

Family Jingle & Mingle

Exhibitor Information Package 2017

Welcome! We are thrilled that you have chosen to jingle with us this year! Please take time to carefully review this document in detail. You will find that most of your questions are addressed in this package.

Move In Move Out

Address:

International Centre
6900 Airport Road, Entrance 1 (see below for move-in information)
Mississauga ON, L4V 1E8
Tel: 1.800.567.1199
www.internationalcentre.com

- Please note that International Centre is the venue, not the show producer. Please only call them for directions or general venue questions. They do not know exhibitor details for the event.
- Please note the hall change. We were previously in Hall 4. We are now in Hall 1 (known as Entrance 1 from the outside)

Move In:

- Saturday, December 9th, 2017: 8:00 am – 10:00 am
- All vendors must move in through the back door (the front entrance will be locked).
- Door 36 – is a standard door. Docks 37-42 are elevated docks. Door 43 is a roll up door that is ground level. You may drive in, one car at a time.
- Once you arrive, security will ask you for your company name and will give you a badge. Please be prepared to show a business card. Your vendor badge must be worn at all times, even during move-in. There are 2 badges allocated per vendor unless previously requested.
- We will have volunteers that will help you unload and bring merchandise to your booth.
- All vendors must be set up by 10:00 am. Cleaning staff and a safety check will commence at 10:00 am.
- Please bring your own dolly if you have one.
- Please bring empty cardboard boxes and garbage to your vehicles. Secure any cables and anything that can cause a safety hazard within your exhibitor space.
- All vendors and volunteers are asked to park at the back between hall 1 and 6. We please ask that vendors do not park at the front as we would like to reserve the spaces for our guests. If you need to access your vehicle during show hours, please notify Tony and he will arrange for the security guard to unlock the back door for you.
- A wayfinding map of how to navigate through the back of the building is located below.

Show Time:

- 11:00 am – 7:00 pm

Move Out:

- Saturday, December 9th, 2017: 7:00 pm – 9:00 pm. All vendors must be moved out by 9:00pm.
- During move-out, please ensure that an employee remains with your merchandise until all products have been repacked.
- Vendors are not permitted to close early. All vendors must have their booths in full operation until 7pm.
- All move outs must be done through any of the back doors: 36-43. Vendors are not permitted to use the front glass entrance doors for move in or move out.
- As we are supporting a charity, we would like to keep the cleaning costs down. Please take your cardboard and garbage with you. Your booth space must be left clean, free from garbage.





Contact Information

Main Phone: (647) 428-0027
info@jingleandmingle.ca

Position	Volunteer	Phone (To be used only for emergencies)	Email (note that these emails will be monitored only until Dec 8 at 5pm)
Vendor Manager (main contact for vendors)	Tony Shivpershad	(416) 802-3121	vendors@jingleandmingle.ca
Backstage Manager & Vendor Manager Support	Ritu Neb	(647) 208-0939	ritu@jingleandmingle.ca
Floor Manager	Avalina D’Onofrio	(647) 895-6378	avalina@jingleandmingle.ca
Event Director	Gaby Mammone	(647) 221-4229	gaby@kindprojectscanada@gmail.com

*Please note that all our volunteers will be wearing an apron. The members of our management team can be distinguished as we will all have a festive necklace and radios. If you require our assistance, please ask a volunteer to



page us as we are communicating through the radios on Dec 9, not our cell phones. Other members of our management team include:

Johnathan - Inflatables Manager

Ryan - Volunteer Manager

Jaydeep - Registration Manager

Gilbert – Support Staff

General Rules and Regulations

1. Security

We have hired Tone-Gar security to attend our event from 6am-9pm. We will also have an anonymous floor walker to ensure everything is kept safe and an opportunity for theft is mitigated. All of our management team members that have radios have access to contacting security. The International Centre also has its own security for the building.

2. Exhibitor Badges & Arrival

All exhibitors must move in between 8am-10am on Dec. 9 through the back doors. You will receive your exhibitor badges at that time. If you have any team members that will join you in your booth after the show opens, please let them know that they can pick up their exhibitor badge from the registration desk. They will need to show their ticket and badge to security at the entrance into the hall.

