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# IMPORTANT CONTACT INFORMATION

Exhibition Hall  
General Inquiries

[expo@ottawacomicon.com](mailto:expo@ottawacomicon.com)  
[info@ottawacomicon.com](mailto:info@ottawacomicon.com)

## EXHIBITORS PAGE

<https://www.ottawacomicon.com/en/exhibitors/>

## SHOW LOCATION

Ey Centre  
4899 Uplands Drive  
Ottawa, ON  
K1V 2N6

## CUSTOMS BROKERAGE & CARRIER

Beyond Borders  
Rob Parr  
Director of Operations  
416-771-4065  
[rob@beyond-borderslc.com](mailto:rob@beyond-borderslc.com)

## EXHIBITOR SERVICES: CLEANING, BANNERS, ELECTRICITY, ETC.

<https://eycentre.boomerecommerce.com/home/249/EventHome>

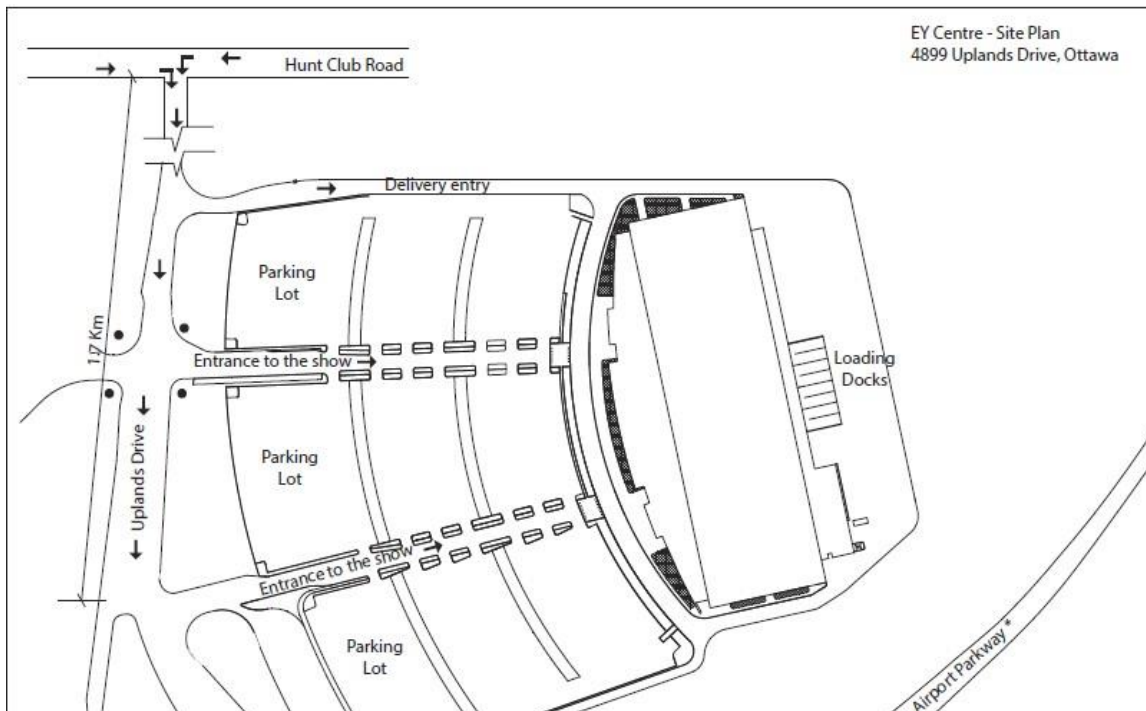
## SHOW DECORATION

[expo@ottawacomicon.com](mailto:expo@ottawacomicon.com)

## EXHIBITION HALL SHOW HOURS

	FRIDAY	SATURDAY	SUNDAY
Dock availability	1:00PM to 8:30PM	8:00AM to 10:30AM	10:00AM to 11:00AM 5:00PM to 9:00PM
Setup	1:00PM to 9:00PM	8:00AM to 10:30AM	-
Restock AM	-	-	10:00AM to 11:00AM
Show hours	-	10:30AM to 6:00PM	11:00AM to 5:00PM
Restock PM	-	6:00PM to 6:30PM	-
Teardown	-	-	5:00PM to 9:00PM

## VENUE INFORMATION



1. When you arrive at the EY Centre, take the far-left entrance marked DELIVERY.
2. You will be required to pass through security at the gated entrance. Please have your credentials ready for validation.
3. After the gate, follow the road all the way to the back of the EY Centre. Be sure to stay on the left side of the building.
4. The docks are situated at the back of the building.

