 1049 Email: ISH2018-Exhibits@icsevents.com Web: www.ISH2018.com



Lead Retrieval

Fay Wagman: [+1] 604 638 3863

ISH2018-Exhibits@icsevents.com

CONGRESS WEBSITE

<http://www.ish2018.com>

4. General Information

A. Exhibition Schedule

	Date	Time
Exhibitor Move-In	Thursday, September 13, 2018	8:00 - 16:00 ¹ (quiet only)
Exhibition Show Hours	Thursday, September 13, 2018	17:30 - 19:15 (Networking Reception) ²
	Friday, September 14, 2018	10:00 - 16:30
	Saturday, September 15, 2018	10:00 - 16:30
Exhibitor Move-Out	Saturday, September 15, 2018	16:30 - 17:00 (quiet only) ³ 17:00 - 20:00 (regular move-out)

¹ All exhibit booths must be show ready by 16:00.

² All exhibits are required to be staffed during the Welcome Reception and Exhibition Show hours - no exceptions.

³ Please note that due to ongoing sessions nearby, only quiet carry-out will be allowed from 16:30 to 17:00 on Saturday, September 15. Regular move-out will commence at 17:00 after the last sessions. Empty crates will only be returned to the Exhibit Hall at that time. To ensure all materials are removed from the facility in a timely fashion, please have carriers check in by 16:00.

B. Exhibit Staff Registration & Badges

Each exhibiting organization receives two (2) complimentary staff registrations for every exhibit space rental unit purchased in the event. Additional Exhibitor Staff Registrations are available for CAD 250, up to a maximum of four (4) staff members per unit. Exhibit Staff Registrations grant access to the Exhibit Hall only (no Congress sessions) and to the following privileges:

- Congress Bag (including Onsite Program and Handouts)
- Welcome Reception
- Networking Breaks

An email with the registration information was already sent to each exhibitor. Please refer to the email to assign badges to specific people. Exhibitors may collect their badges on-site at the Registration Desk after a brief identification check during the exhibition move-in period.



C. Housing

Accommodation can be booked at time of registration. The ISH 2018 Secretariat (International Conference Services Ltd.) is the official housing bureau for ISH 2018 and will offer assistance with the coordination of housing requirements for the Congress. We have negotiated special room rates with hotels in close proximity to the Vancouver Convention Centre. Special rates and added complimentary amenities are only available to delegates who book through the official housing bureau.

Although ISH, CHS and the housing bureau will do their due diligence and negotiate the lowest possible group rates, we cannot predict future specials hosted by competing hotels. However, we urge all sponsors, exhibitors and delegates to support the Congress and book through the official housing bureau. The success of the Congress and the supporting associations depends on you using the contracted hotels.

The ISH 2018 Secretariat and its supporting organizations cannot meet the contracted room obligations if sponsors, exhibitors and delegates book outside the official housing bureau. Rooms that are not filled because of that create an expense for the Congress in form of financial penalties (attrition charges) and place the financial success of the Congress at risk, which increases with each delegate, exhibitor and sponsor not booking through the official housing bureau.

If you have a group of 10 or more that you would like to register or book accommodation for, please contact us at ISH2018-Registration@icsevents.com.

WARNING: *We are aware that illegitimate companies are targeting our exhibitors, calling to 'offer' to set you up with accommodation. These companies are often fraudulent. Please note that they are not affiliated with us and that the only way to register & book accommodation will be only through the Congress website, with the dedicated link sent to you.*

D. Standard Exhibit Space Package

Each exhibit space rental unit (except tabletop spaces) includes the following:

- Floor space as assigned, carpeted
- 1 - 7" x 44" booth identification sign
- Back wall (draped): 8'-00" high (2.50m), Black
- Side wall (draped): 3'-00" high (0.90m), Black
- 1 - 6'-2' skirted table, Blue
- 2 - padded chairs
- 1 - waste basket

Tabletop spaces come with the above inclusions, except the back & side walls, for a footprint of 8' x 6'.

Exhibit space rental does not include any of the following: additional furniture, electricity, internet connection, labour, shipping or any other services. These items should be ordered through the forms provided in the [Exhibitor Order Forms](#) section of this Exhibitor Manual.

E. Shipping & Customs

Levy is the official customs broker and transportation service provider for ISH 2018. To ensure all shipments arrive on time, the use of the official customs brokers is highly recommended. The ISH 2018



Secretariat cannot be responsible for any delayed or lost shipments. Customs broker and transportation services can be ordered here: <https://bit.ly/2Ilp6yI> (Show Code: ISH2018) or by using the link at the end of this Manual.

