

79^{th/e}
annual meeting
congrès annuel



VICTORIA 2024

June 29 - July 1 • 29 Juin - 1 Juillet, 2024

EXPOSITION GUIDE AND SERVICE MANUAL



79th Annual Meeting of the Canadian Urological Association
June 29 - July 1, 2024
VICTORIA CONFERENCE CENTRE

cuameeting.org

Detailed information on the:
79th Annual Meeting of the Canadian Urological Association
Victoria, BC, June 29 - July 1, 2024
is available at cuameeting.org

Hereafter, the 79th Annual Meeting of the Canadian Urological Association
will be referred to as **CUA 2024**.

The Victoria Conference Centre (HQ CUA 2024) will be referred to as the **VCC**.

*****IMPORTANT*****

Links (underlined text) are created throughout the Exposition Guide & Service Manual
for your convenience:

- To access order forms for your exposition requirements.
- To contact the various contractors.
- To access detailed information on specific items.

Should you not find the information you are looking for, please feel free to contact
Kena Siu by email at registration@cua.org.

TABLE OF CONTENTS

SECTION 1 – <u>CUA 2024 AT A GLANCE, VENUE AND EXHIBIT HALL TIMETABLE</u>	5
SECTION 2 – <u>IMPORTANT DEADLINE DATES</u>	8
SECTION 3 – <u>CUA CONTACT INFORMATION AND SUPPLIER LIST</u>	9
SECTION 4 – <u>SHIPPING, MATERIAL HANDLING INFORMATION, LOADING FACILITIES AND FREIGHT FORWARDING/CUSTOMS</u>	10
SECTION 5 – <u>GENERAL INFORMATION AND OTHER SERVICES</u>	
<u>Booth Cleaning Services</u>	15
<u>Booth Furnishings and Layouts</u>	15
<u>Catering</u>	16
<u>Ceiling Height and Column Dimensions</u>	17
<u>Exhibitor Listings</u>	17
<u>Exhibitor Registration</u>	17
<u>Floorplan</u>	18
<u>Hotel Accommodations</u>	18
<u>Insurance</u>	19
<u>Internet</u>	19
<u>Liability</u>	19
<u>Networking Events</u>	19
<u>Parking Options</u>	20
<u>Public Access</u>	20
<u>Security & Staffing</u>	20
<u>Sign Installation</u>	21
<u>Sustainability</u>	21

SECTION 6 – EXHIBIT HALL POLICIES, RULES AND REGULATIONS

Part of Contract22

Admission to the CUA Expo2422

Allocation of Space22

Booth Assignment22

Cancellation by the Exhibitor22

Care of Rented Space23

Compressed Gases23

Conditions of Participation23

Dangerous Materials23

Entertainment or Networking Events23

Fire Proofing24

Floors – Weight Bearing Capacity24

Heavy Equipment24

Inspection of Leased Premises24

Keeping Exits Clear24

Photography / Videotaping of Exhibit Hall25

Prohibition of Stickers25

Restrictions25

Soliciting and Promotional Activities25

Sound Transmission25

Subletting25

SECTION 7 – ORDER FORMS & EXHIBIT HALL FLOORPLAN26

SECTION 1 – CUA 2024 AT A GLANCE, VENUE AND EXHIBIT HALL TIMETABLE

1.1 - CUA 2024 AT-A-GLANCE

FRIDAY, JUNE 28		SATURDAY, JUNE 29		SUNDAY, JUNE 30		MONDAY, JULY 1	
12:00 - 20:00	Registration Opens	07:00 - 18:30	Registration Opens	07:00 - 17:30	Registration Opens	07:00 - 17:15	Registration Opens
		08:00 - 17:00	CUA EXPO 24 Opens	08:00 - 16:10	CUA EXPO 24 Opens	07:00 - 08:30	Poster Sessions
		09:30 - 17:30	Scientific Program Plenary	08:40 - 15:40	Scientific Program Plenary	09:00 - 17:30	Scientific Program Plenary
		10:50 - 11:20	Networking Break in EXPO Hall	10:00 - 10:30	Networking Break in EXPO Hall	10:00 - 10:25	Break
		12:40 - 13:40	Lunch and CUA EXPO 24	12:20 - 13:20	Lunch and CUA EXPO 24	12:45 - 14:20	Lunch
		15:20 - 15:40	Networking Break in EXPO Hall	15:40 - 16:10	Networking Break in EXPO Hall	19:00 - 22:00	President's Reception and Banquet
		17:30 - 20:30	CUA Networking Reception	16:10 - 17:40	Poster Sessions		
					Free evening for all delegates		

1.2 - CUA 2024 VENUE



720 Douglas Street
Victoria, BC
V8W 3M7
250-361-1000

1.3 - CUA EXPO24 TIMETABLE

Exhibit Hall Location: Carson Hall BC + Pre-function BC | Level 2

FRIDAY, JUNE 28	SATURDAY, JUNE 29	SUNDAY, JUNE 30
09:00 - 17:00 EXPO Set-up	06:00 - 07:30 EXPO Set-up (small items only)	08:00 - 16:10 EXPO Hall Opens
	08:00 - 17:00 EXPO Hall Opens	10:00 - 10:30 Networking Break in EXPO Hall
	10:50 - 11:20 Networking Break in EXPO Hall	12:20 - 13:20 Lunch and CUA EXPO 24
	12:40 - 13:40 Lunch and CUA EXPO 24	15:40 - 16:10 Networking Break in EXPO Hall
	15:20 - 15:40 Networking Break in EXPO Hall	16:10 - 21:00 Tear-down

*****IMPORTANT NOTE***** Due to the Health Canada *Food and Drug Act* and the derived *Food and Drug Regulations*, access to CUA EXPO24 will be strictly reserved to the Health Care Professional duly registered as is at the CUA 2024.