## BOOTH DETAILS

### 6x6 SPACE

Each 6' by 6' space and comes with:

- One (1) 6' table that is 30" high by either 24" wide or 30" wide
- Two (2) chairs

### 8x8 SPACE

Each 8' by 8' space and comes with:

- One (1) 8' table that is 30" high by either 24" wide or 30" wide
- Two (2) chairs

To obtain items that are not included with the space, please refer to our supplier's section for more information.

## MOVE-IN PROCEDURE

### MOVE-IN HOURS

FRIDAY	1:00PM to 9:00PM
SATURDAY	8:00AM to 10:30AM

### DELIVERIES AND SHIPMENTS

All pallets, crates and loose boxes must be properly labeled with the exhibitor's name, booth number, contact person's name, and name of the event (*see example of shipment label, Appendix A*). All shipments must be made during the hours and days that setup is scheduled and a representative from the booth must be present to receive the shipment. **We do not accept shipments for exhibitors.**

If a representative is not present at the time of delivery or the delivery arrives before or after our posted setup hours, or the shipment is improperly labeled, the shipment will be turned away.

Exhibitors must ensure that their pallets are properly wrapped and stacked. If an improperly wrapped pallet is shipped and the pallet falls apart, crushes/damages merchandise and/or injures any persons, the owner of the pallet will be fully responsible for the losses and damages. Additionally, if a pallet falls apart and the exhibitor is not in the building at the time of the incident, the exhibitor will be fully responsible for the cost of restacking and moving the pallet.

## CUSTOMS BROKERAGE AND CARRIER

If an exhibitor needs to import merchandise from outside Canada, Beyond Borders offers both transportation and customs services:

Beyond Borders  
Rob Parr  
Director of Operations  
416-771-4065  
[rob@beyond-borderslc.com](mailto:rob@beyond-borderslc.com)

## CHECK-IN

Bracelets will be distributed in place of badges for this event at no cost. Extra bracelets can be requested during check-in. Bracelets can be picked up at the exhibitor services desk situated next to the dock area.

## DOLLIES, HAND CARTS & PALLET JACKS

Exhibitors are encouraged to bring their own equipment. Please note that this type of equipment must only be used in the exhibition hall and in the loading dock area. There are dollies available in the convention centre, but they are in limited number, and we will function on a “first come, first serve” basis.

Please note that dollies, carts, buggies, or pallet jacks will be **NOT** allowed in the hall starting from half an hour before opening until closing.

## VEHICLES INSIDE THE CONVENTION CENTRE

Any vehicle or equipment inside the convention centre that has an internal combustion engine cannot have more than a quarter (1/4) a tank of fuel. The batteries and ignition systems must be disconnected at all times and all ignition keys provided to security services.

The gas caps on all vehicles and equipment must be secured with a lock. If they cannot be locked, they must be taped firmly shut in such a manner that prevents easy access to the gas tank. Waterproof protective sheeting must be placed under vehicles and protective plates placed under the tires.

A set-up time must be scheduled with exhibitor services prior to the event to facilitate the vehicles settling into the hall. During set-up and tear-down, car owners must wait for the car to be escorted by the exhibition hall team from the dock to their space and then to the exit. Due to the volume of traffic in the hall and on the docks, vehicles should not expect to leave before 8:00 p.m. on Sunday.

## CHILDREN INSIDE THE EXHIBITION HALL DURING EXHIBITOR HOURS

Due to Ontario labour board regulations, children under the age of 16 are not allowed in the exhibition hall during set-up and tear-down hours.

Children affiliated with an exhibitor can be in the exhibition hall once the hall is open if they are under the direct care and supervision of the exhibitor at all times.

If an exhibitor comes to the venue during set-up and tear-down hours with a child, they will be not allowed to setup at that time.

