

CIM MEMO Convention 2025

October 1-3, 2025

Calgary TELUS Convention Centre, Calgary, AB

Dear Exhibitor,

Global Convention Services is pleased to be appointed by Show Management as the official Service Contractor for this event. In the following pages, please find the necessary forms and information that will assist you with a successful exhibition experience.

CONTENTS

Show Information & Dates.....	2
CTCC Building Regulations.....	3
Canopy Flame Test Information.....	7
Electrical Order Form.....	9
Instructions & Conditions.....	10
Internet, Telephone & Cable TV Order Form.....	11
Instructions & Conditions.....	12
Utilities Order Form.....	14
Instructions & Conditions.....	15
Encore Sign/Banner Hanging.....	16
Encore Audio Visual.....	19
Marriott Catering.....	20
Method of Payment Form.....	24

CONNECT WITH US [ON SOCIAL MEDIA!](#)

WWW.GLOBALCONVENTION.CA

YOUR EVENT PARTNER.





SERVICE CONTRACTOR CONTACT

GLOBAL CONVENTION SERVICES
9168 52nd Street SE, Calgary, AB, T2C 5A9

Phone: (403) 218-7891
Email: essgroup@globalconvention.ca

Each 10' wide x 8' deep Booth Package consists of the following:

^^ One (1) 120 volt, 15 amp electrical outlet is supplied as part of your booth package.

PRICING DEADLINES

In order to receive discounted rates on selected items, we must receive your order and payment by the advance price deadline. Orders received after this date will be subject to Retail prices.

ADVANCE PRICE DEADLINE

September 11, 2025

Ordering for this event will be available until the ordering deadline. Please contact our Exhibitor Services Department for availability after this date.

ORDERING DEADLINE

September 25, 2025

EXHIBITOR MOVE-IN

Tuesday	September 30, 2025	8:00 AM	-	4:00 PM
Wednesday	October 1, 2025	8:00 AM	-	4:00 PM

EXHIBITION DATES

Wednesday	October 1, 2025	5:00 PM	-	8:00 PM
Thursday	October 2, 2025	10:00 AM	-	5:00 PM
Friday	October 3, 2025	10:00 AM	-	5:00 PM

EXHIBITOR MOVE-OUT

Friday	October 3, 2025	5:00 PM	-	11:00 PM
--------	-----------------	---------	---	----------

MAILING ADDRESS: 120 NINTH AVENUE SOUTHEAST, CALGARY, ALBERTA, CANADA T2G OP3 PH 403.261.8500 FX 403.261.8510

The Calgary Convention Centre Authority (CCCA) is the operator of the Calgary TELUS Convention Centre

1. EXCLUSIVE SERVICES

- a) Electrical: For tradeshow, all electrical requirements will be coordinated through Global Convention Services (GCS) at 403.273.8064. Sharing of power between exhibitors is not allowed. Each exhibitor must order their own power. The GBC or the CTCC reserves the right to refuse service for situations deemed unsafe. Current rates will be charged on-site to order services provided by the CTCC. The Business Services Centre also provides various services including photocopying, printing, sells basic stationary supplies, at a charge.
- f) Banner Hanging and Rigging: ENCORE is the exclusive provider of banner hanging and removal for tradeshow in CTCC. For the protection of the CTCC facility, no materials of any kind may be affixed to the ceiling or to any walls, whether painted, wooden, vinyl or glass, by any method whatsoever without CTCC or ENCORE's approval.
- g) Material Handling: Global Convention Services is one of the exclusive material-handler for the CTCC.
- h) Catering. The Marriott Calgary Downtown Hotel is the exclusive caterer to the CTCC. No outside food and/or beverage may be brought in the facility by the Show Manager, its exhibitors, participants, or suppliers unless approved by the Marriott Calgary Downtown Hotel. i.e., food samples, ice cream, bottled water, etc. For menu selections, please see the Exhibitor Catering Order form or contact the Catering Department at 403.261.8500.

2. PREFERRED SERVICES

- a) Audio Visual Services: ENCORE is the in-house supplier of all audio-visual equipment and lighting, within the CTCC. All arrangements should be made through the conference sales at 403.261.8555. The CTCC reserves the right to determine maximum sound levels and minimum lighting levels used in any room.
- b) Show Services: Global Convention Services Service is the in-house supplier of show services. All arrangements for show services can be made by contacting their office at 403.273.8064

3. ORDERING OF SERVICES AND ORDER FORMS

- a) Order forms are available from the Global Convention Services website at www.globalconvention.ca or by calling 403.273.8064.

4. PRIME CONTRACTOR

The Occupational Health and Safety of Act of Alberta, requires that a "prime contractor" for the purpose of safety be designated for a work site if there are two or more employers working at the same time. The role of Prime Contractor for Safety is assigned to the Calgary Convention Centre Authority (CCCA), the operator of the Calgary TELUE Convention Centre.

5. OCCUPATIONAL HEALTH AND SAFETY

Everyone must comply with the Occupational Health and Safety Act of Alberta (regulations and safety codes) and the CTCC requirements and policies in place at the time of the Event. Written pre-job hazard assessments may be required for workers, contractors and service providers coming into the CTCC.

6. AGE REQUIREMENTS

Due to safety concerns when forklifts and vehicles are in operation, persons under the age of sixteen (16) are prohibited from being in the Space during move-in and move-out.

7. PRE-JOB HAZARD ASSESSMENTS

The Occupational Health and Safety Code of Alberta, Part 2 (Sections 7 to 10) defines an Employer's legal responsibilities for hazard assessment, elimination, and control. Due to significant hazards associated with particular type of work, a written pre-job hazard assessment may be required to be prepared by the Exhibitor, Exhibitor Guests or Suppliers to the Exhibitor and/or Exhibitor Guests, as determined by CCCA. It is the responsibility of the applicable Employer to complete pre-job hazard assessments for their workers. Pre-job hazards may be required - but not limited to - the following tasks or functions:

- a) Assembly of booths over 8 feet in height;
- b) Movement of large exhibits, pieces of equipment or vehicles within the CTCC;
- c) Use of forklifts, scissor lifts or other vehicular machinery;
- d) Use of ladders;
- e) Assembly of staging;

- f) Use of tools (such as saws, hammers, etc.); and
- g) Rigging.

8. GENERAL SAFETY OBLIGATIONS

The Occupational Health and Safety Act of Alberta, defines the safety obligations of employers, workers, suppliers, and contractors (etc.). Every person or legal entity entering the CTCC for the purpose of performing work must take reasonable care, cooperate, and comply with the Occupational Health and Safety Act, Regulation and Code of Alberta, and the CCCA's requirements and policies to protect the health and safety of themselves and others. Everyone shall:

- a) Only perform work, handle chemicals, or operate equipment if trained and authorized to do so.
- b) Do not permit a worker who is not competent to perform work, or who may endanger him or herself or others, to work without direct supervision of another worker who is competent to perform the work;
- c) Report all injuries, unsafe acts, and conditions, including "near miss" incidents, to the CTCC security immediately. **Emergency contact number: 403-261-8573 or ext. 8573 (from house phone);**
- d) If qualified to do so, correct hazards immediately, then report any hazardous condition or incident to the CTCC Security.
- e) Not consume or possess alcohol, or illegal drugs;
- f) Not fight, engage in horseplay, or otherwise interfere with other workers or persons;
- g) Not commit or engage in theft, vandalism, or any other abuse or misuse of CTCC or any property therein;
- h) Wear appropriate personal protective equipment and wear proper fall protection equipment while working at elevated heights where a fall protection system is installed;
- i) Carry out all work in a safe manner as per the job procedure or the completed pre-job hazard assessment;
- j) Use extreme caution and move away from areas where forklifts and vehicles are operating during move-in and move-out;
- k) Do not remove, damage, alter or destroy any safeguard, safety device, notice or warning signage used in the CTCC;
- l) Immediately report any equipment that:
 - i. Is in a condition that will compromise the health or safety of workers using or transporting it;
 - ii. Will not perform the function for which it is intended or was designed;
 - iii. Is not strong enough for its purpose; or
 - iv. Has an obvious defect.

9. EMERGENCY PROCEDURES AND EVACUATION

- a) In the event of an emergency, all work shall cease until clear instructions are given to proceed. Listen to instructions via the public address system. The CTCC has fire alarm pull boxes located near all designated exits. Smoke detectors are also located throughout the CTCC's ventilation system.
- b) If for any reason the CTCC, or any part of it, must be evacuated, instructions will be given via the CTCC's public address system.

10. FIRST AID

The CTCC has unattended first aid rooms located on the lower level of the South Building and the Plus 15 level of the North Building. First aid boxes are located in the service corridor of Exhibition Hall CDE. Contact CTCC Security at 403.261.8573 (or ext. 8573 on any house phone) in the event first aid is required.