1.4 – IMPORTANT INFORMATION FOR THE EXHIBITORS

Noise bylaw: Daytime under the Bylaw is defined as 7:00am to 10:00pm Monday- Saturday, and 10:00am to 10:00pm on Sundays and holidays;

Moving day | **Friday, June 28, 2024**

- Moving hours are 09:00 – 17:00. Hours are to be strictly observed;
- Please refer to the below section [Shipping and Material Handling](#) for advanced and direct shipment information. **The VCC will not accept advanced shipment.**

Opening Day | **Saturday, June 29, 2024**

- All crates and boxes must be removed from the exposition floor by 07:30
- If the booth space is not occupied by 07:30 the CUA Exposition Office reserves the right to use such space as it deems appropriate;
- All exhibits must be completely set-up and ready for inspection by CUA officials by 07:30;
- CUA EXPO24 will NOT BE open during the CUA Networking Reception, but every registered exhibitor is welcome to attend.

During the Exposition Opening Hours

- Exhibitors will be allowed in the Exhibit Hall 30 minutes before opening and may also leave 30 minutes after closing;
- Please check with the CUA Exposition Office if additional time is required.

Move-out day | **Sunday, June 30, 2024**

- The cartons followed by the crates will begin to be returned at 16:10. Move out hours are 16:10 – 21:00;
- All equipment must be packed, labeled for shipping, and be ready for pick-up by carriers. Once shipment is ready, carriers in queue will be called to the loading dock;
- At the end of an exhibitor move-out, all freight must be removed from the tradeshow floor;
- If an exhibitor is not using the designated freight handler for the show, all alternate shippers/ couriers must be instructed to pick-up materials the same day;
- **The VCC will not be held responsible for materials left after the scheduled move-out time and would redirect these, at the expense of the exhibitor, to the designated freight or display supplier. Should an exhibitor fail to remove their booth material from the Exhibit Hall or the loading dock area, the CUA Exposition Office reserves the right to remove such Exhibit Hall material through GES as forced freight at the exhibitor's expense.**

SECTION 2 – IMPORTANT DEADLINE DATES

MARCH

<p>Friday, 15 Opening of the online GES Expresso ordering link</p>	<p>Friday, 15 Early Bird Deadline for booth reservations</p>
<p>Sunday, 31 Opening of the CUA Online Exhibitor Portal</p>	

MAY

<p>Wednesday, 1 Exhibitor Descriptions on the CUA Online Exhibitor Portal</p>	<p>Tuesday, 28 Hotel Accommodations Reservations*</p>
<p>Thursday, 23 First Day of Advance Shipment Arrivals</p>	<p>Friday, 31 Standard Deadline for booth reservations - Price increase</p>

*Please note all CUA blocks might be sold-out BEFORE the actual deadline indicated.

APRIL

<p>Thursday, 11 Cancellation by the Exhibitor (75% refund)</p>	<p>Friday, 12 Cancellation by the Exhibitor (no refund)</p>
<p>Friday, 12 Exhibitor Stand Plan/ Sketches</p>	<p>Friday, 12 Confirmation of Pipes and Drapes on CUA Online Exhibitor Portal</p>

JUNE

<p>Monday, 3 Proof of Liability Insurance</p>	<p>Monday, 3 Deadline for Exhibitor Registration on CUA Online Exhibitor Portal</p>
<p>Friday, 7 Advanced rate to order Electricity</p>	<p>Wednesday, 12 Advanced rate to order Audio-visual and Rigging</p>
<p>Friday, 21 Last Day for Advance Shipment Arrivals</p>	<p>Monday, 24 Ordering deadline to order Electricity and GES services</p>
<p>Wednesday, 26 Deadline for Regular prices for Booth Equipment</p>	<p>Friday, 28 Direct to Show Site Shipping Schedule (09:00 to 17:00 ONLY)</p>

CUA Online Exhibitor Portal Access:

- Instructions and access codes will be sent to the contact person in March

SECTION 3 – CUA CONTACT INFORMATION AND SUPPLIER LIST

3.1 - CUA Contact Information

SERVICE	CONTACT
Industry Liaison	Canadian Urological Association Nadia Pace Director of Communications, Events and Exhibits Mobile: 514-212-9313 Office : 514-395-0376 nadia.pace@cua.org
Exhibitor Servicing	Canadian Urological Association Kena Siu Registration Manager and Exhibitor Servicing Mobile: 514-706-4400 (via WhatsApp until May 13) registration@cua.org

3.2 - CUA Suppliers List

SERVICE	CONTACT
Advanced Material Handling (Recommended) Booth Rental Booth Accessories Booth Cleaning Furniture Rental Labor Material Handling and Storage Plants and Flowers Shipping and Customs Signage	GES serviceinfo@ges.com Tel: 514-367-4848 1-877-399-3976 ConsultExpo – Official Customs Broker Tel: 514-482-8886 Ext. 9 1-888-629-9008 info@consultexpoinc.com Click here to access the GES Espresso On-line Order Forms
Audio-Visual Computer Rentals Internet Rigging	Encore Michael Nelles Sales Manager Tel: 250-883-0190 michael.nelles@encoreglobal.com

Free basic WiFi Internet will be available everywhere in the venue

[Click here to access the Encore Order Form](#)

SERVICE	CONTACT
Catering	<p>The Fairmont Empress Cynthia Tremblay-Lorrain Event Service Manager Cynthia.Tremblay_Lorrain@Fairmont.com</p>
Electrical Requirements	<p>Global Convention Services Ltd. 671 Wilson Street Victoria, BC victoria@globalconvention.ca Tel/Fax: 250-385-3541</p>

SECTION 4 – SHIPPING, MATERIAL HANDLING INFORMATION, LOADING FACILITIES AND FREIGHT FORWARDING/CUSTOMS

4.1 - VERY IMPORTANT INFORMATION / Advanced Shipments

Be advised that the Victoria Conference Centre WILL NOT ACCEPT direct advanced shipments. If advance shipments arrive to the VCC, they will be refused or redirected to GES. Charges to the exhibitor will apply.

