



Welcome to Circle Craft Christmas Market 2017

This is your Exhibitor Kit

You will find:

Dates	Page 2
Times	Page 2
Location	Page 2
Circle Craft Staff	Page 2
Move in	Page 2
Move Out	Page 3
Accommodations	Page 3
Admission	Page 4
Advertising	Page 4
Booth Sitting	Page 4
Circle Craft Dollars	Page 5
Booth Display & Electrical Requirements	Page 5
Company Names	Page 5
Craft Integrity	Page 6
Deliveries and Courier Service	Page 6
Exhibitor badges/Entry procedure	Page 6
Parking	Page 7
Security	Page 7
Storage	Page 8
Tickets	Page 8
Wi-Fi	Page 8

Rental forms for booth equipment - Goodkey Show Services **See other attachment**

Vancouver Convention Centre information package **See other attachment**

Please be aware that Circle Craft supplies each 10x10 booth with 750 watts of power, larger booths will receive 1500 watts. If you need additional services, please contact our office.

Show Dates and Hours

November 8th-12th, 2017

Wednesday, November 8 th	10am - 9pm
Thursday, November 9 th	10am - 9pm
Friday, November 10 th	10am - 9pm
Saturday, November 11 th	9am - 7pm

***We will have a soft opening between 9 & 10am. All exhibitors are required to be ready to go by 9am sharp! This is to help reduce the line-ups we experience and clear the congestion before the Remembrance Day ceremony. Thank you.**

Sunday, November 12 th	10am- 5pm
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On show days, exhibitor entry doors will open at 8am, and will close half an hour after show closing. No exhibitors are permitted in the Exhibition Hall outside these times without prior consultation with show management. All booths **must open on time each day**, and **not close until the show closes**. We suggest that you pin a cloth up to close the front of your booth for the night.

Show Location

Vancouver Convention Centre West
Exhibition Hall C
1055 Canada Place Way
Vancouver BC V6C 0C3

Show Staff

Paul Yard Show Producer
Sue Monett Show Coordinator
Rossanne Clamp Show Coordinator
Andrea Sanders Show Coordinator

Show Office Telephone

Prior to show (604) 801-5220
Fax (604) 801-5221
At the show (778) 331-7641

Urgent messages may be left for the management team with the staff at Show Office B during show.

Move-In

Monday Nov 6th & Tuesday Nov 7th

You will be assigned a SPECIFIC time for arriving prior to your unload.

You may arrive LATER than your assigned time, but not earlier.

Upon arrival, you will be given instructions which will allow you to temporarily park in the unloading area in the Hall or in the loading bays. To access the Exhibit Halls by vehicle, take Waterfront Rd. Truck route either via the north end of Main St. or from Cordova St. (travelling Westbound) between Burrard and Thurlow. Stay in the left lane; take the "down ramp" past Harbour Air. There are signs to the loading bay, talk to the security guard to obtain your move-in instructions. You will not be able to drive up to your booth, but dollies will be available on a first come, first serve basis. *It is recommended that you bring your own dolly if possible.*

Please pick up your show badges from the ladies at the Show Office. All personnel are also required to 'sign-out' a safety vest, this must be worn at all times.

Dollies must be returned to the parking area as soon as possible.

As per Workers' Compensation Board policy, suitable, safe leather-upper footwear must be worn during Move-In and Move-Out.

Note that the halls are not heated during Move-In/Out & loading doors will be open, so dress appropriately!
No children under 16 are allowed on site during Move-In or Move-Out under any circumstances.

Move-Out

Sunday, Nov 12th from 6:30pm-midnight

No booths are to be disassembled before 5:30pm. The show closes at 5 pm but it will take approximately half an hour to clear the public.

Specific times have not been allotted for Moving-Out. Priority will be given to those who **MUST** catch a Sunday night ferry or plane. If you are in this category, *please wait for the Move-Out package which is delivered to your booth on Thursday night*. The main confusion and congestion is over an hour and a half into Move-Out, our recommendation is that you secure your booth and then have dinner!

Accommodations

We understand that many of you are travelling to participate in the Christmas Market, and must book flights and hotels as soon as possible.

Circle Craft strongly recommends that Exhibitors book accommodations with the:

Sandman Hotel Vancouver City Centre

see attachment for booking details!

