



**Maintenance, Engineering and
Reliability/Mine Operators**
Conference & Trade Show

Calgary TELUS Convention Centre

Oct. 1 - 3 2025

Exhibitor Manual

TRADE SHOW HOURS

Wednesday Oct. 1st 5pm-8pm

Thursday Oct. 2nd 10am-5pm

Friday Oct. 3rd 10am-5pm



**CIM
ICM**

Canadian Institute of Mining,
Metallurgy and Petroleum
Institut canadien des mines,
de la métallurgie et du pétrole

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1. Purchase Order Checklist

Please use this checklist to ensure you have ordered / made arrangements for all your vital products/services before the required deadlines. Keep this checklist and mark your order date.

Products/services to order	Deadline	Date ordered
Hotel Reservation	September 2, 2025	
Exhibit Badges for exhibitors' staff	September 16, 2025	
Decorator / Logistics (Furnishings, shipping etc.)	September 9, 2025	

2. Show Service Providers List

CIM has appointed the following companies as Official Service Contractors for the 2025 MEMO. If you are planning on using a non-official service contractor, please be advised that there are certain requirements that your appointed contractor must comply with before being allowed access to the floor. In addition, Calgary Telus Centre is the exclusive supplier of food and beverages.

CIM Sales Manager	Sales Manager: Nadia Bakka nbakka@cim.org 514-939-2710 x 1360
Registration	CIM Registration Coordinator: Jessica Galindo registration@cim.org 514-939-2710 x 1007
Show Decorator Furnishings	Goodkey Show Services: Calvin Goodkey calvin@goodkey.com 780-426-2211 / 877-726-2211 www.goodkey.com

3. Event Promoter

For more information, contact:

Nadia Bakka

Sales Manager

Phone: (514) 939-2710, ext.1360

E-mail: nbakka@cim.org

TRADESHOW DATES / HOURS

Wednesday, Oct. 1 5 pm to 8 pm

Thursday, Oct. 2 10 am to 5 pm

Friday, Oct. 3 10 am to 5 pm

4. Exhibit Space Fees

Booth packages include 8×10 draped-in space, standard electrical service, 2 chairs and 1 table. **Booth price: \$3,000 plus 5% GST**

Your fee includes two all-inclusive exhibitor passes, with access to the conference technical program sessions and the Convention Opening Plenary, 2 Drink tickets at the Welcome Reception (Wednesday) and 2 Drink tickets at the Cocktail Receptions (Thursday & Friday) and Lunches for both days (Thursday & Friday).

If you are considering an equipment display, please get in touch with **Nadia Bakka** for pricing and details.

5. General Terms and Conditions

The MEMO Contract is a binding document that incorporates the following terms and conditions:

The Exhibitor agrees to pay for the contracted booth space and furnishings whether occupied by a display or not, and which is subject to the rules outlined herewith and in the CIM Booth Space rental contract.

The booth space rental must be paid in full prior to the move-in date or the Exhibitor's crew will not be permitted to erect the display booth.

Should the Exhibitor relinquish his participation or be unable to participate in the exhibition, he will lose all entitlement to the reimbursement of the amounts paid no matter what the impediment to his participation.

The Exhibitor agrees to abide by all the rules described herewith to which reference is made, and which forms a part of the booth space contract, including local union and labor laws, provincial laws, and specific regulations and requirements issued by the venue.

Exhibitors may share with other companies but cannot sublet their space to others.

6. Show Policies

Disabilities Act

All exhibiting companies are required to be complying with the Canadian Disabilities Act and are encouraged to be sensitive to attendees with disabilities.

Exhibitors' Demonstrations

Demonstration areas must be organized within the Exhibitor's space and must not interfere with aisle traffic. Demonstration tables must be placed at a minimum of 2'0" (60 cm) from the aisle line. Interference with normal aisle traffic flow or overflow into neighboring booths is prohibited. Each Exhibitor is responsible for ensuring proper traffic flow, and aisles should not be obstructed at any time.

Safety Precaution

Demonstrations involving potentially hazardous machines, displays or parts must incorporate hazard barriers to prevent accidental injury to visitors. Exhibitors must conform to any directive given by Calgary Telus Centre Management.

Exhibitors are not permitted to place any type of materials outside their booth space area.

