



March 27–29 2023
Toronto Congress Centre

EXHIBITOR MANUAL

The Ontario Long Term Care Association (OLTCA) and Ontario Retirement Communities Association (ORCA) are proud to host the 2023 *Together We Care* Annual Convention & Trade Show, the largest of its kind in Canada. Please review the following details for all your exhibiting needs.

LOCATION: Toronto Congress Centre, 650 Dixon Rd., Etobicoke, ON M9W 1J1 | [Website](#)
Toronto Congress Centre Parking: over 6,000 free parking spaces; two major access points, see [Map](#)

Please review the [Rules and Regulations](#) carefully, as charges may apply.

HOST HOTEL

Holiday Inn Toronto Airport East, 600 Dixon Road, Toronto, ON
TWC Meeting Rate: \$174 + tax per single/double room | Online Reservations - [Click Here](#)
Phone: 1-416-240-7511 or 1-800-491-4655 | **Reserve by March 3, 2023**

WARNING - HOTEL SCAM: Should you get a phone call from a Housing Management company, be aware that they have no relationship with TWC 2023 or The Bayley Group, nor have they been authorized to book hotel rooms on our behalf. We recommend booking directly with the hotel.

TRADE SHOW HOURS (hours subject to change)

Monday, March 27

EXHIBITOR SET-UP - 1:00 pm – 7:00 pm

Tuesday, March 28

TRADE SHOW OPEN - 11:00 am – 5:30 pm

Wednesday, March 29

TRADE SHOW OPEN - 10:00 am – 1:30 pm
TEAR-DOWN TO FOLLOW

INCLUDED IN YOUR 10 x 10 EXHIBIT SPACE

- Pipe and drape only
- Any furnishings, carpet, electrical, internet etc., will be ordered by you at your own expense [See page 2](#)
- If displaying a vehicle, please advise Freeman and they will give you a set-up arrival time
- Two Exhibitor Badges (no access to sessions)
 - The exhibitor badge includes access to the Trade Show, breaks and lunch both days
 - Additional exhibitor badges can be purchased for \$200 plus HST each**Exhibitor Badges can be picked up at the Exhibitor Registration Desk on-site.**

EXHIBITOR MOVE-IN & MOVE-OUT

Move-In: Monday, March 27 - 1:00 pm – 7:00 pm **Move-Out:** Wednesday, March 29 - 1:30 pm

Loading Dock: The loading dock is located at the back of the South Building near Halls ABC. Please use the Martin Grove Rd. entrance to access the Loading Dock – [see map for details](#). If you need to use Freeman's services (i.e. the skid steer), you will be charged accordingly by Freeman.

Shipping: All advance shipping should arrive to Freeman Décor Services. Materials will not be accepted by the venue or the convention. Please see Freeman Décor contact details on page 2 to arrange for shipping.

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ADDITIONAL SERVICES • NOT INCLUDED IN YOUR EXHIBIT • ORDER IN ADVANCE

All **additional items** (i.e. hydro, furnishings, decor) need to be ordered in advance directly with the supplier.

ADDITIONAL SERVICES	SUPPLIER & CONTACT	ORDER DEADLINE	DISCOUNT PRICING DEADLINE
Computer & Audio Visual Download & Email Form	Encore - Contact: Diana DiManno Phone: 416-240-7838 Ext. 250 Email: diana.dimanno@encoreglobal.com	On-Site	N/A
Power & Lighting Online Ordering	Showtech - Contact: Michelle Kalpakis-Palkowskie Phone: 416-244-4899 Email: mpalkowski@showtech.ca	On-Site	March 2, 2023
Shipping, Décor, Booth Carpet, Furniture, Material Handling, Storage Order Online / Quick Facts	Freeman Décor - Contact: TerryLyn Hartshorn Phone: 416-503-7274 Email: TerryLyn.Hartshorn@freeman.com	On-Site	February 28, 2023
Lead Retrieval Order Online & Form	Conexsys - Contact: Deborah Dugan Phone: 905-405-8415 Ext. 28 Email: order_ca@conexsys.com	On-Site	March 17, 2023
Internet Access Download & Email Form	Encore - Contact: Diana DiManno Phone: 416-240-7838 Ext. 250 Email: diana.dimanno@encoreglobal.com	On-Site	N/A
Certificate of Insurance REQUIRED Sample Certificate Please submit your completed Certificate of Insurance electronically to TWC@brokerlink.ca	Note: The certificate must include OLTCA & ORCA with their address (below) in addition to your company information. Ontario Long Term Care Association and Ontario Retirement Communities Association c/o 500 - 425 University Avenue Toronto, ON M5G 1T6	January 27, 2023	N/A
Exhibitor Food Sampling Form	Toronto Congress Centre	Exhibitors who dispense food at the convention must submit this form in advance of TWC.	
Booth Cleaning Service Form	Toronto Congress Centre		
Rules & Regulations TCC Guidelines	It is your responsibility to ensure you are familiar with all Rules & Regulations at TWC . Marshals will routinely check exhibits prior to opening and throughout the show.		

WARNING - DELEGATE LIST SCAM: We do not sell or provide delegate lists to exhibitors. Should you be contacted by a company offering to sell you a delegate list or any list, please be aware that they have no relationship with TWC 2023 or The Bayley Group, nor have they been approved to promote the sale of our lists.