Should you decide to not ship with the official transportation service provider and not take advantage of advanced materials handling, please request your time slot at the loading dock well in advance. Due to the loading dock capacities at Vancouver Convention Centre, all exhibitors will be given scheduled times to unload their shipments, they will need to be unloaded via the dock and transported to the show floor. It is of extreme importance for all to strictly adhere to their scheduled unloading times to ensure the smooth and timely setup of each and every booth. Please contact the ISH 2018 Exhibit Manager to request a time slot at the loading dock.

To ship directly to show site on move-in day, refer to the Guidelines at: <https://bit.ly/2jUVSla> and use the Showsite Shipping Label at: <https://bit.ly/2rHikCT> (also available at the end of this Manual).

F. Move-In & Construction Limitations

Move-in times must be adhered to and will be enforced. The exhibition hall will be closed evenings, during which time no one will have access to the hall. The exhibitor must complete exhibit construction within the given move-in timeframe, which is specified in the Exhibition Schedule above.

If the exhibitor has not commenced exhibit construction/decoration one hour prior to event opening, the ISH 2018 Secretariat has the right to dispose of the exhibit space at its own discretion. Moreover, the exhibitor is then liable to ISH 2018 for the agreed exhibit rental fee. The exhibitor is not entitled to damage claims.

The exhibitor and their affiliates are liable for any damage they cause to building, floors, walls, columns, and to standard exhibit equipment. Application of labels, tape, paint, lacquer, adhesives or other coatings to building columns, floors and walls or to standard exhibit equipment is strictly prohibited. Any damages made by an exhibitor and/or their affiliates will require compensation for the cost of recovering any damaged facilities to the original state. Under no circumstances may the weight of any equipment or exhibit material exceed the maximum floor load weight of the exhibit hall. The exhibitor accepts full and sole responsibility for any injury or damage to persons or property resulting from failure, knowingly or otherwise, to distribute the load of his exhibit material to conform to maximum floor loading specifications. Floor loading is given as 1,400 kg/m².

All exhibits must comply with all regulation established by the safety authorities. All materials used for decorating must be fire resistant. Cartons, boxes and crates may not be stored under tables, behind displays or in any part of the exhibit area. At the exhibitor's expense, empty crates, etc. will be picked-up, stored and returned to each exhibit space after the event.

All exhibitors planning a custom-built exhibit space are required to get approval on their booth layouts /designs from the ISH 2018 Exhibit Manager in written. The layout, with measurements and building material specifications, needs to be submitted in detailed drawings to the ISH 2018 Exhibit Manager. If exhibit plans are revised after approval has been sent, the revised plans need to be re-submitted for approval as soon as possible. Please allow enough time for exhibit construction approval.



Deadline for submission of custom-built booth layout: August 10, 2018

Maximum booth height restrictions are as follows:

Booths under 400 sq ft	8'-0"	2.5m
Back wall	8'-0"	2.5m
Side walls	3'-0"	1.0m

The arrangement of displayed items or structures shall not disturb other booths or hinder passage of visitors. Displayed items should not create inconveniences to visitors and be kept at least 1'-0" (30cm) away from the exhibit space line. If exhibitors fail to conform to this rule, the secretariat office may demand those items to be relocated. This restriction is designed to give an equal opportunity to every exhibitor in terms of space and visibility.

No one under the age of 15 years may be allowed in the exhibit area during move-in/out. During move-in/out, exhibit halls and loading dock areas are considered hazardous work areas. As such, there shall be absolutely no drinking of alcoholic beverages, no horseplay and in general, any and all unsafe conditions or activities are to be corrected promptly.

Ballrooms A & B at Vancouver Convention Centre are carpeted. However, it is highly recommended to install carpet in the exhibit rental unit in order to visually confine booth dimensions.

The ISH 2018 Secretariat, Vancouver Convention Centre and/or local authorities can enforce an order of dismantling of booths and exhibits that have not been approved or do not follow the regulations. Frequent inspections will be held during the exhibition period. Please adhere to the regulations strictly, for safety purposes.

Custom exhibit equipment is to be pre-manufactured outside the area beforehand. Only the assembled equipment is allowed inside. Electrical tools such as compressor, welder, electrical saws, electrical grinders, and electrical planes are not allowed to be used inside the hall. Also, painting besides finishing is not allowed inside the hall (fire prevention safety rule). Due to electricity lines under the floor, exhibitors must be careful not to spill water or wash the floor with water.

