



EXHIBITOR MANUAL

2017 ONPHA Trade Show

November 3, 2017
Scotiabank Convention Centre
Niagara Falls

ONPHA

EXHIBITION RESUME

SHOW DATES, LOCATION, VENUE AND WEBSITE

Date

November 3, 2017

Show hours

November 3, 2017 from 8 a.m. to 3 p.m.

Show location

Exhibit Hall A on the main level

Venue

Scotiabank Convention Centre
6815 Stanley Avenue, Niagara Falls, ON L2G 3Y9

HOSTS

The 2017 Conference and Trade Show is managed by the staff of Ontario Non-Profit Housing Association (ONPHA):

Sunny Chen


Coordinator, Conference and Events
Ontario Non-Profit Housing Association
489 College Street, Suite 400, Toronto, ON M6G 1A5
Phone: 416-927-9144 ext 126 Toll free: 1-800-297-6660
Email: conference@onpha.org
Conference website: conference.onpha.on.ca

TABLE OF CONTENTS

Important dates	4
Key contacts	5
General information	6
Show hours	
Show location	
Exhibition move-in schedule	
Exhibitor badge pick-up hours	
Show services (Stronco) onsite hours	
Exhibitor move-out schedule	
Exhibit booth	
Exhibitor registration	
Onsite badge pick-up	
Loading dock	
Hand-carried exhibit products	
Exhibit floor plan	
Security	
Order Forms/Online Ordering	9
Hotel and travel	12
Marketing Opportunities	15



IMPORTANT DEADLINES

 EXHIBITOR TO-DO LIST		DEADLINE
<input type="checkbox"/>	Booking deadline for Onsite Guide advertising and delegate bag inserts	September 6
<input type="checkbox"/>	Review and update company profile: Contact information and description displayed in printed Trade Show Directory	September 8
<input type="checkbox"/>	Full payment due for exhibitor booth, sponsorship and advertising	September 29
<input type="checkbox"/>	Book hotel accommodations at a discounted rate (as early as possible)	October 2
<input type="checkbox"/>	Order audio-visual services from AV Canada at a discounted rate	October 6
<input type="checkbox"/>	Order exhibitor services from Stronco at a discounted rate. Services include: Advance show receiving & shipping labels Flooring covering Furnishing & accessories Labour - Installation & dismantling Material handling Signage	October 11
<input type="checkbox"/>	Order exhibitor services from Scotiabank Convention Centre at a discounted rate. Use show code: 476682747 . Services include: Electrical Internet (wired & wireless) Lighting Janitorial service Parking	October 12
<input type="checkbox"/>	Complete online exhibitor registration for badges and gala tickets	October 13
<input type="checkbox"/>	Order advanced show receiving services from Stronco	October 23
<input type="checkbox"/>	Pick up exhibitor badge(s) at Exhibit Hall A	November 2, 11-6 pm
<input type="checkbox"/>	Complete booth installation	November 2 by 6 pm
<input type="checkbox"/>	Clear and move out	November 3 by 6 pm

KEY CONTACTS

TRADE SHOW MANAGEMENT

The 2017 Conference and Trade Show is being managed by the staff of the Ontario Non-Profit Housing Association (ONPHA):

Sunny Chen, Coordinator, Conference and Events

Ontario Non-Profit Housing Association
489 College Street, Suite 400, Toronto, ON M6G 1A5
P: 416.927.9144 ext. 126 | T.F: 1.800.297.6660
E: conference@onpha.org
W: www.conference.onpha.ca

SHOW SERVICES

Stronco Exhibitor Services – Furnishing, Labour, Material Handling, Transportation, Storage, Advance Show Receiving services

Stronco Exhibitor Service Centre
1510-B Caterpillar Road, Mississauga, ON L4X 2W9
Phone: 905-270-6767 Toll free: 1-800-665-2621
Email: exhibitorservices@stronco.com

Scotiabank Convention Centre – Electrical, Internet, Janitorial, Lighting and Parking services

Ray Anderson
Exhibitor Services Coordinator
Scotiabank Convention Centre
6815 Stanley Avenue, Niagara Falls, ON L2G 3Y9
Phone: 905-357-6222 ext.7214 Fax: 905-357-6212 Toll free: 1-888-997-6222
Email: randerson@fallsconventions.com

AV Canada – AV and computer rental

Gene Hondzio
AV Canada
Phone: 905-566-5500 ext. 226
Email: gene.h@av-canada.com

Freeman – Rigging services

Jay Chung
Freeman AV Canada
Phone: 905-357-7004
Email: jay.chung@freemanco.com

GENERAL INFORMATION

SHOW HOURS

November 3, 2017 from 8 a.m. to 3 p.m.