CIM Publications and printed matters produced by CIM are the only authorized publications to be distributed to Exhibitors' booths and designated areas of the show floor.

Solicitations

Exhibitor surveys must be confined to the Exhibitor's booth space. Floor solicitation and distribution of printed materials to other Exhibitors are not permitted unless authorized by CIM.

Removal of Show Items during Move-in or after Official Show Hours

Prior to removing any show item from the attended booths during show time or after show closing, the Exhibitors are required to inform security and obtain a Materials Show Exit Voucher.

Show Security

CIM and the Calgary Telus Centre provide peripheral security on a 24-hour basis and are not responsible for exhibitors' goods.

Note: It is the responsibility of each Exhibitor to protect his materials from loss or damage. Exhibitors are urged to take every possible precaution to secure the always easy-to-carry items. All incidents should be reported to security and show management. If appropriate, law enforcement agencies will be called upon. Exhibitors should keep a copy of all documentation and inform their insurance companies in case claims are filed.

Exhibitor attendance at conference

Two exhibiting staff can attend the conference sessions at no charge. Workshops are not included in this offer.

7. Information & Restrictions

Exhibitor Restrictions

Exhibitor's employees are prohibited to drive forklifts or use dollies, carts, power tools and other show equipment. For safety purposes only the official contractor is permitted to do such work.

Booth ID Numbers

Booth ID numbers will be temporarily displayed and clearly visible during move-in and during the show.

Storage within Booth Space

Fire regulations in most Exhibit Facilities prohibit storing empty carton containers or packing materials behind back drapes. In most cases, however, Exhibitors may store a limited supply of literature or small display containers within their booth area, so long as these items do not impede access to utility services, create a safety problem or look unsightly.

Strategies to keep your costs down & our event greener!

Don't bring more brochures than you need. Brochures are very expensive to produce, and their weight often represents a few hundred dollars in material drayage.

Heavy and Large items

Heavy pieces (exceeding 250lbs) must be approved by the Show Organizers. If you have questions concerning your display, please contact [Nadia Bakka](#).

8. Move-In / Booth set-up schedule

Exhibitors are responsible for their own freight and material handling. The venue (Calgary Telus Centre) will not accept pre-shipped goods.

Move-In Schedule: Wednesday, October 1st, 2025. 08:00 AM to 04:00.

Note: For security and insurance concerns no one under the age of 16 will be allowed in the exhibit area during move-in, Booth set-up, dismantling and move-out.

9. Furnishing, booth carpet, logistics



GSS is responsible for: Furnishings, booth amenities, transport logistics and will have a representative onsite.

Audiovisual supplier:



Show: MEMO 2025, October 1-3, 2025

Booth number:

Mailing address: 120 Ninth Avenue, Southeast Calgary, Alberta, Canada, T2G 0P3

Tel: 403-261-8577

Email: jason.wright@encoreglobal.com

10. Outbound Operations' Instructions

Show Closure Announcement

Exhibits must remain staffed and intact during the show and may not be dismantled or removed before the show officially ends. Exhibitors failing to abide by this rule will lose all accrued priority points and may be disqualified from exhibiting at future CIM Exhibitions.

Booth Dismantling

Exhibitors are requested not to leave their booth unattended during move-out operations. Dismantling and packing should start immediately after the show closes.