- **We strongly recommend that you use the Advance Warehouse Storage option of GES, the material handling (drayage) contractor, to avoid long waits at the loading dock, due to the VCC limited loading dock facilities;**
- If exhibitors choose an alternate shipper/courier, please contact GES to coordinate shipping in and shipping back. Your shipment MIGHT NOT BE ACCEPTED if you have not contacted GES prior to delivery;
- **There is no onsite storage for exhibitor materials.**

4.2 - Shipping Options

Advance Shipping to the GES Warehouse (recommended)

- Please refer to the [GES Expresso On-line Order Forms](#) for shipping instructions, addresses and shipping labels

Advance Shipment to Warehouse:

GLOBAL CONVENTION SERVICES c/o GES c/o CUA 2024

CUA 2024 Annual Meeting

Exhibiting Company Name, Booth # _____

671 Wilson Street

Victoria, BC, V9A 3H3

Shipment receiving hours: Monday – Friday, 09:00 AM to 16:00 – Closed on Holidays

- Advance Warehouse Storage will be available from Thursday, May 23 to Friday, June 21, 2024

Please Note: Shipments arriving before Thursday, May 23, 2024, will incur a storage fee, and shipments arriving after Friday, June 21, 2024, will incur a Late to Warehouse fee.

Vehicle Deliveries | Day of set-up ONLY

- All load-ins must be via the rear service yard. Parking in the rear service yard is only permitted during the unloading and loading process;
- The City of Victoria has an Idling Control Bylaw. Trucks are asked to turn off their engines while in the loading dock and rear service yard area.;
- The client does have to inform GES. **Please contact GES to coordinate shipping in and shipping back. Your shipment MIGHT NOT BE ACCEPTED if you have not contacted GES prior to delivery.**

Hand Carried Deliveries | Day of set-up ONLY

- Exhibitors with hand-carried displays (example – pull up banner case and box of materials) may access the tradeshow floor via staircase and/ or passenger elevators from the public parkade.

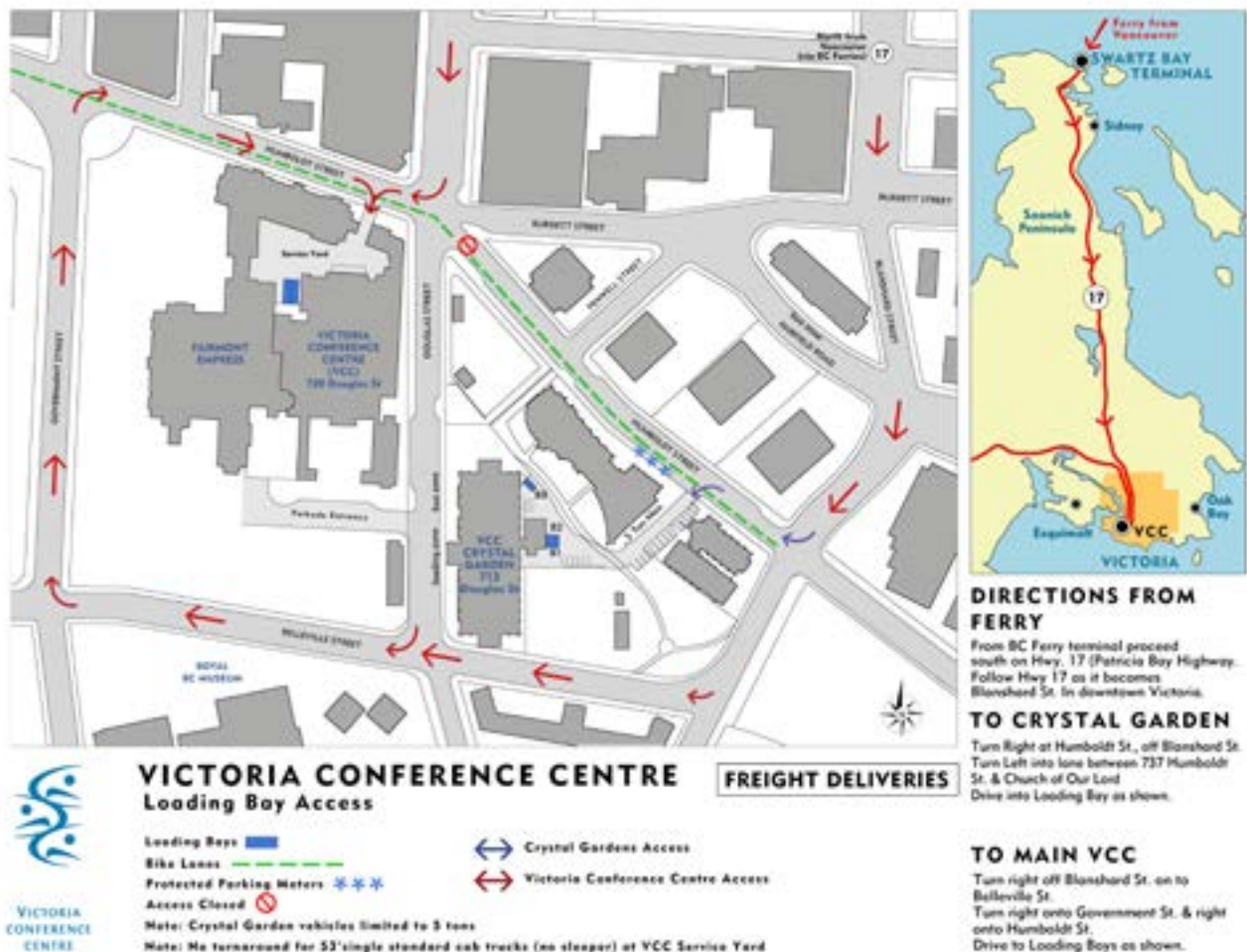
4.3 - Material Handling

Advance Shipping to the GES Warehouse (recommended)