(Please have a representative at your booth at all time during the show hours)

SHOW LOCATION

[Exhibit Hall A](#) on the main level

[Scotiabank Convention Centre](#)

6815 Stanley Avenue, Niagara Falls, ON L2G 3Y9

EXHIBITOR MOVE-IN SCHEDULE

Loading dock is open on November 2 from 12 to 4 p.m.

Walk-ins with hand-carried items can move-in from 12 to 6 p.m.

EXHIBITOR BADGE PICK-UP HOURS

Exhibitor badge pick up is open on November 2, from 11 a.m. to 6 p.m.

SHOW SERVICES (STRONCO) ONSITE HOURS

November 2, 2017 from 12 to 6 p.m.

November 3, 2017 from 7 to 9 a.m.

EXHIBITOR MOVE OUT SCHEDULE

November 3, 2017 from 3 to 6 p.m. (No move out should start before 3 p.m.)



GENERAL INFORMATION

EXHIBIT BOOTH

BOOTH SIZE	WITH FURNITURE PACKAGE	WITHOUT FURNITURE PACKAGE
10' x 10'	10' draped back railings 3' draped side railings 1 skirted 6' table 2 side chairs 1 waste basket 1 recycling bin 10' x 10' black carpet 7" x 44" booth ID Sign	10' draped back railings 3' draped side railings 7" x 44" booth ID Sign *Note: The booth area is not carpeted
10' x 20'	10' draped back railings 3' draped side railings 1 skirted 6' table 2 side chairs 1 waste basket 1 recycling bin 10' x 20' black carpet 7" x 44" booth ID Sign	10' draped back railings 3' draped side railings 7" x 44" booth ID Sign *Note: The booth area is not carpeted

BOOTH NUMBER

Your booth number is included in the "Exhibitor Manual and Important information" email sent by ONPHA. Contact Sunny Chen at conference@onpha.org for more information.

EXHIBITOR REGISTRATION

Each company exhibiting at the 2017 ONPHA Conference and Trade Show will receive:

- Two complimentary exhibitor badges for booth personnel. You must complete the [online badge registration form](#) to receive your badges. You can also purchase additional badges online. There is no badge sharing amongst exhibitors.
- Complimentary meals and breaks during the Trade Show for booth personnel wearing the Trade Show badge. The Trade Show badge does not include admission to conference sessions. You can attend sessions by [registering for the conference](#).
- Invitation to attend special events (Please note: one personnel must be at the booth at all times during the show hours):
 - » Opening Plenary (November 3, 10-11:30 a.m., Peller Estates Ballroom, Scotiabank Convention Centre)
 - » Opening Reception (November 3, 5-7 p.m., Elements on the Falls, Table Rock Centre)

GENERAL INFORMATION

ONSITE BADGE PICK-UP

Onsite registration will be located at the entrance of Exhibit Hall A on Thursday, November 2, open from 11 a.m. to 6 p.m. You must pick up your badge and exhibitor package at the exhibitor onsite registration area. The registration area will be open on November 3 at 7:00 a.m.

LOADING DOCK

- Location: loading docks are located on the west side of the building with access from Dunn Street, with an entrance ½ km off Stanley Avenue on the left. See [google map](#) of the Scotiabank Convention Centre.
- The largest bay has a door frame of 3.81 meters wide and 4.33 meters high with drive-in ramp access onto our exhibit floor.
- Material that requires the use of wheeled or mechanical equipment must be delivered to the exhibit floor through the loading docks.

HAND-CARRIED EXHIBITOR MATERIALS

Move-in or move-out through the Scotiabank Convention Centre lobby is strictly limited to hand-carried items. Exhibit product or promotional material that can be hand-carried is permissible through SCC's lobby.

EXHIBIT FLOOR PLAN

The floor plan showing booth locations can be downloaded from [here](#) (PDF).

SECURITY

Overnight security will be provided from November 2 at 6 p.m. to November 3 at 7 a.m.