3. Pipe/Draping

Family Jingle & Mingle will provide 8' pipe/draping for the back of most exhibitor spaces (workshops are 3' drapes). You are permitted to hang anything from the pipe behind you, but must not damage the drape in any way. Never staple, tape, pin, or deface drapes, hardware, etc. Any damages caused to materials will be billed accordingly. Should you require hanging a banner from the crossbar, please ensure your banner has grommets or holes in it. It's your responsibility to bring your own supplies to hang/display your signage.

4. Booth Decor & Set Up

When planning your individual space, we encourage you to make it as festive as you'd like. We also encourage you to make it interactive (Examples: have a draw, contest, provide free giveaways, etc.). If you plan to hand out giveaways, we ask for it to be a 'non food' item (this includes candy canes). Remember that we are hosting a Vendor Contest for the most festive looking booth spaces! (see #5)

- 4' x 6' space: Please remember that the MAXIMUM furniture allowance is 5' width. A 6 foot table will not be permitted.
- 6' x 8' space: Please remember that only a 6 foot width table or smaller will only fit in this area. An 8 foot table is not permitted in this area.
- 10' x 10' space: You are permitted to use an 8 foot table and a 6' table.

If you paid for a table through Family Jingle & Mingle, it will be skirted and set up in your area with chairs. If you are bringing your own table, it is your responsibility to bring your own table cloth. Remember, tables and other items for your booth must be brought in through the back door between 8am-10am. Security will not allow anyone to move in through the front doors.

Please note that any furniture that fits within your booth space is permitted – you are not limited to only a table/chairs. (i.e. shelves, stands, etc. are all fine). Please note that no signs, walls, or any part of your display shall be set up so as to block off or otherwise interfere with the view of any other display. Exhibits are limited to the space provided in the contract. Product, personnel and/or display material may not extend into the aisles or adjoining space.



5. Vendor Contest

Who wants free lunch? Five prizes will be awarded to the booths that are most festive (Christmas decorations). The winning booths will receive a \$40 food voucher that you can share within your booth and redeem in the two food vendors in Hall 1 (Pizza Pizza and Grab & Go). Free lunch on us! Winning booths will be notified by 12:30 from our Vendor Manager.

6. Garbage

All garbage must be removed from your exhibit space when you leave on Saturday. Any garbage left behind could incur additional cleaning costs and will be billed accordingly.

7. Attendance

A minimum of one person must be in your booth at all times. Exhibitors must stay until 7:00pm on Saturday, Dec. 9. Please do not begin take down until the event has concluded at 7:00.

8. FREE Gift Wrapping

FREE gift wrapping is offered to all shoppers that purchase from our vendors. Remind your customers that if they purchase an item from you at the show to go get it gift wrapped! They simply bring it to the Gift Wrapping area, choose their paper and have fun in the event while it is getting wrapped. For safety reasons, parcels must be picked up and brought to either coat check or their vehicle. If guests require re-entry, they will be stamped at the exit door by security and then allowed back in with the stamp only through the entrance door.

9. Gift Bag Inserts

The first 200 families will receive a swag bag. If you would like to insert something into the swag bags, we ask that you arrive at 7:30am to bring us your items. Please note that any flyers, business cards or promotional materials must be attached to an item of value (i.e. ruler, pen, notepad, etc.). Due to the 'no outside food' rules at the International Centre, we please ask that you do not attach candy canes, chocolates, or other food items.

10. Door Prize

If you are donating a door prize, please bring it to the venue on Sat Dec 9 and give to Tony S, your Vendor Manager. You may attach your business card or literature to your donation.

11. Tables and Chairs

If you did not previously order tables and chairs but would like to do so, you may email vendors@jingleandmingle.ca by Dec 7 at 5pm with your request. Prices:

- 4': \$25 with one chair
- 6': \$25 with two chairs
- 8': \$30 with two chairs

*All tables are skirted and will be set up in your booth. As the deadline has passed to order, please note that a 4% fee will apply as the truck is already loaded.

12. Electrical Services

If you require power, electrical, hydro, etc. please contact Showtech Power and Lighting. The pricing page is located on this link: <http://www.jingleandmingle.ca/exhibitor-information/> Please note that power is on the ceiling hence Showtech will need to know in advance if you require any power. They have the floor plan and know where your booth is located.