11. FIRE REGULATIONS - These requirements have been prepared in conjunction with Calgary Fire Department. For further clarification please see the Calgary Fire Department Special Event Requirements (Dated August 2011) posted on the City of Calgary website:

<https://www.calgary.ca/cspfs/fire/inspections-investigations-and-permitting/indoor-special-event-fire-code-requirements.html>

- a) Exhibitor's materials and/or equipment, etc. must remain within the space assigned.
- b) Aisles must be kept clean and uncluttered at all times. The following aisle widths must be always maintained for trade and consumer shows: at the front and back of the Exhibition Hall CDEX 11.5 feet or 3.5 metres and the cross aisles are 8 feet or 2.5 metres.
- c) Fire exits, hose cabinets and pull stations are to be in full view and kept clear at all times.
- d) Decorative materials, tents, canopies, etc. (See the Calgary Fire Department Indoor Special Event Requirements for further details).
- e) All commercial made materials used for draping or decorating, such as, but not limited to, drapes, signs, banners, acoustical material, hay/straw, split bamboo, plastic cloth, canvas, etc. shall be of non-flammable material and shall conform to CAN/ULC-S109 standard. The exhibitor will have to conduct must provide certificates and labels on items available for the CFD or a representative of the CTCC.
 - i. All non-commercial decorative materials used for draping or decorating must be treated and maintained in a flame retardant condition with the use of flame retardant solution. Appropriate document must be provided showing which product was used and when it was treated. The flame retardant product used on the decorative material must conform to CAN/ULC-S109 standards. In addition, the Exhibitor must conduct a match flame test in NFPA705, "Field Film Test for Textiles and Films." Copies of the appropriate documentation on the product used, the MSDS for the product and a sample of the match flame test must be available for CFD or CCCA representative must be available for review. The Fire Department or the CTCC may choose to test any materials brought into the CTCC. Materials in violation shall be immediately removed from the building.
 - ii. Tents, canopies, etc. must be approved for indoor use and have a permanently attached label indicating conformance to CAN/ULC-S109. Displaying of tents, canopy, etc. must conform to the requirements in the Calgary Fire Department Indoor Special Event Requirements document.
- f) Packing materials (such as excelsior-shredded paper and the like) must be returned to the empty cartons. Accumulation of these materials and empty cartons or crates is prohibited in the booth area. Storage of these items must be arranged with your show services provider.
- g) No hazardous display of any nature will be permitted in any areas of the CTCC. This includes open flames, hot coals, candles, LPG (liquid propane gas) lighters, charcoal grills, flammable gases, liquids or solids, LPG containers, toxic gases, liquids or solids, hazardous chemicals or any hazardous gas, liquid or solid of a similar nature.

- h) No propane is allowed in the CTCC.
- i) Helium-filled balloons are permitted in the facility. Helium tanks must be stored at the loading dock. Helium and compressed air tanks, while in use and/or being transported to the room(s), are to be secured on an appropriate cart. An hourly labour charge will be levied for removal of balloons that have risen to the ceiling.
- j) SDS (Safety Data Sheets) will need to be provided to the CTCC for products brought into the facility. Please contact the Operations Department for additional information.
- k) If vehicles are being brought in, minimum gas levels apply. See Section 17.
- l) Open Flame – Approval must be obtained from the CTCC, please contact Operations Department at 403-261-8559 and an open flame permit must be obtained from the CFD.

12. BOOTH SET UPS AND DISPLAYS

- a) Booth construction must conform to applicable building codes including electrical, plumbing, etc.
- b) All work carried out by the Exhibitor, or its contractor must conform to Occupational Health and Safety and WCB regulations of Alberta.
- c) The CTCC or GBC does not provide tools or ladders for the set-up or dismantling of your booth.

13. HOUSEKEEPING

- a) Booth cleaning can be arranged through your Show Service Contractor.
- b) All tape used to mark booth space and/or to hold down carpet must be removed at completion of the show. Any tape residue left from Exhibitor's carpet will be subject to a clean-up charge.
- c) Exhibitors must put all garbage in plastic bags in the large waste containers provided by the CTCC at the end of each set-up or move-in or move-out days, as applicable.

14. SHIPMENTS, DELIVERIES, STORAGE, ELEVATORS

- a) All shipments, equipment, or items for your tradeshow booth coming into the CTCC must arrive and depart through the designated loading dock.
- b) All shipments must be prepaid. COLLECT SHIPMENTS WILL NOT BE ACCEPTED.
- c) Shipments sent prior to the first move in date need to go to Global Convention Service warehouse. Shipments sent to the CTCC prior to the first scheduled move-in day may be refused unless prior arrangements have been made with Global Convention Service. Address the shipment as follows:

Global Convention Service Warehouse Address for Advance or Post-Shipment delivers/pick-ups – Shipments/Freight accepted//picked up - Monday to Friday, 9 am to 3pm MST.

Tradeshow Name and Show Date Exhibitor's Company Name Booth Number and Room Name c/o Global Convention Services 9168 – 52 Street SE Calgary, Alberta T2C 5A9 Canada

- d) **Deliveries scheduled to arrive on the day of the first move in date should be addressed as follows:**

Tradeshow Name and Show Date Exhibitor's Company Name Booth Number and Room Name c/o Calgary TELUS Convention Centre North Loading Dock 705 – 1 st Street S.E. Calgary, Alberta T2G 2G9 Canada

- e) **All shipments delivered to the CTCC loading docks are subject to a material handling charge from Global Convention Services.** Exhibitors may be subject to a transportation fee for freight brought from a hotel or the parkade.
- f) Exhibitors are responsible for all courier, customs, brokerage services, etc. for their booth.
- g) Exhibitor materials, equipment etc. left from a booth will be charged a storage fee before items will be released. If the items are left more than 30 days, the items will be disposed of at the CTCC's discretion.
- h) The loading dock areas are for loading and unloading only; vehicles left unattended will be towed at the owner's expense.
- i) Freight Elevators, when in use, will be manned and controlled by operators with Global Convention Services or CTCC. Load restrictions:
 - i. North Loading Dock: butterfly ramp: height 13'-6" x width 14'-10": maximum 350 lbs./ft² on the dock and Exhibition Hall; and
 - ii. South Loading Dock: elevator load: height 12'-7" x width 9'-2" x length 32'-9"; maximum 30,000 lbs.;

15. COOKING/SAMPLES

- a) Cooking of food or deep fat frying is not permitted in the CTCC exhibit areas.
- b) Must have approval from the CTCC prior to any warming of foods, supplying of food samples or bottled water within the CTCC.
- c) Equipment used for warming must be electric and shall be listed and labelled for commercial use (not residential) by a recognized testing laboratory (i.e., CSA or ULC). Residential appliances shall only be permitted if they are part of a demonstration and approved by the CTCC and the Calgary Fire Department (CFD).
- d) All guidelines/regulations and permits must be followed/obtained as specified from Alberta Health Services.
- e) All guidelines/regulations must be followed as specified in the Calgary Fire Department Indoor Special Event Requirements, Section for Cooking/Warming and Demonstration Cooking.
- f) A fire extinguisher is required in the booth when cooking equipment is present; if you require one, please contact Operations Department at 403-261-8559 for rental prices.

16. VEHICLES

- a) Load Limits: If a GVW (Gross Vehicle Weight) is not available, it may be necessary to obtain document from the nearest weigh scale.
- b) Cleaning of Vehicles: Cars, trucks and machinery for display must be washed and cleaned before being admitted to the building. Protective sheets of plastic must be placed underneath to prevent stains. Cars, trucks, and machinery for display must be washed and cleaned before being admitted to the building and protective sheets of plastic must be placed underneath to prevent stains. Waxing of vehicle(s), including tire, is not permitted at the CTCC unless the vehicles is placed on plastic sheets and the floor is protected. The cleaning/removing of any polishing/cleaning product residue from the floor will be charged directly to the Show Manager. Acceptable polishing product is available at the CTCC Business Services Centre located on the main level of the north building.
- c) Fuel Tank Levels: Fuel tanks will be kept at less than one-quarter (25%) of the tank capacity or 20L whichever is less in each vehicle. All fuel tank caps must be locked or be properly sealed with approved tape i.e., masking tape or cloth tape.
- d) Smoke Detectors and Fire Extinguisher - Vehicles, boats, RV's trailers, Buses, and similar exhibited products between 9.3m² and 27.9 m² of roof area, with a source of ignition, external power or vehicle batteries still connected, shall have a one single station smoke alarm installed on each level of the vehicle and a 2A-10BC fire extinguisher. During non-show hours, a window in vehicle must be left open to ensure smoke alarm can be heard.