G. Security & Safety

The Exhibition Hall will be locked during non-Exhibit Service Centre hours. Security will be provided during the set-up, show and dismantling period. Although 24-hour security is provided, the ultimate responsibility for displayed exhibits and equipment lies with the individual exhibitor. Exhibitors must secure, at their own expense, appropriate liability/loss insurance at all times. Exhibitors will not be allowed to enter the Exhibit Hall during non-show hours without consent of the Secretariat. The ISH 2018



Secretariat and its affiliates will not be held responsible for the loss, theft or damage to exhibitor supplies at all times.

Exhibitors should take necessary safety measures prior to using dangerous equipment or parts during the show, in order to prevent accidents. Each exhibitor is responsible for the maintenance and safety of their equipment.

The first aid room at the Vancouver Convention Centre, East Building is located in the lobby. Vancouver Convention Centre security personnel are trained as first responders in fire/safety and first aid emergencies including the use of on-site defibrillators. First aid assistance is available by calling **7500** from any house phone, **604 647 7500** from any cell phone, or by contacting Vancouver Convention Centre personnel.

Additional booth security can be ordered from VCC's online ordering platform by using the link at the end of this manual or you can access it here: <https://bit.ly/2rCutuv>

H. Liability Insurance

ISH 2018 does not bear any insurance risk for the exhibitor. The exhibitor is explicitly referred to their own insurance. Therefore ISH 2018 requires all its exhibitors to provide proof of liability insurance with a minimum of **CAD 2,000,000** for each accident or occurrence limit of liability is in place for the duration of the event. **Third party liability insurance certificate is mandatory** and must be provided to the ISH 2018 Exhibit Manager no later than August 13, 2018. In case the exhibitor receives the invoice after August 13, 2018, the exhibitor is required to provide the certificate of insurance as soon as possible; but **prior to move-in!** Full coverage must be in effect for the event for which a contract exists.

Interest Insured: Commercial General Liability

- Inclusive Limit
- Covering Third Party Bodily Injury and Property Damage
- Including Non-Owned Automobile
- Including Host Liquor Liability, if planning on serving Liquor
- Including Cross Liability Clause

Additional insured to be named:

- International Conference Services Ltd.
- International Society of Hematology
- Canadian Hematology Society
- Vancouver Convention Centre

Insurance companies may submit their own form (must be in English only).

I. Announcements/Messages

Announcements will not be permitted during the show.



J. Parking

There are two independently operated parking facilities located within the Vancouver Convention Centre. They operate 24 hours per day, 7 days a week on a first come, first served basis. The East building has 750 stalls and is operated by WestPark (WestPark Canada Place). WestPark can be reached at (604) 684-2251 or at canadaplace@westpark.com. Rates can be viewed here:

<https://bit.ly/2wMh466>.

K. In-Booth-Catering

The exclusive caterer for the Vancouver Convention Centre is Centerplate Food and Beverage. For more information on the menus, ordering, and other enquiries, please visit the website here:

<https://bit.ly/2lbBEEI>.

L. Cleaning

The ISH 2018 Secretariat is responsible only for emptying baskets along the pathways and keeping the shared space clean. Exhibitors will be responsible to keep their booths clean at all times. Housekeeping can be ordered here: <https://bit.ly/2rCutuv> or by using the link at the end of this Manual.

M. Advertisements, Sales Activities and Presentations

The exhibitor agrees to confine all products/services demonstrations and other sales activities to the limits of the contracted exhibit space and within the maximum height set. Distribution of any material is likewise limited to said exhibit space confines. Exceptions may be given by the ISH 2018 Exhibit Manager prior to show opening in writing.

The use of games of chance, lottery devices, musical instruments and other sideshow practices is permitted only with written permission of the ISH 2018 Exhibit Manager. The use of amplifiers, musical performances and any other sound generating equipment - even for advertising purposes - requires an advanced approval as well. Noisy demonstrations may be restricted or prohibited after permission if such demonstrations are considered a disruption of the general order of the event. Approval must be requested by filling out the Booth Entertainment Request Form (download at <https://bit.ly/2KnF4Pf>) returning it to the ISH 2018 Exhibit Manager by **August 13, 2018**.

Flashlights and revolving light equipment are prohibited. Lights from one exhibit should not disturb or damage other booths.

The exhibitors are not allowed to carry items, signboards and brochures for recruitment purposes.