180 West Georgia Street, Vancouver, BC

Exhibitor rate from \$92 single/double occupancy per night plus applicable taxes

(604) 681 2211

Be sure to identify as an exhibitor at the "Circle Craft Christmas Market" and group code 955909 at the time of booking.

1.6 km from the Convention Centre/ 20 minute walk/ 7 minute drive. 1 block from Stadium Skytrain Station.

Additional Hotel Offering Exhibitor Rates:

Century Plaza Hotel

1015 Burrard Street, Vancouver, BC

Exhibitor rate from \$92 per night plus applicable taxes

(604) 687-0575 | 1-800-663-1818 | www.century-plaza.com

Be sure to identify as an exhibitor at the "Circle Craft Christmas Market" at the time of booking.

1.3 km from the Convention Centre/ 18 minute walk/ 6 minute drive.

More Vancouver Hotels:

Carmana Plaza

1128 Alberni Street, Vancouver, BC V6E 4R6

1-877-686-9988 | www.carmanaplaza.com

Inn at False Creek – Quality Hotel

1335 Howe St. Vancouver BC

(604) 608-2091 | 1-800-663-8474 | www.innatfalsecreek.com

YWCA

733 Beatty Street

Vancouver, BC

1-800-663-1424 | www.ywcahotel.com

Admission Charges

General Admission for the public will be:

Adults \$15.00+GST

Students (13-18) & Seniors (65+) \$12.00+GST

Children under 12 are free.

Exhibitors will all have two complimentary tickets included with their show badges. These can be picked up at move-in or request that they are put in the Will Call box for your guests. Exhibitors may also order advance adult tickets. Please contact our office for \$7.50 tickets (GST included). Call (604) 801-5220 or email market@circlecraft.net with subject line: EXHIBITOR TICKET PURCHASE. Exhibitor tickets also available at the Show Office on-site at the same cost. **For marketing purposes, we have created a coupon code CCM for you to mail your customer list to receive \$3 off the regular box office ticket price. Please use this, along with the advertising jpeg & pdf files we have in the exhibitor portion of our website.**

Advertising

We are advertising in many areas. We ask that each of you please take every opportunity to talk about this show. Word of mouth is one of the best form of publicity that we can get.

Again for 2017, **postcards and posters will be printed and made available for pick-up from the Circle Craft store on Granville Island.** Please distribute these as widely as possible to your contacts.

Don't forget that we are all becoming more mobile & social media savvy. There will be plenty of tweeting and blogging during the show and days running up to it. Our Facebook page is 'liked' by many so be sure to look us up.

Don't forget to book your ad in our program! Deadline to book: September 23, 2017. Copies of the Circle Craft glossy program will be handed out among an estimated 30,000 visitors! This is a great opportunity to raise your profile and increase traffic to your booth. The FULL COLOR program is produced in indesign. We can accept artwork electronically in the following formats only: ESP, InDesign, Illustrator, High-res Tif, Jpeg or print PDF, 300 ppi. Please email market@circlecraft.net to book your space!

Animals

No animals or pets are allowed in the facility with the exception of guide dogs.

Bags

A limited number of **recyclable** plastic bags will be supplied to you. These can also be picked up from the Show office during the event. We encourage the use of Circle Craft bag as we see these on the street as a walking advertisement. You are welcome to use your own branded packaging if you choose.

Banks

The locations of the three nearest major banks:

- **Royal Bank** 685 W. Hastings St. At Granville
- **CIBC** 1036 West Georgia St.
- **Bank of Montreal** 595 Burrard St.

REMEMBER MOST BANKS WILL NOT BE OPEN on SATURDAY because it is a public holiday.

Please note that all exhibitors are responsible for their own floats.

Booth Sitting

Circle Craft will supply **Booth Sitting at a cost of \$12.00 per 45 minute block (including GST), if ordered prior to Oct 23rd. Payment is required in advance and is non-refundable.** Booth Sitting ordered at the show will cost \$15 per block (including GST). Please see the order form included in the Exhibitor Kit email and return it with your cheque (made payable to Circle Craft) by **October 23rd.**

Lunch and dinner hours fill up quickly, so be sure to return your form as early as possible.