AUTHORIZED SPACE

Construction and installation of displays must be confined within the exhibitor's booth space and are not permitted in the aisles.

BOOTH SET-UP, CONSTRUCTION AND REMOVAL

You are responsible for any damage caused by your staff and contractors to the exhibit hall during move-in, move-out and the show hours. Nothing may be taped, nailed, tacked or otherwise affixed to ceilings, painted surfaces, fire sprinklers, fabric or decorative walls. Construction that may cause disturbance or damage to other exhibits, such as strong paint fumes or excessive dust, is prohibited.

ORDER FORMS

SERVICE	AUTHORIZED VENDOR	DUE DATE
AV and computer rental	AV Canada AV service order form	October 6, 2017
Advance show receiving and shipping labels	Stronco Stronco service order form Stronco carpet order form Stronco Service online ordering	October 11, 2017 (except Advance show receiving – deadline is October 23)
Floor covering		
Furnishing and accessories		
Labour: Installation and dismantling		
Material handling		
Signage		
Storage		
Rigging (to hang your sign or banner from the ceiling)		
Electrical	Scotiabank Convention Centre SCC service order form SCC service online ordering Use show code: 476682747	October 12, 2017
Internet		
Janitorial service		
Lighting		
Parking		
Exhibitor registration	ONPHA conference team Online exhibitor registration	October 13, 2017

EXHIBITOR SERVICES

Audio/visual presentations

Audio-visual and interactive aspects can enhance your booth space and engage attendees. Our Audio-visual supplier is AV Canada. Their order form, which details available items and prices, is available on the [AV CANADA SERVICE ORDER](#).

Advanced show receiving and shipping labels

Our official show service supplier, Stronco, will receive shipment at the warehouse up to 30 days in advance of move-in. Stronco will unload shipment and deliver to the booth. Go to [STRONCO EXHIBITOR SERVICES ORDER](#).

ORDER FORMS

Floor covering

For exhibitors who did not purchase a furniture package, you will need to arrange floor covering for your booth. Exhibit Hall A at the Scotiabank Convention Centre has a concrete floor. When selecting the colour of your booth floor covering, please keep in mind that the aisle carpet color will be black. Please contact Stronco to make the arrangement and order. Go to [STRONCO EXHIBITOR SERVICES ORDER](#).

Furniture and accessories

For exhibitors who did not purchase a furniture package, you will need to arrange all furnishings for your booth: furniture, accessories and carpet. Please note that all furniture and/or accessories must stay within the limits of your rented booth space. Please contact Stronco to make the arrangement and orders. Go to [STRONCO EXHIBITOR SERVICES ORDER](#).

Labour

Stronco provides trained professionals — general to specialized carpenters' labour — for your installation and dismantling needs to save you time and labour. Go to [STRONCO EXHIBITOR SERVICES ORDER](#).

Material handling

Please contact Stronco if material handling service is required. Service includes off-loading exhibit materials and delivering items to your booth, storage of empty containers, and reloading your exhibit materials at the end of the show. ONPHA does not offer storage onsite. Please arrange storage space for your materials. Go to [STRONCO EXHIBITOR SERVICES ORDER](#).

Signage

A booth ID sign (7" x 44" with name of organization) is included with your booth. It will be hung on the back of your booth with the draped wall. All exhibitor signage must be confined to the exhibitor's booth area and must not inappropriately block sightlines of the rest of the show floor. To place an order for a customized banner and/or sign, go to [STRONCO EXHIBITOR SERVICES ORDER](#).

Storage

There is no complimentary storage at the Scotiabank Convention Centre during the show. If you need the storage space, please arrange with Stronco. Go to [STRONCO EXHIBITOR SERVICES ORDER](#). It is important that your booth is set-up to best showcase your products and be inviting to attendees. Please note: storage materials should not be on display during the show.

ORDER FORMS

Electrical

All electrical services are provided exclusively by the Scotiabank Convention Centre. Exhibitors are responsible for arranging their own power which should be ordered in advance of the show. Exhibitors are not allowed to install any electrical wiring devices onsite other than regular extension cords and plug and play electrical equipment. For more information, and to place an order, go to the [SCC EXHIBITOR SERVICES ORDER](#).

Internet

If you require wired or high-speed wireless internet connection, you can arrange it with Scotiabank Convention Centre. Go to the [SCC EXHIBITOR SERVICES ORDER](#).