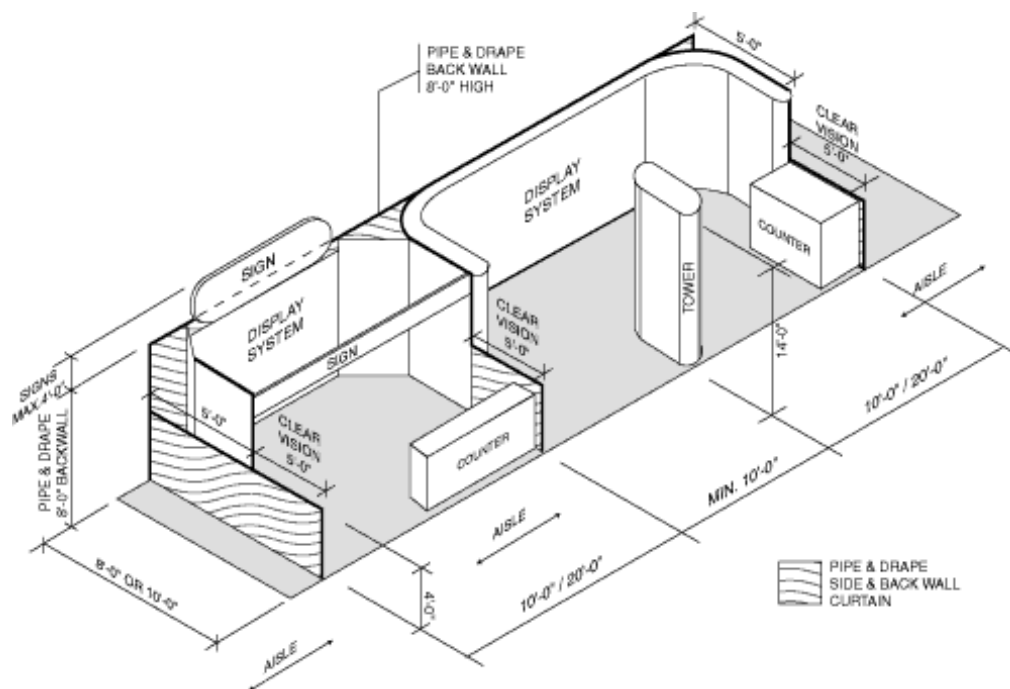
Move-out Waste

The official contractor will dispose of all garbage at the Exhibitor's expense. The Calgary Telus Centre has an aggressive waste reduction program to reduce landfill and to recycle whenever possible.

11. Display Guidelines

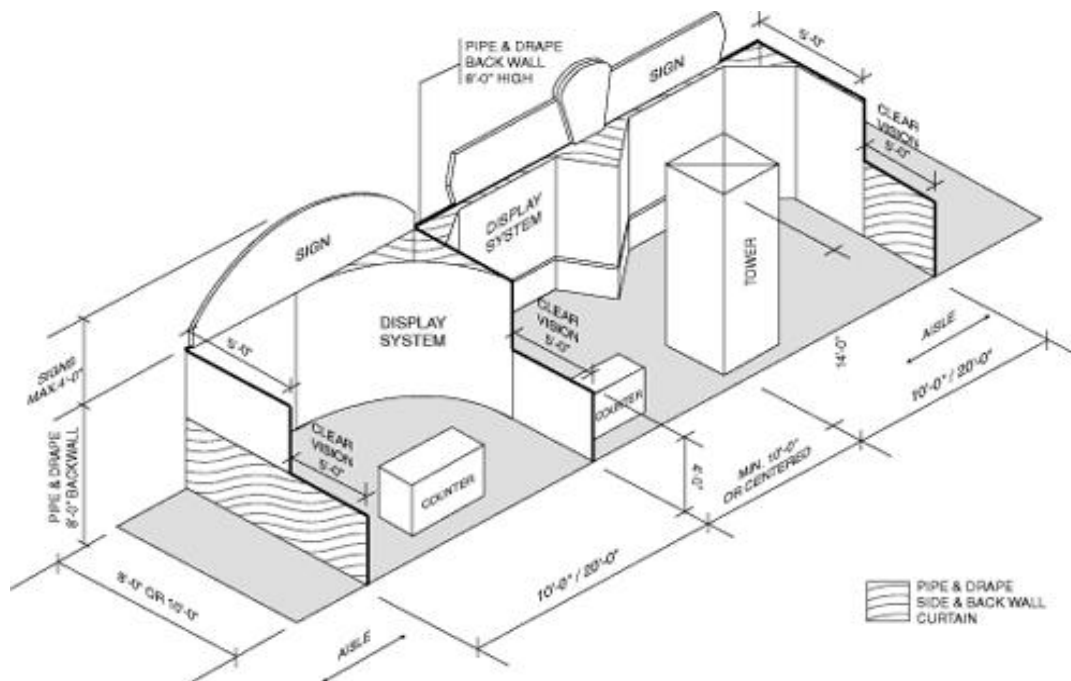
TYPE "A" - STANDARD IN-LINE BOOTHS

One or more standard units in a straight line, 8' (2.44 m) maximum in height. Exhibit fixtures and identification signs will be permitted to a maximum height of 12'0" (3.66 m). All display fixtures over 4'0" (1.22 m) in height and placed within 10 lineal feet (3.05 m) of an adjoining exhibit must be confined to that area of the exhibitor's space that is within 5'0" (1.52 m) of the aisle line (back half of booth). In some cases, a split-side drape may be required to mask the display edge.