N. Giveaways

Giveaways should be educational in nature and must be pre-approved. Distribution of any material is limited to contracted exhibit space only. It is recommended to await approval from the ISH 2018 Exhibit Manager prior to production and shipment of any Congress related giveaways. Permission to hand out Giveaways may be restricted or prohibited after permission if such giveaway is considered a disruption of the general order of the event. Please note that event bags are sponsored and therefore no bags are allowed to be handed out. Approval must be requested by filling out the Giveaway Request Form (download at <https://bit.ly/2jVZ7J7>) and returning it to the ISH 2018 Exhibit Manager by **August 13, 2018**.



O. Non-Smoking

Smoking, including e-cigarettes is prohibited in the Exhibition Hall and the Vancouver Convention Centre.

P. Move-out & Removal

Dismantling of exhibit construction and décor may only commence at the last day of the event after the end of the event. The ISH 2018 Secretariat reserves the right to charge the exhibitor a contract penalty fee if this clause is violated. The exhibit space has to be left in its original condition not later than outlined in the Exhibition Schedule.

After the exhibition, when the subcontractors remove the furniture, exhibitors should pay attention not to leave behind any belongings in the drawers and the shelves. The ISH 2018 Secretariat does not take the responsibility for any damages and losses as a consequence. Exhibitors are required to remove all materials upon completion of the event. This includes, but is not limited to, all printed materials, equipment, furniture, carpet, and construction waste. All of the participants must return the equipment and tools that are leased from ISH 2018.

5. Floorplan

The Floor Plan is a “working draft” and changes may be made up until one (1) week prior to the event. Every effort has been made to ensure the accuracy of all information contained on the Floor Plan. However, no warranties, either expressed or implied are made with respect to the Floor Plan. It is the sole responsibility of the exhibitor to verify all dimensions and locations. This includes the location of building columns, utilities or other architectural components of the facility.

“Freight-Free” aisles may be shown on the Floor Plan and will be strictly enforced due to logistic and safety reasons.

Exhibit Floor Plan: <http://www.ish2018.com/sponsorship-exhibits/confirmed-supporters/#plan>.

6. Exhibitor Order Forms

Please find the official Order Forms of ISH 2018 using the links provided below:

A. Booth Services

Furniture | Equipment | Material Handling | Accessories
Levy Show Service Inc.

- Link to order online: <https://bit.ly/2Ilp6yl> (Show Code: ISH2018)
- Instructions for online ordering: <https://bit.ly/2s7Msqr>

B. Audio Visual Services

Freeman Audio Visual

- AV items: <https://bit.ly/2IG5vCk>



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C. Venue Services

Electrical | Plumbing | Rigging | Booth Security | Booth Cleaning | Telecom | Internet | Forklift
Vancouver Convention Centre

- Online ordering: <https://bit.ly/2rCutuv>

D. Customs & Shipping Services

Levy Show Service Inc.

- Instructions for online ordering: <https://bit.ly/2s7Msqr>
- Customs Brokerage & Transportation: <https://bit.ly/2Ilp6yl> (Show Code: ISH2018)
- Shipping & Handling Guidelines: <https://bit.ly/2jUVSla>
- Shipping Label: <https://bit.ly/2rHikCT>

E. Lead Retrieval

Lead retrieval at ISH 2018 is mobile-phone-based. Exhibitors will need to have their own mobile phone with a data plan or access to Wi-Fi (Wi-Fi will be provided by the Congress at the Convention Centre). Mobile phone cameras will be used to scan QR codes from delegate badges.

The cost for lead retrieval is CAD 250 (+GST). Please contact ISH2018-Exhibits@icsevents.com if you are interested in ordering this service.

A. CBSA Letter of Recognition

Border-to-Show privileges have been granted for ISH 2018. The Canada Border Services Agency (CBSA) has advised its ports of entry to allow your goods to move directly to the show site (once they have been reported to CBSA at the first port of entry) where officials will perform the necessary clearance procedures.

Please attach a copy of the letter to any boxes or packages being shipped to Canada for this event.

Download here: <https://bit.ly/2KsxROX>

B. Other Documents of Interest

- WestPark Parking at East Building: <https://bit.ly/2wMh466>
- General Parking Information: <https://bit.ly/2IHZIMw>
- Exhibitor Reference & Safety List: <https://bit.ly/2liR3Nf>
- Food Sampling Guidelines: <https://bit.ly/2LOB6gv>
- Liquor Sampling: <https://bit.ly/2KoYlQj>
- Onsite Water Treatment System: <https://bit.ly/2IfL7IM>