- GES must be employed to manage and move freight within the facility;
- Material handling refers to:
 - Unloading material at a loading dock and/or rear service yard upon delivery
 - Electric or manual pallet jack operation
 - Moving material from the loading dock and/or rear service yard to the booth
 - Moving empty shipping containers from the booth to the storage area
 - Moving empty shipping containers from the storage area back to the booth
 - Moving material from the booth to the loading dock and/or rear service yard
 - Loading material at the loading dock and/or rear service yard upon pickup.

4.4 - Loading Facilities

- The loading dock and rear service yard is accessed via Humboldt St. west of Douglas St.
Please refer to online [Facility Service Guide - Loading Facilities](#) for more information and directions;



Loading Dock:

- The covered loading dock has 2 loading bays equipped with hydraulic levelers. Each loading bay can accommodate a **standard single semi-trailer (no sleeper cabs) with a maximum vehicle/ trailer height of 13'4" (4m) and 53' (16m) in length.**
- The loading bays are shared with the Fairmont Empress.
- For access into Carson Hall (via Salon B) the interior doors are 7'3"w x 7'9"h.

Freight Elevator Dimensions - for access Level 1 only – access to level 2 is direct:

- Freight elevator door size - 5' w x 7' h
- Floor dimensions - 10' l x 7' w x 7' h
- Maximum load capacity - 5,004 lb (2,270 kg)

Floor Load:

- All interiors' areas are carpet tiled on concrete.
- Floor loads for Levels 1 and 2 are 610.303 kg/m² (125 lb/ft²).

4.5 - Post Show Material Handling and Outbound Shipments

- Exhibitors are responsible for repacking their freight;
- It is the exhibitor's sole responsibility to label each piece of outbound shipment and to provide a completed Bill of Lading covering each outbound shipment. The exhibitor is also responsible for payment arrangements with their carrier;
- International shipments also require a commercial invoice (3 copies) attached to the bill of landing;
- No return to warehouse post show. All shipments will need to be picked up from the venue on the 30th.;
- Exhibitors must make arrangements with their carrier to have freight picked up within the allotted move out times only **(Sunday, June 30: 16:10 – 21:00)**;
- Notify GES when the shipment is ready to be picked up by their carrier and provide a copy of their completed bill of landing;
- GES nor Victoria Conference Centre staff are authorized to call carriers on exhibitors' behalf;
- Incomplete forms or a carrier that does not pick up by the end of the scheduled move-out time will have items removed from the show floor and redirected to GES at the Exhibitors expense

4.6 - Freight Forwarding and Customs

- GES/ConsultExpo has been appointed official Freight Forwarder for CUA 2024. Exhibitors who follow the instructions of GES/ConsultExpo will experience no difficulty exhibiting in Canada. You will find the order form and instructions on the [GES Expresso On-line Order Forms](#).
- You can find the Customs Order Forms on the [GES Expresso On-line Order Forms](#)
- Outlined below you will find all Canadian federal government requirements:

Temporary Importation:

Any displayed goods may be imported temporarily under the provision of the Display Goods Temporary Importation Regulations (Customs Memorandum D8-1-1) for a period of time not to exceed six consecutive months (180 days) from the time that they are imported into Canada. These articles will be classified under tariff code 9993 (over 25% Canadian participation-deemed Canadian event). These display goods may be documented on a Temporary Admission Permit, form E29B, with a refundable security deposit taken. The security deposit would be the aggregate of Customs duties and Excise taxes that would be payable if the goods were to remain in Canada. You may post this security in the form of cash, certified cheque (drawn on a Canadian bank) or acceptable security bond. Your broker may post the security for you;

Goods imported for sale or as giveaways are subject to duty (if applicable), and taxes at the time of importation.

Customs Clearance

Commercial goods being shipped to Canada may clear Canada Customs at point of entry into Canada.

Export

At the time of exportation, any goods granted temporary entry into Canada on a Form E29B (Temporary Admission Permit) must be presented (along with the importer's/owner's copies of the appropriate documentation) to Customs for verification and certification either at the Customs office at the point of export or at the inland Customs office in the event the goods are exported under Customs control. This procedure is necessary for you to receive a refund of any securities posted. Please note that the refund is not immediate.

SECTION 5 - GENERAL INFORMATION AND OTHER SERVICES

BOOTH CLEANING SERVICES

VCC Housekeeping will provide daily aisle cleaning and will remove refuse from the show area prior to the scheduled start of the event and at the end of each event day.

Please ensure the following guidelines are followed:

- Prior to the start of a tradeshow, all waste materials are to be placed in the plastic bags inside the large waste receptacles
- All cardboard boxes are to be broken down and placed in front of the booth

For individual booth cleaning requirements, please complete the [GES Expresso On-line Order Forms](#).

BOOTH FURNISHINGS AND LAYOUTS

Deadline: Friday, April 12, 2024

Please note that the Exhibit Hall has wall-to-wall carpets.

A pipe & drape booth is included in the Exhibit Fee.

You will have to advise the CUA Exposition office by email at registration@cuu.org if you will build your own booth structure or use the provided booth package (included in the Exhibit fee).