TYPE "B" - CORNER BOOTHS

One or more spaces back-to-back with two aisles, 8' (2.44 m) maximum in height. Exhibit fixtures and identification signs will be permitted to a maximum height of 12'0" (3.66 m). All display fixtures over 4'0" (1.22 m) in height and placed within 10 lineal feet (3.05 m) of an adjoining exhibit must be confined to that area of the exhibitor's space that is within 5'0" (1.52 m) of the aisle line (back half of booth). In some cases, 2'0" (60 cm) of masking drape sidewall may be required for esthetics.



12. Floor Loading Capacity

Show Management must approve all display items over 250lbs per single unit

13. Accommodations

Booking for MEMO 2025 Conference attendees:

▪ Fairmont Palliser

- Queen Bed or Double Beds: \$259
- Deluxe – Queen, King or Double Beds: \$279
- Signature – King or Double Double Beds: \$319
- Junior Suite – King Bed: \$349
- One bedroom Suite - King Bed: \$409

▪ Fairmont Gold

- Queen, King or Double Beds: \$479

Address: 133-9TH avenue SW – Calgary T2P 2M3

Tel.: (403) 262-1234

Website: [Available Rooms – Fairmont Pallisier](#)

▪ Calgary Marriott Downtown Hotel

- Standard King Bed: \$269.00

Address: 110 9th Avenue SE, Calgary, AB T2G 5A6

Tel: +1 (403) 266-7331

Website : [Reservation-Link](#)

14. Registration

All exhibitor staff must be registered.

Online registration is available here: [Registration – MEMO 2025](#)

Badges will be available for pick-up at the Exhibitor Registration Desk, open at the times listed below:

Wednesday, Oct. 1, 2025:	08:00 – 20:00
Thursday, Oct. 2, 2025:	07:30 – 17:00
Friday, Oct. 3, 2025:	07:30 – 14:00

15. Regulations

Degradation of the Premises

The exhibitors, by their own fault or their contractor's, will be held liable for any harm or damage to the building or its components caused during the transportation, installation, or removal of materials.

Booth Inspections

The Fire and Safety Officer and the CIM Sales Manager (or their appointees), will conduct booth inspections before opening the show and ensure that Exhibitors have complied with the show rules and regulations. Exhibitors in default will be requested to promptly comply. Note: Serious infractions of the show rules and regulations can result in the Exhibitor's expulsion from the show. In these instances, all fees will be forfeited, and the Exhibitor may be barred from participating in future CIM Exhibitions.

Equipment

Access to portable extinguishers and fire cabinets shall always be maintained free of obstruction, including during set-up and dismantling of the exhibit. Under no circumstances can fire suppression equipment be removed, moved, or made inaccessible. Emergency exit doors must always remain accessible.

Note: The Fire and Safety Officer may limit or restrict use of any of the above items.

Fire Protection

In brief, the regulations of the Fire Department and Prevention Bureau state the following:

All curtains, drapes, carpeting and other similar furnishings and decorative materials shall be non-combustible or flame-retardant treated to the satisfaction of the Fire Department. No flammable fluids or substances may be used or shown in exhibits. Decorations made of natural trees (i.e., coniferous, or broad-leaved) are permitted provided they are potted with their roots and watered regularly. Any dry vegetation or dried-up trees shall be prohibited. Open flame or pyrotechnic devices are not permitted.

The Fire Safety Officer of the City of Calgary has full discretionary power to apply additional rulings to ensure conformity with local fire codes and to maintain an acceptable level of fire safety within Calgary Telus Centre.

Lighted Signs

Lighted signs are permitted. However, under no circumstances can they be projecting, revolving or flashing. The Exhibition Manager reserves the right to determine at all times what constitutes a nuisance for other exhibitors.

Mandatory Insurance Coverage

All Exhibitors must take out an insurance policy that includes a minimum coverage of \$1,000,000 CDN for liability to third parties, damage to property and theft of equipment and products. The coverage must be valid for the duration of the show including set-up and dismantling periods and must show the Canadian Institute of Mining, Metallurgy and Petroleum as the CERTIFICATE HOLDER.