17. AERIAL DRONES

Aerial Drones/Unmanned Aerial Vehicles (UAV) are defined as any "powered" remote-controlled, unmanned aircraft device under the operation of one or multiple persons. The Authority must review and approve requests to operate Aerial Drones/UAV within a Client's contracted space in the Calgary TELUS Convention Centre. The review process will be based on provisions requested by the Authority and all safety parameters are met, (Transport Canada and Canadian Aviation Regulations on safety parameters shall be applied during the review/approval process). Please contact the Operations Department at 403-261-8559 for more information.

18. ANIMALS

Animals or pets, except for service animals, are not permitted in the CTCC unless it is an approved exhibit, activity or performance legitimately requiring the use of animals; written approval must be obtained from the CTCC prior to animal or pet being brought into the CTCC. Such animals or pets that have been approved must be on a leash or in a secured and enclosed pen, and under control at all times. The owner must take full responsibility for his or her animal or pet. Please contact Operations Department at 403.261.8559 for the "Animal Authorization Request" form.

19. SMOKING

In accordance with City of Calgary by-law 23M2018 and 24M2018 all spaces within Calgary TELUS Convention Centre are non-smoking, this includes smoking, vaping tobacco, cannabis, and other substances.

20. LOST AND FOUND

All lost and found articles are catalogued and stored for 30 days at which time they are disposed of at the discretion of the Authority.

21. RESPECTFUL WORKPLACE POLICY

The CTCC is committed to providing a work environment that is safe, healthy, and free of discrimination. Any form of discrimination, harassment or violence is unacceptable and will not be tolerated at the CTCC.

MAILING ADDRESS: 120 NINTH AVENUE SOUTHEAST, CALGARY, ALBERTA, CANADA T2G OP3 PH 403.261.8500 FX 403.261.8510

As per the Fire Code any decorative material, such as, but not limited to, drapes, theatre curtains, signs, banners, acoustical material, plastic cloth, plastic displays, canvas, cardboard, canopies etc. shall be of non-flammable material, shall conform to CAN/ULC S2109, "Flame tests of Flame-Resistant Fabrics and Films", or shall be treated and maintained in a flame retardant condition by means of a flame retardant solution to ensure that the material will pass the match flame test in NFPA 705 (National Fire Protection Association) "Field Flame Test or Textiles and and Films".

with a source of ignition shall be provided with a listed single station smoke alarm plus a 2A-10BC fire extinguisher within.

4. Tents and canopies must be approved for indoor use and have a permanently attached label indicating conformance to CAN/ULC-S109, "Flame Tests of Flame-Resistant Fabrics and Films".
5. Minimum of 3 m separation is required between each 27.9 m² aggregate of tents, canopies and/or other structures on all sides. An aggregate area exceeding each 27.9 m² shall not be permitted.

DECORATIVE MATERIAL – FLAME TEST

Plastic cloth and certain other plastic materials, nylon, etc. cannot be rendered flame retardant and are prohibited. Any decorative material may be subject to testing. Materials in violation shall be immediately removed from the building.

If the decorative material was commercially made, i.e., banners, curtains, canopies. The material used shall be of a non-flammable material and shall conform to CAN/ULC-S109 standards. The on-site contact for the booth must provide certificates and labels on all items available for CTCC Representative and Calgary Fire Department inspection.

If the decorative material has not been treated with a flame retardant product, then it must be treated using a flame retardant solution (i.e., Pyroguard). You have two options for this:

Option 1

Have the materials commercially treated. You would need the following information from them:

Information about the product used the MSDS sheet for the product used and when it was treated.

Treat the decorative material with a flame retardant solution (Pyroguard or other similar products can be purchased from your local fire/safety supplier). Once the fabric has been treated a burn test must be conducted on each piece of fabric used to decorate the booth.

Listed below are the materials required and the procedure to conduct a burn test:

To assist you conducting the burn test, you can watch the following YouTube video:

<https://www.youtube.com/user/OntarioStagingLtd/videos>

<https://vimeo.com/18346409>

If you have any questions on how to conduct the flame test, please call the City of Calgary 311 or if you are outside of Calgary call 403-268-2489 and they will arrange to have someone from the Calgary Fire Department return your call.

DECORATIVE MATERIAL –FLAME TEST CONTINUED

CAUTION

- This method does involve an open flame and unknown factors of how fast and how the material will burn.
- Be sure to work in a well-ventilated area and over a nonflammable surface. Have a fire extinguisher or a large container of water at the test site.
- Some fabrics will ignite and melt. The result is burning drips which can adhere to fabric or skin and cause a serious burn.

REQUIRED MATERIALS

- Material to be tested
- A pair of tweezers, metal tongs or long steel pliers
- An igniter (match, lighter, etc.).

- A non-flammable work surface
- Container of water
- Catch container (something that will not burn)
- Fire extinguisher

PROCEDURE

1. Cut off a piece of the material (approximately 8 inches in length).
2. With the tweezers, hold the piece of material over a non-flammable catch container.
3. With the match or lighter, set the piece on fire and hold for 12 seconds.
4. Watch how the material reacts to the flame.
5. If the fabric passes or fails:

☒ **Failed Test:** If the material combusts, it is deemed non-self-extinguishing and does not meet CAN/ULC-S109 standards. The fabric will need to be re-treated.

☒ **Passed Test:** If the fabric passes, put the piece of fabric in a plastic bag. Label it with the date the test was conducted, your booth number and company name. Information on the product used the MSDS sheet for the product used. Have this bag in your booth for when a CTCC Representative comes to the booth or the Calgary Fire Department Inspector.

It is recommended that approval be obtained from the CTCC for all decorative material prior to setting up your booth.

For further regarding your booth set up please see the following:

- Calgary TELUS Convention Centre Regulations for Exhibitors for all regulation regarding your booth set-up.
- The Calgary Fire Department Indoor Special Event Requirements (the link is <http://www.calgary.ca/CSPS/Fire/Documents/CFD-Indoor-Special-Event-Requirements>).
- Your exhibitor package.



ELECTRICAL ORDER FORM

MAILING ADDRESS: GLOBAL CONVENTION SERVICES, 120 NINTH AVENUE SOUTHEAST, CALGARY, ALBERTA, CANADA, T2G 0P3

PHONE (403) 218-7891

E-MAIL essgroup@globalconvention.ca

Global Convention Services is the exclusive provider of all electrical services. (See reverse/next page for Instructions and Conditions - Electrical)

EVENT ID:	9086	ADVANCE RATE DEADLINE DATE:	September 11, 2025		
NAME OF SHOW	CIM MEMO Convention 2025		SHOW DATE(S):	October 1-3, 2025	
This form is your official invoice. Orders will only be accepted if paid in full, in Canadian Dollars, by either credit card or company cheque. Orders paid by company cheque will only be accepted 14 days prior to the first scheduled move-in date. ADVANCE RATE APPLIES ONLY TO ORDERS PAID IN FULL AND RECEIVED 14 DAYS PRIOR TO THE FIRST SCHEDULED MOVE-IN DAY. NO EXCEPTIONS.					
ELECTRICAL SERVICES - DUPLEX OUTLETS					
Quantity	Description	NEMA #	Advance Rate	Regular Rate	Total
	15 Amp, 120 Volt, Duplex Outlet (1st Connection is included in your booth)	Standard Outlet	\$136.50	\$169.00	
	20 Amp, 120 Volt, Duplex Outlet		\$214.50	\$240.50	
ELECTRICAL SERVICES - SINGLE PHASE SPECIAL POWER					
	20 Amp, Single-Phase, 208 Volt		\$325.00	\$422.50	
	30 Amp, Single-Phase, 208 Volt		\$455.00	\$520.00	
	50 Amp, Single-Phase, 208 Volt		\$487.50	\$585.00	
ELECTRICAL SERVICES - 3-PHASE SPECIAL POWER					
	20 Amp, 3-Phase, 208 Volt		\$520.00	\$682.50	
	30 Amp, 3-Phase, 208 Volt		\$585.00	\$715.00	
	60 Amp, 3-Phase, 208 Volt		\$715.00	\$845.00	
	100 Amp, 3-Phase, 208 Volt		\$1,072.50	\$1,235.00	
	200 Amp, 3-Phase, 208 Volt		\$1,235.00	\$1,690.00	
EQUIPMENT RENTAL (DUPLEX POWER IS NOT INCLUDED IN EQUIPMENT RENTAL)					
	Extension Cord (5m) (Flat electrical cords are not available)		\$19.50	\$26.00	
	Power Bar		\$19.50	\$26.00	
ELECTRICIAN LABOUR (SEE REVERSE/NEXT PAGE - INSTRUCTIONS AND CONDITIONS - ELECTRICAL - POINT 2c, 4b, 4e & 4f)					
	M-F 0700-1700 (Minimum 1 Hour)		\$123.50	\$130.00	
	M-F 1700-0700 & All Days S & S (Minimum hours to be quoted)		\$214.50	\$279.50	
	Stat Holidays or Emergency Call In (Minimum 4 Hours)		Price to be Quoted		
SPECIAL REQUIREMENTS (PLEASE CONTACT OPERATIONS AT 403-273-8064 FOR QUOTE ON SPECIAL REQUIREMENTS)					
Amps	Phase	Volts	NEMA Number		
MISCELLANEOUS CHARGES: Description of Charge					
If requesting power to be placed in particular locations, additional labour charges will apply. Also an electrical drawing must be included; if not, included power will not be installed until someone is on-site to direct electrician. If electrical needs to be installed under carpet, labour charge does not include cutting of any carpet. Arrangements must be made with your show services provider. Additional labour charges may apply for special connections or wiring. Please contact us.					
					Subtotal

Carry forward "Electrical" total to the "Method of Payment Form". Email both pages to ESS-CTCC@globalconvention.ca

1) INSTRUCTION FOR PROCESSING THE ORDER FORM

- a) Exhibitor information must be marked on "Electrical Order Form" and "Services Payment Form".
- b) If paying by credit card, "Services Payment Form" must be filled in completely and clearly.
- c) Payment in full for electrical services must accompany the order form and be in CANADIAN FUNDS.