Your booth package will be installed prior to your arrival on site.

Each regular 8' deep X 8' wide (2.44 m X 2.44 m) booth package includes:

- 8' high background and 3' high side dividers in black flameproof drapes.
- One (1) 6'L x 30''H x 24'' D table with black skirt.
- Two (2) chairs.
- One (1) 8'' x 48'' identification sign, black block letters on white background.
- One (1) wastebasket.
- Overnight security and general aisle cleaning.



N.B. These furnishings are approved by show management and may not be returned or exchanged for a credit, reimbursement, or for alternative furnishings.

- All additional requirements, including material handling, wired Internet, telephone, signage, security* and electrical services, are the responsibility of the exhibitor. Order forms for additional requirements may be found in Section 6 of this document.

Last minute and on-site modifications to orders will be subject to additional fees.

Tabletops

- Each tabletop comes with a 6-foot skirted table and 2 chairs. Electrical must be purchased separately. Tabletop booth size (400 sq. feet)
- One (1) chair.
- One (1) 8" x 48" identification sign, black block letters on white background.
- One (1) wastebasket.
- Overnight security and general aisle cleaning.

If you bring your own booth:

- The CUA Exposition Office must approve any booth built by an exhibitor or rented from a firm other than the official decorator.
- The approval ensures that the dimensions were respected.
- The exhibitor remains fully liable to make sure that the custom booth fits in the tabletop or booth 8' deep x 8' wide provided space.
- Please submit your sketches/plans before **Friday, April 12, 2024**, to Kena Siu at registration@cuu.org.
- Please be reminded that the maximum accepted building height in the Exhibit Hall is 8 feet.

CATERING

Some exhibitors may want to order food and non-alcoholic beverages to their booths. Some restrictions may apply.

The Fairmont Empress is the *exclusive* food and beverage partner.

Only the Fairmont Empress is authorized to hold or serve alcoholic products inside the Exhibition Hall. Any alcohol coming from outside the VCC, even for personal purposes, is prohibited.

If you would like to distribute, sell or hand out food samplers in your booth area, you must request beforehand an authorization from the CUA Management and its exclusive F&B partner, the Fairmont Empress:

The Fairmont Empress

Cynthia Tremblay-Lorrain

Event Services Manager

Cynthia.Tremblay_Lorrain@Fairmont.com

Consumption or distribution of alcohol by exhibitors in their booth and in the Exhibit Hall is prohibited.

Luncheons on Saturday and Sunday and the networking breaks on Saturday and Sunday will be served inside the Exhibit Hall.

The CUA Networking Reception on Saturday evening **will not be** taking place in the Exhibit Hall.

CEILING HEIGHT & COLUMN DIMENSIONS

The maximum accepted building height in the Exhibit Hall is 8 feet. If you wish to build a booth higher than 8' tall, please contact Kena Siu at registration@cua.org to submit your project.

EXHIBITOR LISTING

Deadline: Wednesday, May 1, 2024

All CUA 2024 exhibiting organizations are entitled to a listing in the online Exhibit Hall Directory.

In order to be included in the CUA 2024 online Final Program:

- You will be requested to provide a 50-word description of your product or service in English and a 50-word description in French by **May 1, 2024**.
- Should you exceed the 50-word limit in either language, the first 50 words will be used; the descriptions will not be edited and will appear as written.
- The purpose of this listing is for exhibitors to provide delegates with more information on their organization and what to expect at the booth.
- Please note that the text must be submitted through your **CUA Online Exhibitor Portal**. **The portal** will be available only to the contact that CUA has for each confirmed exhibitor.
- Information on how to access the **CUA Online Exhibitor Portal** will be sent to the contact person in March.

For more information, please contact Kena Siu at registration@cua.org.

EXHIBITOR REGISTRATION

Deadline: Monday, June 3, 2024

CUA exhibiting companies are permitted:

- Two (2) exhibitor registrations* for each booth module (which do NOT include access to the scientific sessions or networking functions);
- Two (2) full registrations* with access to networking functions and scientific sessions ;
- * Exhibitors and full registrations include food and beverage in the Exhibit Hall area for the duration of the Exhibit.
- A company listing and a 50-word description in the Online Exposition Directory posted on CUA Meeting website (must be submitted in English and French);
- Recognition as a CUA exhibitor;
- Security in the Exhibit Area;
- Promotion on CUA Social media channels (Facebook, LinkedIn, Twitter and Instagram).
- Does not include material handling and electrical services, these are to be reserved and paid for by the exhibitor and additional décor items such as carpeting. The Exhibit Hall has hotel carpeting in Victoria;
- Additional staff badges above the company's allowance may be obtained at a cost of **\$250 CAN** (plus applicable taxes);

- It is permitted to surrender a badge for replacement due to a correction or a change in personnel. The staff badge does not allow participation to the scientific program; it allows access to the Exhibit Hall, Welcome Reception, Luncheons and Breaks.

All badges can be picked up during exposition set-up and during registration hours at the **Registration counters located Prefunction 1A – Level 1, at the VCC.**

- Online registration is available for exhibitors through your [Online Exhibitor Profile \(available in March\)](#);
- Details on registering your complimentary registration pass will be sent to you in May 2024.
- **The deadline for exhibitor registration, full complementary registration and extra passes for your staff is June 3, 2024.**

FLOOR PLAN

The floor plan (**available in April**) which shows the actual booth locations, will be found on the CUA 2024 website. The CUA Exposition Office, for the overall benefit of the Exhibit, may modify general layout and booth allocations.

Booths are selected on a first come first served basis by sponsorship level and date of reservation and payment.