## STORAGE

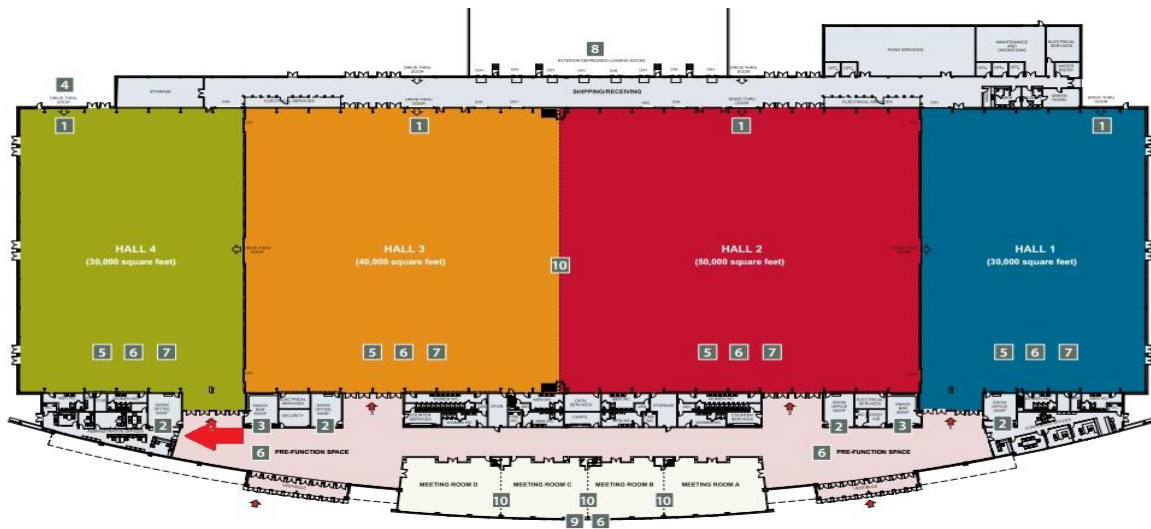
Box, pallet, and merchandise storage is not available at the EY Centre due to lack of space. It is recommended that exhibitors keep their empty boxes and any over stock that does not fit in their booth in their vehicle(s).

## PARKING

Exhibitors can purchase an EY Centre back lot parking pass for the entire weekend (all 2 days) for \$30+tx. If you would like a back lot parking pass, please email [expo@ottawacomicon.com](mailto:expo@ottawacomicon.com).

Exhibitors may also purchase a front lot parking pass before the event for the entire weekend, which allows in/out privileges, through the EY Centre's online exhibitor services ordering portal: <https://eycentre.boomerecommerce.com>. This pass will be for the front parking lot only and will be subject to availability. Exhibitors can pick up these pre-purchased passes on site at the EY Centre administration office, in the North Lobby (please refer to the red arrow in the picture below).

Daily onsite parking is available in the regular EY Centre parking lot on a first-come first-served basis for cars and other vehicles not taking more than 1 parking space for \$10/day (subject to change). This daily parking rate does **not** include in/out privileges. No spaces will be reserved exclusively for exhibitors in the parking lot.



# BOOTH REGULATIONS

## GENERAL

During the event, all tables and aisles are to remain clear of boxes, debris, and displays.

All exhibitors must be careful not to damage the show floor with tables or displays; Nothing is to be taped to the walls of the convention center.

**Only the following three tapes can be used on the floor: Polyken 105c LPDE, Scapa 274004 and DC-Woo2A. Be advised that any tape used must be removed during teardown or exhibitors will be charged for its removal.**

It is up to exhibitors to maintain the safety (must make sure that any rigging and/or signage will not fall at anything time) and cleanliness of their booth. The exhibition hall staff can ask for the booth rigging to be made stronger if they feel the booth is unsafe. Unsafe rigging and/or signage will be removed.

Strongly scented items are prohibited, whether in sale or on displays, including bath salts, potpourri, incense, candles, air fresheners, etc. Scented items must be wrapped.

## HEIGHT & SIGNAGE

**All banners & signage within a booth must be single sided.** Booths' height must not exceed 8'. Exceptions may be made on a case-by-case basis. Any exhibitor who does not comply with the height rules will be asked to take down the segments that exceed 8'.