2) ADVANCE RATE, REGULAR RATE AND LABOUR RATES (Rates are based on a maximum of 5 days. For services over 5 days please contact Operations at 403-273-8064, for pricing.)

- a) Advance Rate – In order to receive the advance rate, a completed order form with payment must be received by the Operations Department a GCS no less than fourteen (14) days prior to the first scheduled exhibitor move in. No exceptions.
- b) Regular Rate – The regular rate will apply for orders received within fourteen (14) days of show move-in or during the event.
- c) Labour Rate – Will be charged in one-hour increments. Services are provided in the most convenient manner for GCS Electrician. Special placement, connections, and/or changes after the initial installation will require additional labour and material charges.

3) REGULATIONS

- a) Exhibitors are not permitted to share electrical service; all orders must be placed individually.
- b) Standard wall and other permanent building utility outlets or sockets are not part of booth space and may not be used by exhibitors unless electrical services have been ordered.
- c) The use of external power sources i.e. batteries or generators to operate lights or other pieces of equipment must have approval by GCS.
- d) All electrical connection, installations, assemblies, equipment, or motors must conform to all federal, provincial, and local electrical and fire codes.
- e) Exhibitor's equipment must conform to GCS electrical receptacles, any adaptors or transforms required is the responsibility of the exhibitor.
- f) Delivery of services, equipment or products ordered less than 14 days in advance of your event may not be guaranteed by GCS.
- g) GCS reserves the right to refuse service for situations it deems as unsafe.
- h) Only GCS Electrician can make electrical connections, disconnections, modify system wiring or cabling. Unauthorized electrical disconnect, of power above a 15 amp 120-volt outlet, is a serious health and safety infraction. Live cables or wires left unattended compromise the safety of the Calgary TELUS Convention Centre staff and supplier staff. Unauthorized electrical disconnection will result in an administrative charge of \$500.00 or investigation from Workplace Health and Safety, or both.

4) EQUIPMENT PROCEDURES

- a) One standard duplex receptacle supplies a maximum of 12 amps of electrical power at 120 volts. When exhibitor requirements exceed 12 amps, additional receptacles must be ordered to prevent overloading. Overloading of circuitry, regardless of voltage and amperage, will be excusable only on the first interruption of power, if a power interruption occurs again labour charges will apply.
- b) On the 15-amp 120-volt outlet, Electrician labour is not required unless it needs to be placed in a particular location or if it needs to be hardwired.
- c) GCS requires a scale drawing of your exhibit space showing where electrical connections need to be placed when paying for Electrician labour. A scale drawing must be provided when ordering any service over a 15-amp or for special connections.
- d) Material and equipment provided by GCS for this order shall remain the property of GCS. Additional charges will apply for rental equipment that is damaged or not returned i.e. extension cords and power bars. Exhibitors will be responsible for the safekeeping of equipment during the show and returning GCS rented equipment at the end of the show.
- e) There will be a labour charge to move/change the location of already installed electrical services.
- f) Connection charges cover the cost of electrical connections to one point in booth. Charges do not cover wiring within booth, repair work or any special wiring from disconnect switch or distribution panel to exhibitor's equipment. Work performed in booth or for special wiring will be charged on a time and material basis.

5) PAYMENT, PRICING, REFUNDS AND SERVICE CHARGE

- a) **PAYMENT IN FULL:** Exhibitors will be required to pay in full for services at the conclusion of the show.
- b) **PRICING:** GCS reserves the right to adjust pricing on orders calculated inaccurately or received after the deadline date for the advance rate.
- c) **CREDIT CARD:** Exhibitors paying by credit card: Completion of the "Services Payment Form" with an authorized signature or e-mail constitutes as approval for the payment of pre-ordered and on-site services and equipment.
- d) **CHEQUE:** Exhibitors paying by cheque: Payment for services made by company or personal cheque will only be accepted 14 days prior to the first scheduled move-in day. Personal cheque must be certified. Make cheque payable to: Global Convention Services Ltd.
- e) **REFUNDS:** There will be no refunds for services ordered and installed but not used.
- f) **SERVICE CHARGE(S):** There will be a \$25.00 service charge for NSF cheque, declined or incorrect credit card information.

6) CANCELLATION, CLAIMS OR DISCREPANCIES POLICY

- a) Any electrical services cancelled within 5 days of the show opening will be charged a cancellation fee. Orders cancelled on-site will be charged the full amount for the service(s) requested.
- b) All claims or discrepancies must be presented by the Exhibitor to GCS site desk prior to the show closing. Claims will not be considered once show has closed. GCS site desk will be clearly identified on site.

7) EXCLUSIVITY AND LEGAL ENTITY

- a) GCS is the exclusive supplier of all electrical, telecommunications (data, internet, telephone, cabling, and satellite services), and utility services within the Calgary TELUS Convention Centre (CTCC).



INTERNET, TELEPHONE & CABLE TV ORDER FORM

MAILING ADDRESS: GLOBAL CONVENTION SERVICES, 120 NINTH AVENUE SOUTHEAST, CALGARY, ALBERTA, CANADA, T2G 0P3

PHONE (403) 218-7891

E-MAIL essgroup@globalconvention.ca

Global Convention Services is the exclusive provider of all internet services. (See reverse/next page for Instructions and Conditions - Internet)

EVENT ID:	9086	ADVANCE RATE DEADLINE DATE:	September 11, 2025	
NAME OF SHOW	CIM MEMO Convention 2025		SHOW DATE(S):	October 1-3, 2025
This form is your official invoice. Orders will only be accepted if paid in full, in Canadian Dollars, by either credit card or company cheque. Orders paid by company cheque will only be accepted 14 days prior to the first scheduled move-in date. ADVANCE RATE APPLIES ONLY TO ORDERS PAID IN FULL AND RECEIVED 14 DAYS PRIOR TO THE FIRST SCHEDULED MOVE-IN DAY. NO EXCEPTIONS.				
WIRED INTERNET SERVICES				
Quantity	Service Type	Advance Rate	Regular Rate	Total
	Shared High Speed Internet with 1 IP Address (Service includes 1 cat 5 cable) (See point 4a. On the GCS - Instruction and Conditions - Internet)	\$260.00	\$455.00	
	E-10 Internet (Dedicated Port) with 1 IP Address - 10 MB Ethernet connection with NAT and DHCP Service. (Service includes 1 cat 5 cable)	\$390.00	\$780.00	
	Additional IP Addresses for Shared or E10 Internet - Each device connected to the internet is subject to the additional IP Addresses charges	\$130.00	\$195.00	
WIRELESS INTERNET SERVICES				
	Premium Wireless Internet - Price is per connection, per day. Connection is per device and is not transferable to another device once connected. Can be used for high volume internet usage, streaming videos or presentations.			
	Premium Wireless Internet (1 to 9 Connections) - per Connection, per day	\$32.50	\$58.50	
	Premium Wireless Internet (10+ Connections) - per Connection, per day	\$19.50	\$45.50	
	Number of Connections Required _____ Date Internet is to be active _____ Date internet Disconnected _____	Number of Days Requested: _____ _____ X \$ _____		
	Additional Premium Wireless Internet Connections Ordered On-Site _____ # Connections x _____ # of Days x _____ \$			
TELEPHONE SERVICES				
	Telephone Line - Local/800 calling only (Line is an analog, Dial "9" to make outgoing calls. Incoming calls go directly to local assigned)	\$195.00	\$260.00	
	Programming Charge to have Long Distance Access	\$13.00	\$26.00	
CABLE TV				
	Cable TV Connection - Standard resolution - Please contact the Operations Department regarding channel availability.	\$195.00	\$260.00	
	IT Technician Labour (Min. 1 Hr) - Time Technician Required: _____ Description of Labour: _____	\$142.00	\$195.00	
MISCELLANEOUS SERVICES				
	Hub Rental - See page 2, point 4e (limited quantities available)	\$97.50	\$123.50	
	Patch Cables, 25' (Cables not returned or damaged will incur a \$35.00 replacement fee)	\$32.50	\$45.50	
For additional information on special services or networking services, contact the IT Department 403-273-8064			Subtotal	

Carry forward "Internet" total to the "Method of Payment Form". Email both pages to ESS-CTCC@globalconvention.ca

1) **INSTRUCTION FOR PROCESSING THE ORDER FORM**

- a) Exhibitor information must be completed and clearly indicated on "Internet, Telephone & Cable TV" form along with "Services Payment Form".
- b) If paying by credit card, "Services Payment Form" must be filled in completely and clearly.
- c) Payment in full for electrical services must accompany the order form and be in CANADIAN FUNDS.