13. Internet/Telephone Services/Wi-Fi/Debit & Credit Lines



- Once you have completed the form with payment information included, you can email it to support@internationalcentre.com. Pricing can be found here: <http://www.jingleandmingle.ca/wp-content/uploads/2012/08/TelecomOrder-FJAM2017.pdf>
- Answers to many questions about the services, including advice on the use of cellular internet can be found here: <http://www.internationalcentre.com/services/telecommunications.html>.
- If you have additional questions, you may contact Raiman Dilag directly from the International Centre at (905) 678-5616.
- If you are looking to purchase Wi-Fi for use with Square Payments, please contact Raiman directly for pricing options.
- There is an ATM in the reception area of Entrance 6 and around the corner from Entrance 1, inside the building.

14. Tickets

All vendors have been emailed six complimentary tickets that you may distribute to friends and family. If you have not received your tickets, please search your email and/or spam folder for tickets from Eventbrite. If you do not see your tickets, please notify us immediately at vendors@jingleandmingle.ca. You do not require a ticket to enter the back door area between 8am-10am, only your vendor badge. If you come after 11am, you are required to go through the front entrance, get your exhibitor badge from Registration and show a ticket upon entering the hall.

To help gain visitors and advertise that you will be coming, remember that as a vendor, you are privy to receiving tickets 50% off, online only. We recommend sending a note to your network. Example, "We are proud to be participating in the Family Jingle & Mingle Christmas celebration on Dec 9 at the International Centre. We are happy to offer you 50% off tickets to the event. Shopping, entertainment and family fun...all under one roof. Use promo code: FJAMvendor (case sensitive). Ticket link: <http://bit.ly/2hicmGx>

Advance ticket prices are in effect until December 8th at 11:59pm.

15. Insurance

If you have not submitted your insurance certificate, you will not be permitted to exhibit at the show (unless pre-approved by Management)

16. Sublet

No exhibitor may sublet any portion of their allocated exhibit space to another supplier or dealer without the express written consent of the Show Manager.

17. Exhibitor Giveaways, Draws, Promotions, Contests

Exhibitors are encouraged to offer promotional prizes as a means to encourage sales and awareness. Programs of this nature must be "free entry" or offered as "added value". Raffles and contests which require "Payment to win" purposes are not permitted. If you would like to obtain contact info by having attendees complete a ballot, please respect the rules of the anti-spam act, and clearly ask for consent to add them to your newsletter.

18. Right to Decline

The Family Jingle & Mingle Management Team reserves the right to decline or prohibit any activity, exhibit, or component which in its sole opinion is not suitable for the event. This reservation can include decorations, printed matter, concerned persons or any other items that could affect the character of the event.



19. Food

The International Centre does not permit food to be brought into the facility. You may purchase food at their food stations: Grab and Go (opens at 10am) and Pizza Pizza (opens at 11am). Remember we are buying lunch for 5 vendor booths...simply be the most festive booth. See the Vendor Contest section in #5.

20. Emergency Plan

Please review the Emergency Procedure Found here:

<http://www.jingleandmingle.ca/wp-content/uploads/2012/08/Emergency-Procedure.pdf>

21. St. John Ambulance

St. John Ambulance will be onsite and ready to provide first-aid if necessary. If there is a lost child, please take them to the St. John Ambulance booth.

22. Social Media

We thank all the vendors that have been engaging with us on social media. Remember, the more people that we all invite, means the more of an opportunity for guests to visit your booth. Please share, like comment and invite as all efforts are appreciated and helpful.

1. Like us on Facebook: <https://www.facebook.com/FamilyJingleAndMingle/>. Share the page with your friends and tell them to visit you at the event.
2. Select that you are "Going" to the event: <https://www.facebook.com/events/268816106858566/?ref=110>. Be sure to engage in our posts and invite your friends.
3. Follow us on Twitter: <https://twitter.com/jingleandmingle>
4. Follow us on Instagram: <https://www.instagram.com/familyjingleandmingle/>

More vendor information can be found here: <http://www.jingleandmingle.ca/vendors/>

Thank you for joining us at the 2017 Family Jingle & Mingle Christmas Celebration. We are looking forward to Jingling & Mingling together!