CIRCLE CRAFT DOLLARS

Once again we will be spreading Circle Craft Dollars as a way of advertising. We require that all exhibitors honour these as cash at your booth. We will give you a full cash refund from the **Show Office** throughout the show and from our West 8th office after the show, last reimbursement date is Dec 20th. 2017. More information will be distributed with your show badges at move-in. An example of what these will look like is:



Booth Display

Attractive, well-planned displays help your sales and greatly add to the overall ambiance of the show. We recommend that you carpet your booth as it creates a warm, professional atmosphere and is far easier on your feet and legs. Acceptable tapes for securing carpeting and floor coverings are cloth-backed tape, such as #PC 618 and Renfrew double-backed tape.

Lights to highlight your displays **are essential**. Remember each booth with a 10' front is supplied with a minimum of 750 watts, larger booths will have 1500 watts of power. Should you require more, please contact our office. **Remember the overhead lights in the Hall will be down low – don't make the common first time exhibitor mistake of not bringing enough lights for your booth.**

Your booth will be pre-hung with 8' high flame retardant black drape for back and side walls. Tables and chairs are not provided with the booth (see Goodkey Rentals for additional items). **The show management reserves the right to request improvements to your display.** Remember the cash prizes for Excellence in Display!

Electrical details for your booth:

-ONLY 3 prong grounded plugs can be used in your setup

-ONLY CSA approved electrical equipment is permitted



-No metal to metal connections – all metal components **MUST** be mounted on wood or other insulated backing before being attached to your booth or cross bars.

Booth Display Help

Often artisans with wonderful products have absolutely no idea of how to present their work! There is no shame to be in this category – no one can be great at everything! If you have display questions be sure to call the office and ask for advice. Paul has had extensive experience with booth displays over the years and will be happy to work with you....particularly before the middle of October. We urge you to make use of this service if needed.

Company Names

Please notify the office if your Company Name details are different than it appears on your contract. This information will be used in all of the promotional material including the Show Guide and your exhibitor badges.

Craft Integrity

Only work approved by the jury will be permitted at the show. You will be asked to remove unjuried work. Please re-read your contract. If you breach your contract, you may be asked to leave the show. Please note that we do not allow "Sale" signs to be posted in your booth, nor do we allow distribution of marketing materials outside of your booth.

Deliveries & Courier Service

Be sure your courier delivers your goods on Monday, November 6th before noon.

The shipping address is:

**VANCOUVER CONVENTION CENTRE WEST
CIRCLE CRAFT CHRISTMAS MARKET
Exhibition Hall C
(YOUR COMPANY NAME)
(YOUR BOOTH NUMBER)
Attention: Dock Office
Via Waterfront Road Truck Route
1055 Canada Place
Vancouver, B.C. Canada V6C 0C3**

We will receive your deliveries and see that they get to your booth. You must make all arrangements to dispatch your items at the close of the show. By prior arrangement with the show staff, your courier may pick up your goods on **Monday morning, November 13th, between 9am and 11am ONLY.**

The preferred carrier is: **Corey Crawford** - Exhibit Coordinator YRC Reimer – Vancouver, BC
Mobile: 604.968.0908 | Office: 604.431.5212 | Fax: 604.433.8889 | Email : Corey.Crawford@YRCFreight.com
YRC Reimer Customer Support: 1.877.330.3321 For quotes on shipping to or from the show, please call this number. If you are using a shipper other than Reimer, please make sure that they have the above information & that you can contact them directly if needed. Circle Craft is not responsible for this information.

Exhibitor Badges

Each booth will be provided with FOUR Exhibitor Badges (20' booth will get SIX) with your company name and booth number. These must be picked up at the **SHOW OFFICE** at set-up and **must be shown at all times for entry into the hall.** Please do not leave your badges in your booth at night, as you will need them for re-entry into the Show.

Our staff may refuse entry if no exhibitor badge can be produced. There will be a box at the Exhibitors entrance where you can leave badges for staff, it is your responsibility to make sure there are badges for all your staff. For security reasons, it is important that we keep strict control over these Exhibitor badges. **There will be a \$7 charge for additional badges.**

Please do not use these badges as "tickets" for your relatives or friends. Please purchase exhibitor rate tickets.