2) **ADVANCE RATE, REGULAR RATE AND LABOUR RATES** (Rates are based on a maximum of 5 days. For services over 5 days please contact Operations, at 403-273-8064, for pricing.)

- a) **Advance Rate** – In order to receive the advance rate, a completed order form with payment must be received by the Operations Department at GCS no less than fourteen (14) days prior to the first scheduled exhibitor move in. NO EXCEPTIONS.
- b) **Regular Rate** – The regular rate will apply for orders received within fourteen (14) days of show move-in or during the event.
- c) **Labour Rate** – GCS IT Technicians' service hours are Monday to Friday between 7am and 5pm. Should a technician be required during off hours, service charges may apply. Labour rates for GCS IT Technicians' will be charged in one-hour increments. Services are provided in the most convenient manner for the GCS Technicians. Special placement, connections, and/or changes after the initial installation will require additional labour and material charges.

3) **REGULATIONS AND LIMITATION OF LIABILITY**

- a) Exhibitors are not permitted to share any type of telecommunication or internet services. All orders must be placed individually.
- b) All electronic equipment must conform to all federal, provincial, and local electrical and fire codes.
- c) Delivery of services, equipment or products ordered less than 14 days in advance of your event may not be guaranteed by GCS.
- d) Exhibitors shall not permit any of its users or other third parties to:
 - i. Restrict or inhibit any other user from using and enjoying the internet. Post or transmit any unlawful, threatening, abusive, libelous, defamatory, obscene, pornographic, or profane information of any kind, including without limitation any transmissions constituting or encouraging conduct that would constitute a criminal offense, give rise to civil liability, or otherwise violate any provincial, federal or international law, including without limitation, export control laws and regulations. Post or transmit any information or software that contains a virus, worm, or other harmful component.
 - ii. Upload, post, publish, transmit, reproduce or distribute in any way, information, software or other material obtained through the internet which is protected by copyright or other proprietary right, without obtaining permission of the copyright owner or right holder.
 - iii. Abuse or fraudulent use of the internet in any way not specifically set forth above.
- e) The service is provided on an "as is" and "as available" basis without warranties of any kind, either express or implied. No advice or information given by the GCS Technician or its internet service provider or their affiliates or their contractors or their respective employees shall create a warranty. Neither GCS nor its internet service provider warrants that the service will be uninterrupted or error free or that any information, software, or other material accessible on the internet is free of viruses, worms, Trojan horses or other harmful components.
- f) Under no circumstances shall GCS or its internet service provider be liable for any direct, indirect, incidental, special punitive or consequential damages that result in any way from Exhibitor's or its users' use of or inability to use the service or to access the internet or any part thereof, or Exhibitor's or its users' reliance on or use of information, services or merchandise provided on or through the service, or that result from mistakes, omissions, interruptions, deletion of files, errors, defects, delays in operation, or transmission, or any failure of performance.

4) **SERVICES AND EQUIPMENT PROCEDURES**

- a) **Shared High Speed Internet** – The Internet is a shared environment and as such, actual speed will vary.
- b) **Premium Wireless Internet** – Accessing this connection is dedicated to first device connected; it is not transferable. The internet is shared environment; actual speed will vary.
- c) **Connecting to the Shared High Speed, Premium Wireless, or E10 Internet Connection** - IP address for the Exhibitor's computer will be issued automatically using DHCP/No Proxy Service. It is the responsibility of the Exhibitor to ensure their computer is properly configured for the internet connection.
- d) **Additional IP Addresses** – All devices that are used on the network for Internet Access shall require an IP Address that is assigned by the GCS IT Department. To share the connection with more than one computer a hub maybe required. Client can provide hub or it can be rented from GCS.
- e) **Casual Wireless Internet** – SSID for this site is CTCCWIFI. Terms and conditions for this service are listed on the internet portal.
- f) **No active network devices i.e. routers, proxy servers or wireless access points or routers, bridges, etc. are permitted on the shared internet connection.** The E10 service must be ordered and any active network devices i.e. routers, proxy services or wireless access points, bridges, etc. must be approved by the GCS IT Department. Any use of this equipment without approval will have the service disconnected and will be subject to additional charges.
- g) **Telephone** – Need to dial "9" for outside line, any incoming calls will go directly to the assigned number.
- h) **Cable TV** – Please contact the Operations Department regarding channel availability or for any other special cable TV requests.
- i) Any equipment that is found to be causing disruptions to any part of the GCS infrastructure will be removed and not reinstated until the problem has been rectified to the satisfaction of GCS IT Department. Exhibitor may be subject to additional charges to correct problem.
- j) Material, cables, and equipment provided by GCS for this order shall remain the property of the GCS. Exhibitors are responsible for the safekeeping of equipment and cables during the show and returning the GCS rented equipment and cables at the end of the show. Any damaged equipment cables, equipment will be billed to the exhibiting company.
- k) **Computer Rental** – The rented computer will not be dropped off in booth until an "Equipment Rental Agreement" is signed by Exhibitor on-site accepting the computer. If the computer is lost or damaged, the replacement cost will be approximately \$2,000.00. No applications or other software may be downloaded or installed on the computer without prior consent. If applications or software are downloaded or installed on computer, additional charges may be applied.
- l) Only GCS personnel are authorized to modify system wiring or cabling. Any damage to cables or equipment will be billed to the exhibiting firm, plus an administration fee.
- m) If requesting internet, telephone, or cable tv connections to be placed in particular locations additional labour charges will apply and a detailed drawing must be provided. If cable(s) need to be run under carpets, arrangements must be made with the show services provider to have carpet cut.

- n) Internet Service requirements/client responsibilities – It is the responsibility of the client to provide the following:
 - i. Computers, workstations, etc. Electrical services for your booth, room, or service location.
 - ii. Standard 10/100 baseT Ethernet Network Interface Card (RJ45 Interface) or wireless 802.11G network interface card for each computer. Network Driver: (TCP/IP). Proper configuration of computer equipment for TCP/IP Connection.
 - iii. Up-to-date Virus Protection Software must be installed and active on all computers connected to the Internet. Failure to have Virus Protection Software installed and running may result in your connection being suspended until software is installed or activated.
- 5) **PAYMENT, PRICING, REFUNDS AND SERVICE CHARGE**
 - a) **PAYMENT IN FULL:** Exhibitors will be required to pay in full for services at the conclusion of the show.
 - b) **PRICING:** GCS reserves the right to adjust pricing on orders calculated inaccurately or received after the deadline date for the advance rate.
 - c) **CREDIT CARD: Exhibitors paying by credit card:** Completion of the "Services Payment Form" with an authorized signature or e-mail constitutes as approval for the payment of pre-ordered and on-site services and equipment.
 - d) **CHEQUE: Exhibitors paying by cheque:** Payment for services made by company or personal cheque will only be accepted 14 days prior to the first scheduled move-in day. Personal chequest must be certified. Make cheque payable to: Global Convention Services Ltd.
 - e) **REFUNDS:** Services ordered, installed but not used will not be refunded.
 - f) **SERVICE CHARGE(S):** There will be a \$25.00 service charge for NSF cheques, declined or incorrect credit card information.
- 6) **CANCELLATION, CLAIMS OR DISCREPANCIES POLICY**
 - a) Any services or special ordered items cancelled within 5 days of the show opening will be charged a cancellation fee, priced to be quoted. Orders cancelled on-site will not be refunded.
 - b) All claims or discrepancies must be presented by the Exhibitor to GCS site desk prior to the show closing. Claims will not be considered once show has closed. GCS site desk will be clearly identified on site.
- 7) **EXCLUSIVITY AND LEGAL ENTITY**
 - a) GCS is the exclusive supplier of all electrical, telecommunications (data, internet, telephone, cabling, and satellite services), and utility services within the Calgary TELUS Convention Centre (CTCC).