## ALLOCATED SPACE

Exhibitors can use the space as they wish but cannot go outside of the limits of the space they are assigned. The spaces are marked on the floor with the delimitation of each individual space. All aspects of the display, tables included, must be within the space allotted.

**Exhibitors who are found to be encroaching on the booth spaces of a neighbour or an aisle, will be directed by a Comiccon staff member to move their display so it respects the space limits of their booth.**

## BOOTLEGGING & PLAGIARISM

Ottawa Comiccon and Capeflow Productions do not condone the sale of unauthorized or bootlegged materials. The sale and or display of licensed materials should only be allowed if merchandise is approved by license holder and doesn't infringe on copyrights and licencing laws. Violation will result in removal from the event without refund and possible ban from future events. Any exhibitor caught selling such items may be subject to prosecution.

**Please note the sale of AI produced art is strictly prohibited.**



## **FIRE REGULATION**

Booths must meet City of Ottawa fire code and are subject to inspection by the City of Ottawa fire marshal. No portion of a booth and/or display can block or cover aisles, doorways, fire extinguishers, fire hose cabinets, fire exits, fire alarms, or related items.

For fire safety, it is prohibited to use fire/flame/heat sources in the exhibition hall. This includes but is not limited to candles, tea lights, flame throwers, space heaters, torches, lighters, rockets, fireworks, sparklers, tiki torches, flint & steel, etc.

## **SMOKING**

All smoking and the use of E-cigarettes are prohibited within the EY Centre.

To access the outside smoking areas, exhibitors can exit via the main entrance, or go out the back of the exhibition hall, specifically in the back of hall #2, next to the exhibitor services desk.

## **MEDICAL EMERGENCIES**

Exhibitors are required to report all accidents and injuries to exhibitor services as soon as possible.

If medical services are required and it is not possible to go to the exhibitor services office, exhibitors will need to find a Comiccon staff member to call for assistance. Exhibitor services will dispatch the Ottawa Comiccon medical team to the location of the emergency. This medical team is equipped to manage all types of medical emergencies.

The Ottawa Comiccon medical team will assess the situation and call 911, if required. Exhibitors should NOT call 9-1-1 on their own due to building requirements when emergency services are dispatched.

## **CLEANLINESS**

Exhibitors are required to maintain the cleanliness of their booth AT ALL TIMES during the show and during tear-down.

The exhibition hall will be cleaned every night after the hall has closed for the evening. Any empty boxes that are left in the aisles (even during setup) will be cleaned up and discarded.

Exhibitors are responsible for any damage done to the property of the EY Centre and/or Ottawa Comiccon property and will be billed for the cost of repair and/or replacement.

## **ADULT (18+) MERCHANDISE**

Exhibitors CANNOT distribute or sell any adult material to anyone under the age of 18. Any “adult only” material should be behind the counter and any nudity and/or sexual content must not be displayed openly.

## **DRONES**

The operations of drones at Ottawa Comiccon are strictly forbidden. Exhibitors caught flying a drone during the event will be asked to put the drone away. If the exhibitor persists, the drone will be removed from the event and may result in the exhibitor also being removed.

If exhibitors sell drones, attendees must be informed not to fly them within the event premises. Any attendees found flying a drone during the event will have them confiscated.

## WEAPONS POLICY

If an exhibitor intends to display and sell weapons, armor, or props at the convention, they must receive approval from exhibitor services. There are policies and procedures that provide direction and guidance on which items are permitted to be displayed and/or sold, the procedures for selling these items, weapons sales conditions and restrictions. We will also require exhibitor to post a sign, supplied by Ottawa Comiccon, in an easily visible area of the booth; it will also show the sale of an inadmissible weapon (e.g., metal swords, knives) to anyone under 18 years of age is strictly prohibited. The sign provided by Ottawa Comiccon must be returned after the event.

Exhibitors must sign an agreement and respect all convention policies, guidelines, and all Canadian laws **prior** to the event.

Any exhibitor selling weapons without a signed agreement, or a sign not clearly posted will be asked to remove the merchandise from their booth and further non-compliance will result in the expulsion of the exhibitor and/or booth from the event.