HOTEL ACCOMMODATIONS

CUA 2024 Headquarter Hotel

The Fairmont Empress | Connected to the Victoria Conference Centre

721 Government St, Victoria, BC V8W 1W5

Cut-off date: May 28, 2024*

For more information and to make a reservation, [click here](#).

*Note that the room block might be sold-out before May 28, 2024.

The Marriott Victoria Inner Harbour | 2-minute walk to the VCC

728 Humboldt Street Victoria, British Columbia V8W 3Z5

Cut-off date: May 28, 2024*

For more information and to make a reservation, [click here](#).

*Note that the room block might be sold-out before May 28, 2024.

Delta Hotels Victoria Ocean Pointe Resort

100 Harbour Road Victoria, British Columbia V9A 0G1

Cut-off date: May 28, 2024*

For more information and to make a reservation, [click here](#).

*Note that the room block might be sold-out before May 28, 2024.

INSURANCE

Deadline: Monday, June 3, 2024

The exhibitor should get proper liability insurance, being solely responsible for any physical loss or damage to, or any personal injury or other liability arising from Exhibit Hall material. All Exhibit Hall property is in the care, custody and control of the exhibitor at all times. The period of liability of the exhibitor shall be deemed to run from the time the exhibitor or any of its staff first enters the exhibitor grounds, and to continue until all the Exhibit Hall and property have been removed.

The CUA Organizing Committee, Congress Secretariat and Exposition Office, The VCC or its agents assume no responsibility for bodily loss of, or damage to products, booths, and equipment of decorations, due to fire, water accident, theft or any other cause while they are on the premises or in any of its outbuildings.

Exhibitors must insure themselves against property loss/damage and liability for injury. Therefore, the exhibitor will provide CUA by June 3, 2024, with satisfactory proof of liability insurance in the limit of \$2,000,000 each and every occurrence with an insurance company acceptable to CUA and naming *CUA and the VCC as additional insured*.

Please do not leave personal belongings and valuables unattended. The VCC is not responsible for lost or stolen items.

INTERNET

Wireless Internet access will be available at a no charge. To order wired internet please contact Michael Nelles from Encore at michael.nelles@encoreglobal.com.

LIABILITY

Neither the Canadian Urological Association, the Conference Organizer, the VCC, any suppliers, their employees or representatives, nor any member of the CUA Organizing Committee is responsible for any injury that may occur to the exhibitor or to the exhibitor's employees or representatives, or for physical loss or damage of their property, including private property, from any cause whatsoever.

The exhibitor expressly releases and holds harmless the above entities; associations, employees and members thereof from any and all claims arising from any cause whatsoever.

NETWORKING EVENTS

Each registered exhibitor representative is invited to attend the CUA Networking Reception on Saturday, June 29, 2024, in the Courtyard at the VCC, from 17:30 to 20:30.

Please note that the Exhibit Hall will not be open during the CUA Networking Reception, but each registered exhibitor representative is invited to attend the event.

Exhibitors may purchase tickets for the President's Reception and Banquet. For additional information, please contact the Exhibit Liaison, Kena Siu at registration@cua.org

Sunday evening will be a free night for all delegates.

PARKING OPTIONS

The Victoria Conference Centre

The VCC has a two-level, 305-vehicle underground parking garage with access from Douglas Street.

The parkade is open daily (year-round) from 5:00 a.m. until midnight with an attendant on duty. After hours, the parkade is secured. Rates are \$2.25/30 minutes up to a daily maximum of \$20. There is a height restriction of 6'2" (1.88 m).

The Fairmont Empress

Guests can self-park for \$35 per night. This rate includes in-and-out privileges until 4:00pm on your check out date.

Valet parking is available for \$49 per night. Electric car charging is also available.

Fairmont Empress is pleased to provide some options for over-height, recreational vehicles or trailers

PUBLIC ACCESS

The VCC Totem Area is open to the public. There are 3 public entrances at the VCC:

Douglas Street

Through the Courtyard

Through the Fairmont Empress

SECURITY & STAFFING

General security will be provided from beginning of move-in to the end of move-out. Although the CUA Exposition Office provides general security, the Office, the Congress Organizer, the VCC will not be responsible for loss or damage to merchandise or personal possessions before, during or after the Exhibit, or for personal injury to the exhibitor, company employees or representatives. If your displays are valuable or sensitive and you wish to hire security personnel to attend to your stand exclusively during off show hours, please contact the VCC for information. Please note that you may use personnel from any other security agency.

We ask your assistance and cooperation with our security efforts by being aware of the following rules and guidelines:

- Badges must be worn at all times to gain admittance to the Exhibit Hall, from move-in through move-out.
- Exhibitor move-in or move-out of the hall is not permitted during the Exhibit Hall opening hours.
- If deliveries or pick-ups of any kind are to be made prior to, during or after the close of the Exhibit Hall, it is the exhibitor's responsibility to obtain the necessary paperwork/credentials at the CUA Exhibit Registration Counter, for these people to gain admittance to the Exhibit Hall.
- Please keep your giveaways and other promotional material out of sight after Exhibit Hall hours. Alcohol giveaways are prohibited.
- Never leave laptop computers or any valuable items in your booth unattended.
- Please do not schedule any meetings in your booth outside of Exhibit Hall hours.
- Safety and courtesy require that all aisles be free of obstacles such as protruding furniture, displays or display material.

SIGN INSTALLATION

No materials of any kind may be affixed to any walls whether painted, wooden, brick, vinyl, or cement by any method whatsoever unless approved by CUA 2024. Touch-up of exhibits, etc., must be done in such manner as not to deface or damage the property. Proper precautions must be taken; otherwise repairs and cleaning will be conducted at the expense of the exhibitor.

