



2024

EXHIBITOR MANUAL

**49th ANNUAL OPERATORS
SEMINAR & TRADE SHOW**

MARCH 11 - 15, 2024



ABOUT THE SEMINAR

49TH ANNUAL OPERATORS SEMINAR

AWWOA is proud to host the premiere water event for the province in Banff for the forty-ninth consecutive year.

Delegates will have access to a variety of technical presentations on water & wastewater industry topics and trends worth 1.2 CEUs. In addition to the two-day trade show featuring 149 booths, it also includes other networking opportunities at our Pub Night and Casino Night.

WHO WILL ATTEND?

The conference is expected to attract 500+ delegates from various communities across Alberta. Attendees include operators, system owners, managers, consultants and suppliers. Everyone is welcome!

LOCATION

Banff Park Lodge
222 Lynx St
Banff, AB



BOOTH INFORMATION

COST

- Price range \$525 - \$1360 + GST
- 149 booths available
- Sizes range 6'x 6' - 8'x 10'

A full list with booking maps and pricing will be made available online prior to sale dates.

REGISTRATION

Booths are purchased in 4 tiers based upon total consecutive years registered AND total overall years booked

2024 On Sale Dates: (Each level opens at 8:00 am MT)

GOLD - Nov 21 & 22, 2023

SILVER - Nov 23 & 24, 2023

BRONZE - Nov 27 & 28, 2023

GREEN/ OPEN TO ALL - Nov 29, 2023

The latest information about the show will be available at awwoa.ca/events/seminar-overview/trade-show

HOW TO BOOK

All booth registrations are completed through the AWWOA website. The contact information provided for your company will receive an email just prior to 8:00 am MT on the first date of sale for your tier that contains a booking link. From there, select your booth of choice and check out with payment online.

TIPS TO BOOK

- Ensure your contact information is up to date
- Check your email (including junk email folders) just prior to when your booking category opens
- Booths sell out quickly; it is strongly recommended to book as close to the start time as possible
- Wait list may become available but not guaranteed

For questions about booking categories, to update or add your company information please contact kmihaychuk@awwoa.ca

INCLUDES

- Booth space with back & side drapes
- Skirted table with chairs
- Power Outlet (700w) (NOTE: lighting is no longer available)
- Two booth representative registrations
- Company listed in program, online & on-site

For more information on what's included for your booth see the 'Show Service Provider' section of this document.

CANCELLATIONS

Cancellations received after January 31, 2024 are subject to full contract price. Prior to that date, a \$100 non-refundable fee will apply to all refunds.





TRADE SHOW SCHEDULE

NEW HOURS FOR 2024!

MONDAY

MARCH 11, 2024

EXHIBITOR REGISTRATION &
MOVE-IN

11:00 AM - 2:30 PM

EXHIBITOR & DELEGATE
REGISTRATION (LOBBY)

12:00 PM - 7:00 PM

TRADE SHOW DISPLAYS &
SILENT AUCTION OPEN

3:00 PM - 8:00 PM

BEER/WINE & SNACK
RECEPTION

4:00 PM - 8:00 PM

TUESDAY

MARCH 12, 2024

TRADE SHOW DISPLAYS OPEN

10:00 AM - 3:00 PM

SILENT AUCTION OPEN

10:00 AM - 4:00 PM

EXHIBITOR & DELEGATE
LUNCH (BOOTH AREAS)

12:00 PM - 1:30 PM

EXHIBITORS MOVE-OUT

3:00 PM - 6:00 PM

WOMEN OF WATER EVENT

5:30 PM - 7:00 PM

PUB NIGHT

7:00 PM - 10:00 PM

FOR A FULL SEMINAR SCHEDULE VISIT
AWWOA.CA/EVENTS/SEMINAR-OVERVIEW

BOOTH REP INFORMATION

BOOTH REPS

Each booth comes with two (2) complimentary booth representatives.
Includes coffee and lunch.

ADDITIONAL REPS

If booths require more than the two representatives additional passes are available to purchase for \$100+GST/extra rep.

NAME TAGS

At the time of booth registration, you will be able to name your complimentary passes on the website as well as purchase additional passes if required.

**Additional tags can be purchased online after booth purchase. Please check your invoice or receipt for a link to purchase.*

All name tag information should be submitted no later than February 29, 2024.

Tags can be picked up at the conference registration desk. Any additional passes can be purchased on site for \$100+GST.