Janitorial services

Exhibitors are responsible for removing all garbage and debris from their booth upon moving out of the Scotiabank Convention Centre. Should exhibitors require janitorial services (carpet shampooing, vacuuming, dusting, and garbage removal) please go to [SCC EXHIBITOR SERVICES ORDER](#).

Lighting

Lighting rentals can be arranged through the Scotiabank Convention Centre. If you are bringing your own lights, please ensure you order power them from Scotiabank Convention Centre. Go to [SCC EXHIBITOR SERVICES ORDER](#).

Parking

The Scotiabank Convention Centre offers a parking pass valid on event days with unlimited in and out privilege. \$30 for a 2-day pass per one vehicle. Go to [SCC EXHIBITOR SERVICES ORDER](#).

Storage

Our official show services supplier, Stronco will receive shipment and handle storage of materials at their warehouse for up to 30 days in advance of move-in. Please arrange the services with Stronco. Go to [STRONCO EXHIBITOR SERVICES ORDER](#).

Rigging

Freeman is the exclusive supplier of rigging services – hanging of all signs and banners from the ceiling in the exhibit hall. Please read the guidelines for rigging services and place an order with the [FREEMAN SERVICE ORDER](#).

ACCOMMODATION

ONPHA has group bookings at various hotels in Niagara Falls:

EMBASSY SUITES BY HILTON NIAGARA FALLS FALLSVIEW

6700 Fallsview Boulevard, Niagara Falls, ON L2G 3W6

Embassy Suites is about a 6-minute walk away from the Convention Centre. We have negotiated a preferred rate valid until October 2, 2017. Rooms start at \$135 per night. Parking is an additional fee (see below for more information). Limited rooms are available – book now!

Reservations can be made:

- [online](#)
- by phone at 905-356-3600 (you MUST mention you are part of the Ontario Non-Profit Housing Association group booking)

RADISSON HOTEL AND SUITES FALLSVIEW

6733 Fallsview Blvd., Niagara Falls, ON L2G 3W7

Radisson Hotel and Suites Fallsview is located about a 6-minute walk away from the Convention Centre. We have negotiated a preferred rate valid until October 12, 2017. Rooms are available on November 2, 3 and 4 at \$135 per night plus applicable taxes and fees. Parking is an additional fee (see below for more information). Limited rooms are available – book now!

Reservations can be made:

- [online](#)
- by phone at 1-877-325-5784 or 905-356-1944 (you MUST mention that you are part of the Ontario Non-Profit Housing Association (ONPHA) group booking)



ACCOMMODATION

MARRIOTT FALLSVIEW – *Limited availability*

6740 Fallsview Blvd, Niagara Falls, ON L2G 3W6

The Marriott Fallsview has one of the best Falls view in Niagara Falls and is located only a 6-minute walk away from the Convention Centre. We have negotiated a preferred rate at the Marriott on the Falls valid until October 10, 2017. Rooms start at \$165 per night plus applicable taxes and fees. Parking is an additional fee (see below for more information). Limited rooms are available – book now!

Reservations can be made:

- [online](#)
- by phone at 1-888-501-8916 (you MUST mention that you are part of the Ontario Non-Profit Housing Association group booking)

MARRIOTT ON THE FALLS – *Limited availability*

6755 Fallsview Blvd, Niagara Falls, ON L2G 3W7

The Marriott on the Falls is located slightly closer to the Convention Centre (about a 4-minute walk). We have negotiated a preferred rate at the Marriott on the Falls valid until October 10, 2017. Cityview rooms start at \$135 per night and Fallsview rooms start at \$155 per night, plus applicable taxes and fees. Parking is an additional fee (see below for more information). Limited rooms are available – book now!

Reservations can be made:

- [online](#)
- by phone at 1-800-618-9059 (you MUST mention that you are part of the Ontario Non-Profit Housing Association group booking)

The rates listed will be available for three days prior and three days after the conference date, subject to availability of guest rooms at the time of reservation. An early departure fee of one night's stay will apply if a delegate checks out prior to the confirmed checkout date.