SUSTAINABILITY

The VCC is designated as carbon neutral by noted corporate sustainability management firms Synergy Enterprises and Offsetters. Since 2009, the VCC has been working with Synergy Enterprises to measurably reduce environmental impacts.

Please consider some of the following sustainability tips:

- Prioritize swag that is useful and responsibly sourced.
- Offset emissions associated with your travel.
- Provide more information digitally rather than printed. Consider displaying information on a monitor or utilizing tablets.
- If you must print, create reusable non-dated signs.
- When shipping materials, try and keep it light and reuse packing and shipping materials.
- Bring a water bottle and utilizing the many touchless water refill stations the VCC offers.

SECTION 6 – EXHIBIT HALL POLICIES, RULES AND REGULATIONS

PART OF CONTRACT

The policies stated herein and in the Exhibit/Sponsors Prospectus constitute a bona fide part of the contract for Exhibit hall space. The Canadian Urological Association reserves the right to render all interpretations and decisions, should any questions arise, and to establish further regulations as may be deemed necessary to the general success and well-being of the Exhibit. All matters and questions not covered in these policies are subject to the final judgment and decision of the Association.

ADMISSION TO CUA EXPO24

*****IMPORTANT NOTE***** Due to the Health Canada *Food and Drug Act* and the derived *Food and Drug Regulations*, access to the Exhibit Hall will be strictly reserved to the Health Care Professional duly registered as is at the CUA 2024. The Foyer of the Exhibit Hall will be accessible to all categories of registration.

The CUA Exposition Office reserves the right to refuse admission to the Exhibit Hall to any visitor, exhibitor or employee of an exhibitor who, in their opinion, is undesirable or likely to disrupt the smooth functioning of the event.

ALLOCATION OF SPACE

The CUA Exposition Office reserves the right to allocate space to the exhibitor according to the total Exhibit Hall design and overall space constraints.

BOOTH ASSIGNMENT

CUA Patrons will have first choice of booth selection followed by Platinum, Gold and Silver Sponsors, in that order of preference. All other booths will be allocated on a first come, first served basis, upon receipt of full payment. Upon receipt, applications will be date stamped and space assigned on a first come, first served basis. Exhibitor's booth preference will be adhered to as closely as possible. Consideration will be given to the date the application was received, the nature of the Exhibit Hall and the size of the booth requested. Upon receipt of full payment, a floor plan will be distributed for selection based on the assignment schedule as outlined above. The CUA reserves the right to update the floorplan if deemed necessary.

CANCELLATION BY THE EXHIBITOR

It is agreed by the Exhibitor that any request for cancellation must be received by April 11, 2024, to receive a 75% refund. Twenty-five percent (25%) will be retained for administrative purposes. No refund will be provided for cancellations received after April 11, 2024.

Transfer of booth fees to the sponsorship program would result in no cancellation fee.

Exhibitors MAY NOT ASSIGN, SUBLET THE WHOLE OR ANY PART OF THE SPACE ALLOTTED, nor exhibit therein any other goods than those manufactured or sold in the regular course of business by the Exhibitor.

Continued on next page

A written notice of cancellation on company letterhead must be sent to:

Nadia Pace
CUA Industry Liaison
CUA 79th Annual Meeting
185 Dorval, Suite 401
Dorval, QC, H9S 5J9, Canada
nadia.pace@cua.org

CARE OF RENTED SPACE

Exhibitors must make sure that the space rented for their booth remains in good condition. They must not use, or allow the use of nails, screws, hooks or other similar fixtures for attaching any items. It is forbidden to paint the floor or to put anything on it without adequate protection that has been approved by the CUA Exposition Office. Exhibitors may not put signs on the walls of the VCC without written permission from the CUA Exposition Office.

COMPRESSED GASES

Use of compressed gases is restricted to Helium and Carbon Dioxide only.

Special handling recommendations:

To be used only in well ventilated areas. Valve protection caps must remain in place unless cylinder is secured with outlet piped to point of use. Cylinders should not be dragged, slid or rolled. Only a suitable hand truck is to be used for transport. Use a pressure reducing regulator when connecting cylinders to lower pressure piping or systems. Do not heat cylinder to increase the discharge rate from the cylinder. Use a check valve or trap in the discharge line to prevent hazardous back flow into the cylinder.

Special storage recommendations:

Compressed gas cylinders should be stored in a safe location away from high traffic and emergency exits. The area should be well ventilated and cool. The temperature in the storage area cannot exceed 54°C (130°F). Cylinders must be stored in upright position and firmly secured to prevent falling or being knocked over. Exhibitors or the supplier of the compressed gas must supply suitable chains and locks to secure cylinders.

CONDITIONS OF PARTICIPATION

The exhibitor agrees to comply with and accept terms and conditions on the contract for space location and the "Exposition Guide & Service Manual" issued by the CUA Exposition Office and such other rules and regulations or operating procedures as the Office may reasonably require for orderly construction, conduct and dismantling of the Exhibit Hall from move-in through move-out.

DANGEROUS MATERIALS

No naked lights and lamps or temporary gas or electrical fittings may be used in the Exhibit Hall hall without prior permission from the CUA Exposition Office. No explosives, petrol, dangerous gases or highly inflammable substances are allowed in the hall. No radioactive materials are to be used.

ENTERTAINMENT OR NETWORKING EVENTS

No entertainment or networking events may be scheduled to conflict with the official CUA program or Exhibit Hall hours.