The exhibitor is responsible for and is responsible to send a copy of his/or her Certificate of Liability Coverage to the organizer. A copy of this proof of insurance should always be available during the show. Exhibitors who cannot provide a copy of the insurance certificate on- site will be requested to complete and sign a waiver form.

Please send your insurance certificate to:

Nadia Bakka

Sales Manager

Email: nbakka@cim.org

Obstructions

Nothing shall be hung from or affixed to any sprinkler piping or sprinkling heads. Ceiling decorations must never impede the operation of the sprinkler system. All exit doors shall always remain operable and unobstructed. Exit signs, manual pull stations; fire department handsets; fire hose cabinets and portable fire extinguisher shall not be obstructed in any manner. If a fire hose standpipe is in an exhibit space, it shall be the responsibility of the Exhibitor to provide access to such equipment and, if the view to such equipment is obstructed, to provide designating signs for same.

Note: Aisles and exit must be kept free of obstructions, easels, signs, etc. If the setup does not comply, show management and the Fire & Safety Officer can request modification to your arrangements. Failure to abide will result in eviction.

Safety Procedures

Open flame devices and burning or smoke-emitting materials are prohibited.

No display or exhibit shall be installed or operated in a way which could interfere with the visibility of an exit sign or access to any exit, nor shall any display block access to fire-fighting equipment.

If necessary, the Fire and Safety Officer may request a fire-extinguishing apparatus, which will be at the Exhibitors' expense. All such equipment must always remain visible and accessible.

The use of welding and cutting equipment for demonstration purposes is not permitted.

Compressed flammable gases, flammable or combustible liquids, hazardous chemicals or materials, Class II or greater lasers, blasting agents, and explosives are prohibited in the Hotel.

Security of the premises

The Calgary Telus Centre and CIM ensure the general security of the perimeter of the exhibition 24 hours a day. Exhibitors must take the necessary measures to protect their goods, materials, equipment, and exhibition components always. Never leave a handbag, laptop or other portable item unattended in your stand. If you wish to have additional security for your stand, you can order the service by completing the order form in the Exhibitor Information Section.

We remind you that CIM and the Calgary Telus Centre cannot be held liable for losses and/or damages to products and goods. The exhibitor is solely responsible for the security inside the confines of his booth.

Work delays may be caused by interruption of service due to breakage of machinery, apparatus, equipment, power failure or any other source outside CIM's control. However, it is mutually understood and agreed that CIM will use proper and reasonable care to prevent work delays.

Exhibition Management will not tolerate abusive argumentation over show rules and regulations. Abusers may be expelled. Exhibitors are responsible for their staff and contractors' behaviors.

Show Management reserves the right to relocate or re-number any exhibit space at any time.

Sales & Promotional Activities

The distribution of samples and promotional materials as well as any solicitation activities are prohibited outside the rented exhibition space. These activities are also prohibited at the entrances of the exhibition hall, in the concourse or any other area on the Calgary Telus Centre property.

Selling on the Show Floor

On-site selling of samples or actual display products, as well as open solicitation of business must be confined to the Exhibitor's booth space. MEMO management encourages Exhibitor's staff to network on the exhibition floor and to invite clients to their booths.

Trade Show Attendance

Children and teenagers are permitted to visit the trade exhibition if they are escorted by their parents, teachers, or tutors.

Conference delegates have free access to all trade exhibition activities.

Mining community visitors can access the exhibition for free!

16. Management Reserves the right to:

Approve or prohibit any display which is objectionable (i.e., noise, odor) or degrades the good reputation and/or image of the event.

Prohibit attraction-seeking ploys or stunts, which are aggressively promotional (theatrical-type shows), intended for use in the booth, halls, corridors or approaches thereof. CIM insists that exhibits must be in good taste. Degrading side show antics and/or other undignified promotional methods (scantily clad models) will not be permitted.

Maintain the events professionalism and high caliber by applying the “Good Neighbor Policy” at all times. Loud or obtrusive audio-visuals, presentations or other activities distracting neighboring booths will not be permitted.

Prohibit signs or lighting which causes distractions or interferes with other exhibitors.

Close exhibitors’ who serve or distribute alcoholic beverages from their booth.