**UTILITIES ORDER FORM**

MAILING ADDRESS: GLOBAL CONVENTION SERVICES, 120 NINTH AVENUE SOUTHEAST, CALGARY, ALBERTA, CANADA, T2G 0P3
PHONE (403) 218-7891 E-MAIL essgroup@globalconvention.ca

Global Convention Services is the exclusive provider of all utility services. (See reverse/next page for Instructions and Conditions - Utilities)

EVENT ID:	9086	ADVANCE RATE DEADLINE DATE:	September 11, 2025	
NAME OF SHOW	CIM MEMO Convention 2025	SHOW DATE(S):	October 1-3, 2025	
This form is your official invoice. Orders will only be accepted if paid in full, in Canadian Dollars, by either credit card or company cheque. Orders paid by company cheque will only be accepted 14 days prior to the first scheduled move-in date. ADVANCE RATE APPLIES ONLY TO ORDERS PAID IN FULL AND RECEIVED 14 DAYS PRIOR TO THE FIRST SCHEDULED MOVE-IN DAY. NO EXCEPTIONS.				
WATER AND DRAIN (ONLY AVAILABLE IN EXHIBITION HALL CDEX AND EXHIBITION HALL PREFUNCTION)				
Quantity	Service Type	Advance Rate	Regular Rate	Total
	Cold Water Hook-Up - connection up to 1/2" (price does not include hoses and fittings to equipment)	\$130.00	\$169.00	
	Special connections for water: please contact Operations Department at 403-273-8064 for pricing. Description of fitting: _____			
	Drainage - 2 1/2" drain line	\$97.50	\$130.00	
COMPRESSED AIR (ONLY AVAILABLE IN EXHIBITION HALL CDEX AND EXHIBITION HALL PREFUNCTION)				
	Compressed Air - regulated to a maximum of 90 psi. Requirements beyond this maximum, contact Operations Department for quotation.	\$130.00	\$169.00	
	Compressed Air Fittings must connect to 1/4" basic, female quick connect coupler. There will be a \$50.00 charge for each hose connection fittings that is not returned.			
	Scale drawing must be provided for location of air connection. Additional labour charges may apply on location of connection.			
LABOUR (SEE NEXT/REVERSE PAGE - GCS INSTRUCTIONS AND CONDITIONS - UTILITIES - POINT 2 & 2c)				
	Technician Labour (rate to be quoted)			
MISCELLANEOUS CHARGES OR SPECIAL REQUIREMENTS				
* SPECIAL REQUIREMENTS OR MISCELLANEOUS CHARGE (Please Print)				
			Subtotal	

Carry forward "Utilities" total to the "Method of Payment Form". Email both pages to ESS-CTCC@globalconvention.ca

1) INSTRUCTION FOR PROCESSING THE ORDER FORM

- a) Exhibitor information must be completed and clearly indicated on "Utilities Order Form" along with "Services Payment Form".
- b) If paying by credit card, "Services Payment Form" must be filled in completely and clearly.
- c) Payment in full for utilities services must accompany the order form and be in CANADIAN FUNDS.

2) ADVANCE RATE, REGULAR RATE AND LABOUR RATES (Rates are based on a maximum of 5 days. For services over 5 days please contact Operations, at 403-273-8064, for pricing.)

- a) **Advance Rate** – In order to receive the advance rate, a completed order form with payment must be received by the Operations Department at GCS no less than fourteen (14) days prior to the first scheduled exhibitor move in. NO EXCEPTIONS.
- b) **Regular Rate** – The regular rate will apply for orders received within fourteen (14) days of show move-in or during the event.
- c) **Labour Rates** – Work done after 5:00 p.m. and anytime on Saturdays, Sundays or holidays is at the overtime rate. Services are provided in the most convenient manner for the GCS Technicians. Special placement, connections, and/or changes after the initial installation will require additional labour and material charges.

3) REGULATIONS AND LIMITATION OF LIABILITY

- a) Exhibitors are not permitted to share services. All orders must be placed individually.
- b) **GCS reserves the right to refuse service for situations it deems as unsafe.**
- c) Delivery of services, equipment or products ordered less than 14 days in advance of your event may not be guaranteed by GCS.
- d) All equipment must conform to all federal, provincial, and local regulations and fire codes.

4) EQUIPMENT PROCEDURES

- a) Material and equipment provided by GCS for this order shall remain the property of the GCS.
- b) Exhibitors will be responsible for the protection, safekeeping and return of any equipment rented from GCS. Additional charges will apply for rental equipment that is damaged or not returned.
- c) There will be a labour charge to move/change location of already installed utilities.

5) PAYMENT, PRICING, REFUNDS AND SERVICE CHARGE

- a) **PAYMENT IN FULL:** Exhibitors will be required to pay in full for services at the conclusion of the show.
- b) **PRICING:** GCS reserves the right to adjust pricing on orders calculated inaccurately or received after the deadline date for the advance rate.
- c) **CREDIT CARD: Exhibitors paying by credit card:** Completion of the "Services Payment Form" with an authorized signature or e-mail constitutes as approval for the payment of pre-ordered and on-site services and equipment.
- d) **CHEQUE: Exhibitors paying by cheque:** Payment for services made by company or personal cheque will only be accepted 14 days prior to the first scheduled move-in day. Personal cheques must be certified. **Make cheque payable to:** Global Convention Services Ltd.
- e) **REFUNDS:** Services ordered, installed but not used will not be refunded.
- f) **SERVICE CHARGE(S):** There will be a \$25.00 service charge for NSF cheques, declined or incorrect credit card information.

6) CANCELLATION, CLAIMS OR DISCREPANCIES POLICY

- a) Any services or special ordered items cancelled within 5 days of the show opening will be charged a cancellation fee, priced to be quoted. Orders cancelled on-site will be charged full amount for the service requested on the signed and agreed order form.
- b) All claims or discrepancies must be presented by the Exhibitor to GCS site desk prior to the show closing. Claims will not be considered once show has closed. GCS site desk will be clearly identified on site.

7) EXCLUSIVITY AND LEGAL ENTITY

- a) GCS is the exclusive supplier of all electrical, telecommunications (data, internet, telephone, cabling, and satellite services), and utility services within the Calgary TELUS Convention Centre (CTCC).



encoreSM



Calgary TELUS
Convention Centre

**SIGN/BANNER HANGING &
REMOVAL ORDER FORM**

MAILING ADDRESS: 120 NINTH AVENUE SOUTHEAST CALGARY, ALBERTA, CANADA T2G OP3
PH # 403-261-8577 E-MAIL: jason.wright@encoreglobal.com

EXHIBITOR INFORMATION

DATE:		SHOW NAME:	
CONTACT:		VENUE:	Calgary TELUS Convention Centre
COMPANY:		ROOM:	
ADDRESS:		BOOTH #:	
CITY / PROVINCE/STATE:		# SHOW DAYS:	
POSTAL/ZIP CODE:		INSTALLATION DATE:	
ADVANCE DEADLINE DATE:		DISMANTLE DATE:	

IMPORTANT NOTICE FOR BANNERS

Sign/banner installation forms must be received seven business days prior to the first move in date to guarantee installation, orders received after this date may not be accepted. As per the Alberta Fire code, all banners, signs and hanging decor are subject to and must be CAN/ULC-S109 certified or shall be treated and maintained in a flame retardant condition by means of a flame retardant solution to ensure that the material will pass the match flame test in NFPA2 705, "Field Flame Test for Textiles and Films."

ENCORE AND THE CALGARY TELUS CONVENTION CENTRE REQUIRE PROOF THAT THE BANNER COMPLYS WITH THE ALBERTA FIRE CODE WHEN ORDER IS PLACED. SIGNS/BANNERS WILL NOT BE HUNG ENCORE WITHOUT PROPER DOCUMENTATION ON FILE.