## FOOD SERVICES

The sale, distribution and personal consumption of all food and beverage items and related service in the EY Centre are **exclusive** to the caterer.

Any exhibitor promoting, distributing, or selling food or beverage is forbidden by the exclusivity agreement between the caterer and the convention centre. Authorization from the caterer is needed **prior** to the event:

Adam Mahar: [amahar@eycentre.ca](mailto:amahar@eycentre.ca)

Please send approvals to [expo@ottawacomicon.com](mailto:expo@ottawacomicon.com)

Exhibitors will be required to post a sign (supplied by Ottawa Comiccon) in an easily visible area of their booth.

Only exhibitors that have sent the approval will receive a food and beverage sign. Any exhibitor found to be selling food and beverages without the approval of the venue and the sign will be asked to remove the merchandise from their booth and further non-compliance will result in the expulsion of the exhibitor and/or booth from the event.

## SERVICE PROVIDERS

TEMPORARY ELECTRICAL POWER, BANNER HANGING, MECHANICAL SERVICES, BOOTH CLEANING, MATERIAL HANDLING, SECURITY SERVICES, INTERNET, AND PHONE SERVICES

Take advantage of early booking price by January 3<sup>rd</sup>, 2025.

<https://eycentre.boomerecommerce.com/home/249/EventHome>

## FURNITURE AND SHOW DECORATION

If you require additional tables, chairs, carpeting, or other types of furniture which are not provided by the convention, please send requests to:

[expo@ottawacomicon.com](mailto:expo@ottawacomicon.com)

## MOVE-OUT PROCEDURE

### MOVE-OUT HOURS

BOX UNLOADING	4:45 PM to 5:15 PM
MOVE-OUT	5:00 PM to 9:00 PM

### MOVE-OUT PROCEDURE

Please note children under the age of 16 are not allowed in the exhibition hall during tear-down hours.

If an exhibitor doesn't need dock space and can carry their merchandise by hand, we recommend using the front entrance.

The tear-down of booths in the exhibition hall cannot be started by exhibitors before 5:00 PM on Sunday.

If an emergency arises that requires an exhibitor to tear down their booth before the scheduled teardown time, they must seek approval from the exhibition hall director and, if approved, special instructions.

If exhibitors decide to keep extra merchandise or boxes in their vehicles, they must report to exhibitor services to schedule dock time.

The garage doors leading to the docks will remain closed until all attendees have left the exhibition hall. Carts and dollies must not be on the show floor until all attendees have exited the exhibition hall.

**Due to the limited time (30 minutes) that vehicles can remain at the docks, exhibitors must have everything packed and their booths completely torn down before obtaining a dolly and bringing their vehicles to the dock.** Exhibitors will receive a ticket from the exhibition hall team to obtain a dolly. Exhibition hall staff can be identified by orange visibility vests.

Vehicles smaller than 15 feet (including small UHaul cube vans) are not allowed on the docks, this includes docks that have disconnected 40' or larger trailers and trash bins. **Please load these vehicles in the parking area at the rear of the EY Centre.**

Throughout the day on Sunday, please leave the eight parking spaces across from Loading Door 2; four on either side of the pedestrian walkway, clear of vehicles, unless you are in the process of loading. **Do not park in the pedestrian walkway at any time!**

During move-out, the docks and parking area can be quite busy with both pedestrian and vehicular moving about. **Please be cognizant of your surroundings while on the docks and the parking area!** Please do not bring your boxes, racks, etc. to the docks until your vehicle is in the docks. Please ensure that your boxes, racks, etc. remain within 10 feet of your vehicle and do use adjacent parking spaces or docks to stage you are loading.

All exhibitors must have their booth torn down and everything moved out by 10:00PM on Sunday or additional fees will be incurred.

# APPENDIX A

Sample Label

**Sender's name**

**Address**

**Telephone #**

**Number of boxes**

**Carrier**

**Customs broker's name and**

**Telephone #**

**EXHIBITOR NAME:**

---

**C/O Ottawa Comiccon**

**Booth(s) number: \_\_\_\_\_**

**Send To**

***EY Centre***

***4899 Uplands Drive***

***Ottawa, ON K1V 2N6***