FIRE PROOFING

The following fire safety regulations must be adhered to:

- Exhibit aisles and fire exit doorways are to be kept free from obstructions.
- Fire hose cabinets and pull stations must be left accessible and in full view at all times.
- Electrical appliances, electrical cords and electrical connections shall comply with the BC Electrical code and be CSA approved.
- Nothing shall be posted on, nailed, stapled, or otherwise attached to columns, walls, floors or other parts of the building or furniture of the VCC.
- The use of open flame is prohibited; this includes candles, lamps and torches. The use of open flame for cooking and demonstration is prohibited in pre-function areas. All display materials are required to be flame proof and are subject to inspection by the Victoria Fire Department.
- NO flammable fluids or substances may be used or shown in the booths. Flammable or combustible and/or compressed gases shall not be used or displayed unless otherwise approved by the Victoria Fire Department.
- On an individual basis, any exhibits or demonstrations utilizing flammable gas such as propane are limited to a maximum five (5) lb. on site at any one time. A "Flow Restriction Valve" must be used on all propane tanks. The equipment and its operation must have prior written approval from the Victoria Fire Department and the Provincial Gas Inspector. All propane connections must be leak tested by VCC staff prior to use in the facility.
- The use of the following materials indoor is prohibited: straw and hay, acetate fabrics, corrugated paper, paper backed foil (unless glued securely to suitable backing), combustible materials used for covering tables or for skirting tables, Styrofoam constructed booths.

FLOORS – WEIGHT BEARING CAPACITY

Exhibitors may not place objects weighing more than 610.303 kg/m² (125 lb/ft²) on the floor of the Exhibit Hall. Any damage caused by excess weight or by the setting up, installation, use, exposition or removal of any object exceeding these weights will be repaired at the exhibitor's expense.

All interior areas of the VCC are carpet tiled on concrete.

HEAVY EQUIPMENT

Exhibitors displaying heavy equipment (ie. Motors, engines, vehicles, etc.) must provide pads underneath the equipment. Exhibitors will be responsible for any repairs, replacements or extraordinary cleaning as a result of their use of the function areas in the VCC.

INSPECTION OF LEASED PREMISES

The CUA Exposition Office will inspect the leased areas with a representative of the VCC. Both parties will note existing damage to walls and floors, as any additional damage to the premises will be charged to the exhibitor for repairs.

KEEPING EXITS CLEAR

- Emergency Exits
- Fire-hose Cabinets
- Fire Alarms
- Fire Alarm Rooms
- Electrical Rooms
- Signs
- Cleaning Stations

PHOTOGRAPHY / VIDEOTAPING OF EXPOSITION

Photography of Exhibit Hall and displayed equipment (other than your own) is strictly prohibited. Please note that exhibitors have the right to request that photographs may not be taken without permission.

PROHIBITION OF STICKERS

Stickers of any kind are prohibited at the VCC because of the removal and cleaning problems they create. Anyone who ignores this regulation will be billed for the cost of cleaning and repairs.

RESTRICTIONS

The following restrictions are applicable to exhibitors, contractors and helpers used during move-in and move-out of the Exhibit Hall.

Management reserves the right to restrict any exhibitor which, because of the nature of the activity taking place at the booth, noise level or for any other reason, become objectionable, and also to close, without indemnity, any exhibitor who refuses, after notification, to comply with the stated rules and regulations.

A company representative should be present in the booth at all times. It is forbidden to leave the booth unattended. The rights and privileges of any exhibitor shall not be infringed upon by any other exhibitor.

The aisles must be kept clear. All interviews, demonstrations, distribution of literature, etc., must be made inside the exhibitor's booth during scheduled show times.

Unethical conduct or infraction of rules by the exhibitor or their representatives will subject the exhibitor and their representatives to immediate dismissal from the Exhibit Hall. In such an event, it is agreed that no refund shall be made by the Canadian Urological Association or by the VCC and, further, that no demand for redress will be made by the exhibitor or their representatives.

SOLICITING AND PROMOTIONAL ACTIVITIES

Not only commercial soliciting, but also distribution of samples, souvenirs and promotional items are prohibited except inside an exhibitor's own booth. These activities are forbidden in the aisles, restaurants or entrance hall as well as in the VCC.

The names and logo types of the Canadian Urological Association and the 2024 Annual Meeting and CUA EXPO24 are proprietary trademarks for the exclusive use of the Association and may not be printed, used or displayed for any purpose without the express written permission of the Association. Such permission will not be granted for purely promotional purposes, or in any way that would imply endorsement of a particular company, product, service or activity.

SOUND TRANSMISSION

The prescribed standard is as follows: sound level may not exceed 70 decibels, 4 feet (1.22 meters) away from the source. Any machine, musical group, information broadcaster or any other source may not exceed this limit. The CUA Exposition Office will be the sole judge in this matter.

SUBLETTING

It is forbidden for an exhibitor to sublet the whole or any part of their booth space without prior written permission of the CUA Exposition Office.

SECTION 7 – ORDER FORMS AND EXHIBIT HALL FLOOR PLAN LINKS

1. GES ORDER FORMS AND CUSTOM FORMS

[Click here](#) to access the GES Expresso On-line Order forms **(available in March 2024)**.

2. AUDIO-VISUAL ORDER FORM FOR AUDIO-VISUAL, COMPUTER RENTALS, WIRED INTERNET AND RIGGING

[Click here](#) to download the Encore order form.

3. EXHIBIT HALL FLOOR PLAN **(Available April 2024)**

- Booths are selected on a first come first served basis by sponsorship level and date of reservation and payment.
- The CUA reserves the right to make changes to the floorplan – even in the event that you have selected your booth.

4. SPONSORS & EXHIBITORS REGISTRATION **(Available March 2024)**

The company description must be submitted through the [CUA Online Exhibitor Portal](#) and will be available only to the contact that CUA has for each confirmed exhibitor. Instructions and an access code will be sent to the contact person in March allowing the main contact to have access to the [CUA Online Exhibitor Portal](#).