SIGN/BANNER HANGING INSTALLATION INFORMATION

Number of sign/banners to be hung:	Weight of each sign/banners:
Size and shape of sign/banners:	
Document providing proof that banner meets the CAN/ULC-S109 Sent: (See point 1.d on the Instructions and Conditions) Yes / No	Does the sign/banner require power? (Power must be pre-ordered through the Calgary TELUS Convention Centre) Yes / No
Submit "scale drawing form" showing where the banner is to be hung in the booth (copy of the form is below)	

SIGN/BANNER HANGING INSTALLATION

Pricing to Hang Banners Will Be Quoted on Per Banner Installation

Description	Unit Cost or Rate	Unit	Total
Labour to hang banners (price to be quoted)			
Rental of Trusses (price to be quoted)			
Chain Motor Rental (price to be quoted) –			
Miscellaneous Charge(s) (if required)			
		EQUIPMENT	
		LABOUR	
		DELIVERY & PICK UP	
		SUBTOTAL	
		(5%) GST	
		*TOTAL	

TERMS AND CONDITIONS OF BANNER HANGING AND EQUIPMENT RENTAL

- Due to rigging grid and building regulations exact location, orientation and trim height may not be possible.
- Additional rigging and/or equipment (i.e. trusses or chain motors) may be required when hanging the sign/banner.
- For additional instructions and conditions – See next page – Encore Additional Instructions and Conditions – Sign/Banner
- Insurance for the full replacement value of the equipment rented is the responsibility of the customer. The customer is hereby advised of his/her responsibility to safeguard the equipment at all times and ensure the security of the meeting room/event space when not occupied.
- The customer shall indemnify Encore against all losses, expenses, penalties, damages and condemnations, and legal costs which Encore could incur or be condemned to pay.
- If you have any questions regarding our rentals, equipment, or other services we offer, please e-mail us at jason.wright@encoreglobal.com

1) **REGULATIONS**

- a) **Encore reserves the right to refuse service for situation it deems as unsafe.**
- b) All illuminated signage, assemblies, motors or electronic equipment must conform to all federal, provincial and local electrical and fire codes.
- c) Delivery of services, equipment or products ordered less than 14 days in advance of your event may not be guaranteed by the Encore.
- d) **As per the Alberta Fire code, all banners, signs and hanging decor are subject to and must be CAN/ULC-S109 certified or shall be treated and maintained in a flame retardant condition by means of a flame retardant solution to ensure that the material will pass the match flame test in NFPA² 705, "Field Flame Test for Textiles and Films." Proof of compliance is required by Encore and the Calgary TELUS Convention Centre when order is placed. Items will not be hung without proper documentation on file.**
- e) A scale drawing must be provided to ensure banner is hung in the proper location.

2) **SERVICES AND EQUIPMENT PROCEDURES**

- a) Material and equipment provided by Encore for this order shall remain the property of the Encore. Exhibitors will be responsible for the protection, safekeeping and return of any equipment rented from the Encore. Additional charges will apply for rental equipment that is damaged or not returned.
- b) Only the Encore personnel are authorized to modify or move signs/banners. Any damage to rented equipment will be billed to the exhibiting firm, plus an administration fee.
- c) There will be a charge to move/change location of already installed sign/banners. Price to be determined.
- d) If the banner has motor or needs to be illuminated, power must be pre-ordered from the Calgary TELUS Convention Centre.

3) **CANCELLATION, CLAIMS AND DISCREPANCIES**

- a) Any services or special ordered items cancelled within 5 (five) business days of the show opening will be charged a cancellation fee, price to be quoted. Orders cancelled on-site will be charged full amount for the service requested on the signed and agreed order form.

4) **EXCLUSIVITY**

- a) Encore is the exclusive supplier of all sign/banner installation services at the Calgary TELUS Convention Centre.

ENCORE SCALE DRAWING FORM- SIGN/BANNER

Show Name: _____

Booth # _____ Company Name: _____

Booth Size: _____ Scale: One Square Equals 1'

Banner Location and Trim Height

Use bold lines to indicate the outline of your booth and label with dimensions.

Clearly place location of banner and label with dimensions.

Banner Trim Height - Desired height from floor to bottom of banner _____

BACK OF BOOTH - Indicate Adjacent Booth or Aisle Number: _____

FRONT OF BOOTH - Indicate Adjacent Booth or Aisle #: _____

Please Note: Due to rigging grid and building regulations exact location, orientation and trim height may not be possible or may require additional rigging and equipment rental in which case you will be advised of any additional charges.



MAILING ADDRESS: 136 8TH Avenue SE, Calgary Alberta Canada T2G 0K6
PH # 403-371-7329 · **E-MAIL:** jason.wright@encoreglobal.com

EXHIBITOR INFORMATION

DATE:		SHOW NAME:	
CONTACT:		VENUE:	Calgary TELUS Convention Centre
COMPANY:		ROOM:	
ADDRESS:		BOOTH #:	
CITY / PROVINCE/STATE:		# SHOW DAYS:	
POSTAL/ZIP CODE:		INSTALLATION DATE:	
ADVANCE DEADLINE DATE:		DISMANTLE DATE:	

AUDIO VISUAL EQUIPMENT DETAIL

DESCRIPTION	DAILY RATE	Quantity	# Days	Item Total
COMPUTER MONITORS & DISPLAYS				
21" 16:9 FLAT SCREEN MONITOR	\$139.00			
28" 16:9 FLAT SCREEN MONITOR	\$180.25			
*42" FLAT SCREEN MONITOR WITH 6' CHROME DISPLAY STAND	\$377.50			
*55" FLAT SCREEN MONITOR WITH 6' CHROME DISPLAY STAND	\$605.25			
*80" FLAT SCREEN MONITOR WITH 6' CHROME DISPLAY STAND	\$999.75			
8' SCREEN AND PROJECTOR (WITH CART)	\$492.50			
EASEL	\$18.75			
COMPUTERS				
WINDOWS 2.6 GHZ LAPTOP	\$250.00			
MACINTOSH LAPTOP COMPUTER	\$399.75			
COMPUTERS ACCESSORIES				
OPLAY USB MEDIA PLAYER	\$75.25			
SMALL POWERED SPEAKER (GALAXY SPEAKER)	\$55.75			
PROJECTION CART C/W SKIRT (38")	\$35.75			
PRINTER	PLEASE CONTACT			
AUDIO EQUIPMENT				
ULX WIRELESS MICROPHONE (COMBO KIT)	\$166.75.			
SHURE SM-58 WIRED MICROPHONE	\$50.25			
MACKIE 4-CHANNEL AUDIO MIXER	\$75.00			
2-QSC K8PORTABLE SPEAKER WITH STAND (100W)	\$140.00			
ADDITIONAL EQUIPMENT AVAILABLE UPON REQUEST		EQUIPMENT		
POWER IS ORDERED THROUGH GLOBAL; PLEASE CONTACT: PHONE: (403) 273-8064 E-MAIL: calgary@globalconvention.ca		LABOUR		
		DELIVERY & PICKUP UP		
		SUBTOTAL		
		(5%) GST		
		*TOTAL		
TERMS AND CONDITIONS OF EQUIPMENT RENTAL		*ADDITIONAL LABOUR MAY BE REQUIRED – MINIMUM 2hr labour call @ \$94.75/HOUR		

- Order cancellation must be received 3 days prior to load-in to avoid rental charge.
- The elements specified in this order included with this contract correspond to the instructions of the customer. The customer agrees to pay all additional changes cause be an omission of the client, changes, modifications, or alterations to the equipment and/or services. The customer shall be charged for all overtime incurred at Encore current rates.
- Insurance for the full replacement value of the equipment rented is the responsibility of the customer. The customer is hereby advised of his/her responsibility to safeguard the equipment at all times and ensure the security of the meeting room/event space when not occupied.
- The customer shall indemnify Encore against all losses, expenses, penalties, damages and condemnations, and legal costs which Encore could incur or be condemned to pay.
- If you have any questions regarding our rentals, equipment, or other services we offer, please contact us. 1-403-371-7329 or jason.wright@encoreglobal.com

2025 Pricing

EXHIBITOR CATERING FORM

MAILING ADDRESS: 120 NINTH AVENUE SOUTHEAST CALGARY, ALBERTA, CANADA T2G OP3
PH 403.261.8500 | FX 403.261.8510

The Calgary Marriott Downtown Hotel is the exclusive provider of all catering services at the Calgary TELUS Convention Centre

NO OUTSIDE FOOD AND BEVERAGE ALLOWED

NAME OF SHOW					
EXHIBITOR INFORMATION					
BOOTH #					
COMPANY NAME					
ADDRESS					
CITY		PROVINCE / STATE		CODE	
PHONE		EMAIL			
CATERING INFORMATION					
The management of banquet services at the Calgary TELUS Convention Centre offers a range of services to booths during the exhibit. If you wish to obtain other suggestions or information with respect to booth reception, please contact the Catering Sales Office at the Calgary TELUS Convention Centre. Please note that no outside beverages and/or food may be brought on the premises by the promoter, or the promoter's exhibitors, participants or suppliers. All catering orders should be received no later than 14 days prior to the start of the show. All food and beverage orders placed on-site will be from a reduced menu (Chef's Choice).					
BOOTH CATERING SERVICES 19% service charge and 5% GST will be added to all orders					
		PRICE	QUANTITY	TOTAL	
Starbucks Coffee (Regular or Decaf); 15 mugs/gallon		\$74.00 / gallon			
Premium Teavana Tea Selections		\$54.00 / gallon			
Soft Drinks		\$4.50 / can			
Bottled Fruit Juices		\$4.50 / bottle			
Bottled Water		\$4.50 / bottle			
Pastry Chef's Selection of Breakfast Pastries		\$42.00 / dozen			
Coffee Loaves		\$42.00 / dozen			
Fresh Baked Cookies		\$38.00 / dozen			
Sweet Squares & Brownies		\$38.00 / dozen			
Vegetable Platter & Dip (minimum 10 orders)		\$10.00 / person			
Sliced Fruit Tray (minimum 10 orders)		\$10.00 / person			
Cheese Board (Canadian Cheeses, Fruit, Preserves, Crackers)		\$25.00 / person			
Wraps (Turkey, Beef, Vegan); 3 pieces/person		\$25.00 / person			
Quinoa Power Bowl (Chicken or Vegan) Gluten Free		\$18.00 / person			