TRAVEL

TRAVEL BY CAR

From Toronto to the Scotiabank Convention Centre and Marriott hotels:

- Take highway 403/Queen Elizabeth Way westbound to Stanley Avenue
- Follow signs for Niagara Falls
- Merge on to highway ON-420 towards Niagara Falls
- Turn right onto Stanley Avenue

TRAVEL BY AIR

- Pearson International is approximately 1.5 hours away from Niagara Falls. If you fly into Pearson with Air Canada, ONPHA can provide you with a discount code for 5-10% discount (tango fares excluded). Email conference@onpha.org for more information.
- Billy Bishop Toronto City Centre Airport is approximately two hours away from Niagara Falls.
- John C. Munro Hamilton International Airport is approximately one-hour away from Niagara Falls.
- Porter Airline offers a 10% discount on available base fares (with the exception of the lowest class fare during a public seat sale) for travel to and from the ONPHA Annual Conference and Trade Show. Email conference@onpha.org for more information.
- Buffalo Niagara International Airport is approximately 45 minutes away from Niagara Falls.

AIRPORT TO NIAGARA FALLS SHUTTLE

If you require transportation from an airport to Niagara Falls, ONPHA has set up a discount code with Niagara Airbus. This includes discounted “shuttle shared rides” from Pearson International and Buffalo Niagara International Airport (round trip or one-way) and a 10% discount on all “exclusive private car” services from all of the above airports. To receive the discount code and booking instructions, please email conference@onpha.org.



2016 ONPHA Gala



2016 ONPHA Gala entertainment

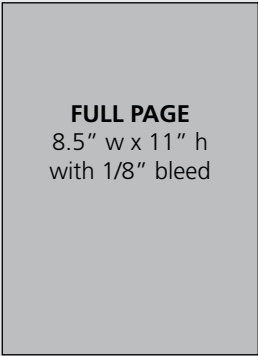


2016 closing keynote bestselling author Neil Pasricha

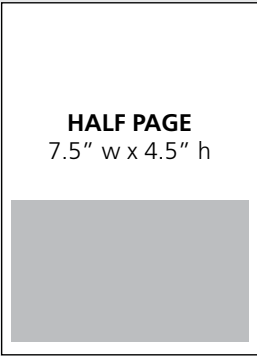
MARKETING OPPORTUNITIES

CONFERENCE ONSITE GUIDE ADVERTISING

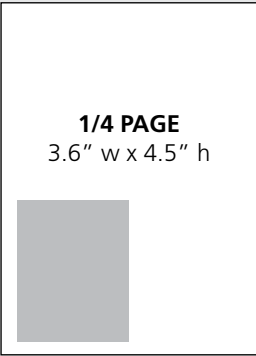
Onsite Guide: A full colour, printed and digital publication distributed to all conference attendees (approximately 1,150) onsite. It is a must-have guide detailing all conference events and locations.



FULL PAGE
8.5" w x 11" h
with 1/8" bleed



HALF PAGE
7.5" w x 4.5" h



1/4 PAGE
3.6" w x 4.5" h

ACCEPTED FORMATS

PDF

- Vector-based artwork
- Fonts should be embedded or outlined
- Photographic artwork should be a minimum of 300 dpi and CMYK

AD OPTIONS AND SIZES	ONE GUIDE	BOTH GUIDES
Prime space! Outside back cover	\$1,500	N/A
Full-page ad	\$1,100	\$1,800
Half-page ad	\$675	\$1,100
Quarter-page ad	\$425	\$800

BOOKING DEADLINE: September 6, 2017

INSERT – REACH OUR 1,100+ ATTENDEES

Include a promotional item in the onsite bags provided to all delegates attending the Conference. Printed promotional item insert due by September 15, 2017.

- Promotional item in delegate bags (flyer, postcard, pen, etc.): \$1,100 + HST. Insert subject to approval.

MARKETING OPPORTUNITIES

ONSITE ADVERTISING

Schedule and advertise a 15-minute demonstration at your booth. Scheduled demonstrations will be advertised in the Trade Show directory, Trade Show schedule, and announced onsite.

- Demonstration listing in the Trade Show: \$300 + HST

Demonstrations should not exceed 15 minutes. Descriptions can include up to five words. For example: the standardized announcement will be in the form of "Company will be giving a demonstration on word1 word2 word3, and word4 word5. Please visit booth #."

SPONSORSHIP

Become our sponsor to raise your profile at the ONPHA Conference and Trade Show. Our conference is the largest non-profit housing event in the sector. If you want to connect with the non-profit housing community, our conference is a great venue for brand building and recognition. Take a look at our [Partnership Opportunities](#) brochure!