Exhibitor Entry Doors

Exhibitors should enter through the Exhibitor's door only. This will be clearly marked. **Make sure your exhibitor's badge is visible when you enter the hall.** The exhibitor's entrance will open at eight AM each morning. **Please do not use the Emergency doors for exiting.**

Fire Regulations

Read the Fire Regulations carefully (found in the Vancouver Convention Centre forms attachment to the Exhibitor Kit email) and make sure that you conform. Special questions should be directed to the Fire Marshall at the Vancouver Convention Center.

First Aid

VCC has a fully equipped First Aid facility located on the East side of the Convention Lobby. First Aid can be contacted through any house phone by dialing 7500, or by contacting a Security Guard, the Show Office or any show staff.

Housekeeping

Please leave garbage in tied plastic bags in the aisles at the end of each day. Remember to stack boxes, papers and garbage out of sight of customers during the day and keep your booth neat and pleasant. If you require Housekeeping Services (such as booth vacuuming) from VCC you will be able to arrange for this during Move-In.

Merchandise Removal

Anyone wishing to remove work from their booth at night must have approval from show management. Please arrange this in advance through the Show Office. This is to protect you against any unauthorized persons leaving the show with your work.

Parking

Day parking is available at Vancouver Convention Centre West 1055 Canada Place for approx. \$30.00/day. We believe the cheapest parking is still at the "Old Convention Centre" at 999 Canada Place. It is approx.. \$23.00/day...until midnight...purchased in advance. **Regular height vehicles only.**

Vinci Park (East Facility)
999 Canada Place
Vancouver BC V6C 3C1
Ph. (604) 684-2251

People with over-height vehicles should contact Impark directly at 604-331-7292.

Promotion of Your Crafts

We urge you to keep a mailing list with names, addresses and **email addresses** of those who buy from you by cheque or credit card. You can use these names for future mailings and for personal invitations to next year's show. Please take every opportunity to talk about this show, as word of mouth is by far the best publicity that we can get.

Rentals

Goodkey Show Services are mounting our show; their details are attached to the exhibitor kit email. Please communicate directly with **Goodkey Show Services** for your requests. Remember the pre-order prices are cheaper than the onsite orders.

Call 1.877.726.2211 | Fax (780) 426-5734 | www.goodkey.com

Restocking

You will be permitted to restock each morning. Exhibitors may enter at 8am on show days. If you must bring your vehicle to restock, use the overhead door at Hall B via the truck route. Otherwise, use the Exhibitors' Entrance.

Security & Insurance

Guards will be on duty day and night. We have general insurance coverage for the show but you are entirely responsible for your own booth, stock and monies onsite. We suggest that you have adequate insurance to cover potential losses. Your booth must be staffed at all times during open hours and we recommend again that you should pin a sheet over the front of your booth for the night and remove all small valuables.

Sound Systems

Music, radios, and voice amplification systems are **not** allowed in the booths without show management permission.

Storage

Limited storage will be available behind your booth for additional stock. It is your responsibility to leave an access point in the rear of your booth to reach your stock. It will not be lockable. Pacific Canadian Craft Shows Ltd. does not accept responsibility for any losses that may occur. Your goods must be in boxes, clearly marked with your name and booth number.

Surveys

Once again, we will conduct both an online Exhibitor Feedback Survey and a Consumer Survey to help us when planning future shows. Please help us and fill out this survey as soon as you can after receiving it.

Tickets

Two Complimentary Tickets will be left with your exhibitor badges at Will Call (listed under your business name). Additional tickets are available upon request, in advance or at the Show Office, at the special exhibitor's rate of \$7.50 (GST included) and are valid for any day of the show.

Transportation

The Vancouver Convention Centre is situated near the Waterfront Skytrain Station (going to Vancouver, Richmond, Burnaby, New Westminister, and Surrey) and the Seabus (going to North Vancouver). All downtown buses stop within 2 blocks. There is also a taxi stand outside the Pan Pacific Hotel.

Wi-Fi

Regarding internet access at the Christmas Market, please note that you have two options. WIFI will be available for purchase at the time of the show from the Convention Centre at the cost of approximately \$80 for the 5 day period. The second option is to purchase additional data from your own internet service provider.

If you wish to order WIFI from the Convention Centre, the Circle Craft staff will be able to assist you during move-in and on the first day of the show.