continued on next page

BOOTH CATERING SERVICES CONTINUED 19% service charge and 5% GST will be added to all orders			
	PRICE	QUANTITY	TOTAL
Popcorn Package (minimum 25 orders) <i>bags of salted/buttered popcorn, selection of seasonings</i>	\$3.50 / bag		
Noto Gelato (minimum 50 orders) <i>individual ice cream servings, ice bins</i>	\$5.00 / serving		
Client providing own espresso machine (corkage); upon facility approval	\$250.00 / booth / day		
Client providing their own "special label" bottled water (corkage); upon facility approval	\$200.00 / booth / day		
Ice Cubes (includes delivery)	\$15.00 / 16lbs.		
Host Domestic / Imported Beer ***minimum charges applicable <i>Alcoholic beverages cannot be at a booth without a bartender</i>	\$10.50 / bottle		
Host House Wine ***minimum charges applicable <i>Alcoholic beverages cannot be at a booth without a bartender</i>	45.00 / bottle		
Custom Order Description			
***Alcohol Orders Bartender/Cashier charge of \$50 per hour/per associate (minimum 3 hours) will be applied if consumption is less than \$500 per bar/3 hours Full payment is required when sending in your order form. Any balance / remittance will be processed at the end of the function by credit card	Subtotal		
	19% Service Charge		
	Subtotal		
	5% GST		
	TOTAL		

CATERING GUARANTEES		
Service Date(s)	Number of Persons	Service Time

AUTHORIZATION REQUEST
third party food / beverage distribution form

The Calgary Marriott Downtown Hotel is the exclusive caterer of all food and beverage services at the Calgary TELUS Convention Centre. As the exclusive provider the facility strictly prohibits any and all food, beverage, candy, logo water and other similar items from being brought into the facility without prior authorization.

In order to obtain written authorization from the Calgary Marriott Downtown Hotel to distribute and food or beverage items one of the conditions noted below must exist. The Calgary TELUS Convention Centre nor the Calgary Marriott Downtown Hotel will be responsible for the quality or the state of the food and beverage served by an authorized vendor. The vendor must adhere to all food and beverage guidelines as outlined by Alberta Health Services. Vendors are responsible for all booth rental fees, electrical, plumbing, drayage and all other Calgary TELUS Convention Centre services.

Facility kitchen facilities, fridges, freezers etc. are not available to vendors. Parties are responsible for their own refrigeration etc. The Calgary Marriott Downtown Hotel will prepare third party menu selections, however labour charges as well as fees to cover electricity, oil etc. are applicable.

The Calgary TELUS Convention Centre provides exclusive material handling, hence all arrangements for delivery/pick-up must be made with contracted Show Services company.

If the privilege is granted to provide food and beverage services at the facility a hold harmless waiver needs to be signed. The waiver form (including \$5,000,000.00 liability insurance as well as release the Calgary Convention Centre Authority, the Hotel owner, hotel manager, Marriott International etc. from any damages) is in addition to the insurance requirements requested in the CTCC license agreement.

FOOD RELATED INDUSTRY SHOWS

Items dispensed are limited to products manufactured, processed, or distributed by the exhibiting firm and are related to the purpose of the show.

All items are limited to sample size (approximate 2 ounces of liquid or bite size items 2" x 2"; 2 ounces).

Samples are distributed only from the exhibitor's booth.

Alcoholic beverages are generally not permitted, however will be addressed based on the individual show or event.

NON-FOOD RELATED INDUSTRY SHOWS / FUNCTIONS

Items dispensed are limited to products manufactured, processed, or distributed by the exhibiting firm and are related to the purpose of the show.

All items are limited to sample size (approximate 2 ounces of liquid or bite size items 2" x 2"; 2 ounces).

Samples are distributed only from the exhibitor's booth.

Alcoholic beverages are generally not permitted, however will be addressed based on the individual show or event.

Sponsorship of donations involving food and/or beverage products are subject to loss or revenue/user fee (food & beverage replacement fee). This charge is determined based on the individual show/event. The fee will be similar; not to exceed full published retail menu pricing.

UNUSED FOOD OR BEVERAGE PRODUCT

Product that requires pickup after the show/event is the responsibility of the company marketing the product. No refunds of food and beverage replacement fees or corkage fees will be given for food and beverage products which or not consumed during the show/event.

TAXABLE SERVICE CHARGES

All food and beverage type charges associated with functions/events/shows are subject to 19% taxable service charges (gratuities) and 5% Goods and Services Tax.

The company named below acknowledges they have sole responsibility for the use, servicing, or other disposition of all food and/or beverage items (including alcoholic beverages if applicable) in compliance with all applicable policies and laws. Accordingly, the company agrees to provide the Calgary Marriott Downtown Hotel and the Calgary Convention Centre Authority with a duly signed copy of the “Food waiver and indemnification agreement” as well as be responsible for any legal fees, disbursement, penalties or fines resulting directly or indirectly from their use, serving or other disposition of all food and beverage items (including alcoholic beverages if applicable).

DATE			
NAME OF EVENT		BOOTH #	
COMPANY NAME			
CONTACT NAME			
PHONE NUMBER			
EMAIL ADDRESS			
COMPANY ADDRESS			
	CITY, PROVINCE	POSTAL CODE	

Items and purpose of distribution (to include quantity, portion size and method of dispensing)

ITEMS	
PURPOSE OF DISTRIBUTION	
QUANTITY	
PORTION SIZE	
METHOD OF DISPENSING	
ADDITIONAL INFORMATION	

OFFICE USE ONLY	
REQUEST APPROVED BY	

EVENT NAME CIM MEMO Convention 2025 **DATES** October 1-3, 2025

Exhibiting Company Billing Information

Exhibiting Company: _____
Exhibiting Company Billing Address: _____

City / Province / Postal Code: _____
Contact Name: _____
Telephone: _____ Fax: _____ Email: _____

Booth #

Third Party Company Information * If Applicable *****

Third Party Company Name: _____
Third Party Billing Address: _____

City / Province / Postal Code: _____
Contact Name: _____
Telephone: _____ Fax: _____ Email: _____

Services to be invoiced to Third Party Company

- ☐ All Global Services ☐ Other _____
☐ Electrical
☐ All CTCC Services

INFORMATION

- * **Payment must accompany order. Order will not be processed without payment.**
- * Advance pricing available until the date specified on order forms and when accompanied with payment.
- * Global reserves the right to invoice at retail prices on orders received after pre-show deadline.
- * Prices are based on duration of event and include site delivery, installation, and removal.
- * *Prices are in Canadian funds.*
- * Exhibitors are responsible for damage or loss of rental material.

CANCELLATION OF ORDERS

- * Cancellation of equipment, or orders, prior to Global set up - subject to a 25% cancellation fee.
- * If full service has been provided - subject to a 100% cancellation fee (no refund).
- * **Upon arrival to your booth for set up**, confirm that all items pre-ordered have been delivered to your booth.
Notify the Global Service Desk immediately for any missing items.
NOTE: Refunds will not be issued post-show if missing item(s) were not reported to Global Service Desk.

PAYMENT INFORMATION

ORDERS WILL NOT BE PROCESSED WITHOUT PAYMENT

- ☐ **BANK TRANSFER & E-TRANSFERS**
* Send e-transfers to: accounting@globalconvention.ca
* Contact office for Bank Transfer details
* Customers are responsible for any bank processing fees

☐ **CREDIT CARD**

For your convenience, we will use this authorization to charge your credit card account for your advance orders, and any additional amounts incurred as a result of show site orders placed by your representative. These charges include labour & material handling services.

*** A VALID CREDIT CARD TO BE KEPT ON FILE MUST BE PROVIDED FOR ALL MATERIAL HANDLING, LABOUR, AND FORKLIFT ORDERS.**

PAYMENT INFORMATION

Purchase Order # (if applicable) _____
(P.O. is for vendor's reference only. Payment must accompany order.)

☐ **Visa** ☐ **MasterCard** ☐ **Amex**

Card # _____
Expiry Date (Month/Year) _____ - _____ CVV # _____
Cardholder Name _____
Cardholder Signature _____
Cardholder Telephone _____

Electrical \$ _____
Internet, Telephone & Cable TV \$ _____
Utilities \$ _____

Secure link for credit card available upon request. All other information on this form must be completed.

Copy of invoice sent on request.

☐ Email _____

Sub-Total of Items \$ _____
5% GST \$ _____
TOTAL ORDER (CDN) \$ _____

GST # 12259 9822 RT0001