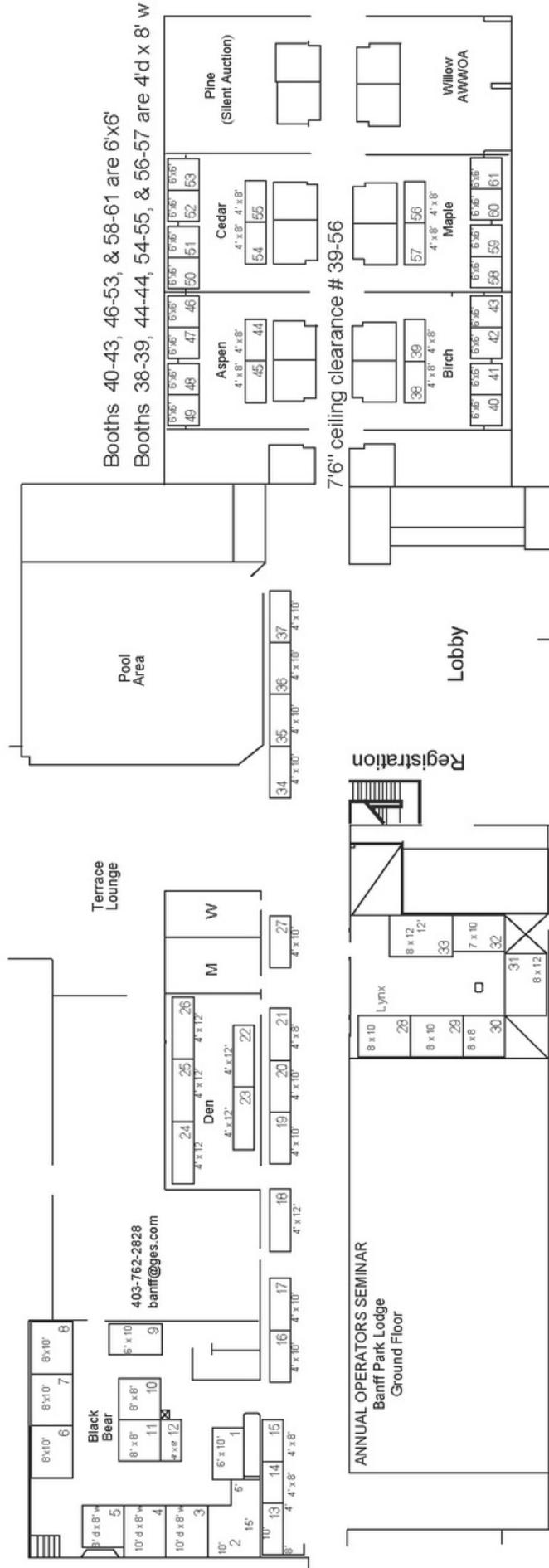
UPDATES

Changes to booth rep names can be made via email up to one (1) week prior to the show. Any updates after that time will need to be made on-site at the seminar registration desk.

Questions? Contact kmihaychuk@awwoa.ca



TRADE SHOW LAYOUT (LOWER)



Once booth sales are complete a full listing of exhibitors will be available online at:
awwoa.ca/events/seminar-overview/trade-show

FACILITY INFORMATION

The 49th Annual Operators Seminar is proudly hosted at the **Banff Park Lodge Hotel & Conference Center** located at 222 Lynx St, Banff, AB T1L 1K5 | 403-762-4433



Hotel Accommodations

To allow the delegates the space at the BPL, trade show exhibitors are asked to reserve lodgings at near by hotels. Visit awwoa.ca/events/seminar-overview/places-to-stay for a listing of hotels close by. To make reservations at BPL if you are staying the week, please contact the hotel directly and quote that you are attending the AWWOA Seminar. Please be advised that our block sells out quickly so booking early is recommended or please check other hotels near by. All reservations are to be made directly with the hotel through information received from AWWOA. No outside parties can authorize discounted room rates on the Associations behalf.

Parking

The Banff Park Lodge offers on-site self-parking for \$14/day (valet parking is not available). For oversized vehicles, outdoor parking is available for \$7/day and is located behind the hotel at the Bow View Lodge. Complimentary daily parking is also available along Bow Ave (located behind BPL and parallel to Lynx St) (NO overnight parking permitted). All outdoor parking is first come-first served. Other complimentary parking options also include the Bear Street Parkade (approx. 2 min walk distance) and Beaver Street Parking Lot (approx. 6 min walk). For more info check out BanffParking.ca on your mobile device.

Arriving at the hotel

The main entrance to the hotel can be used to bring in booth items. The hotel Concierge will be moving traffic throughout this area; please follow all instructions as directed. Please note hotel luggage carts will be very limited. Exhibitors should be prepared to unload and load all items for their booth if they have not made arrangements with the show service provider.

Internet Access

Complimentary Wifi will be available throughout the trade show and hotel area. Please check your exhibitors package or at the registration for the network and password.

Safety Procedures

In the event of an emergency situation that requires evacuation, exhibitors are responsible to evacuate themselves and their staff from the building. Please see further information on Safety Procedures under the Terms & Conditions section of this document.

Receiving and Shipping

- There is very limited to no space for on-site storage at the hotel so it is **strongly recommended that exhibitors contact the show service provider for rental items or material handling. See the next page for more information.**
- **Direct shipping to the hotel is NOT permitted. If you require assistance with S&H, please contact GES or AWWOA and items will be assessed for the best option.**
- For return shipping, exhibitors, prior to departure of the hotel, must properly pack all boxes/items and label, complete any weigh bills, call to arrange for pick up and give to banquets who will ensure shipment(s) are placed in the outgoing location in receiving.
- For any questions related to this please contact the hotel directly.

Security and Insurance

Outside of show times, the trade show areas will be secured, and after hours security will be provided. All exhibitors are responsible for the goods and equipment left at exhibitor booths. If you are purchasing insurance, please keep in mind policies should take effect from the day items are delivered and stay in effect until the exhibit materials are removed.

Details in this package are subject to change before the event as per the latest from AWWOA and Banff Park Lodge



SHOW SERVICE PROVIDER



GES is the official show contractor for the 49th Annual Operators Seminar & Trade Show.

About GES: As a full-service provider for trade and consumer shows worldwide, GES has everything you need in-house. From standard furnishings to fully customized exhibit spaces. From underpad to full-scale customs and logistics support. The team at GES will partner with you every step of the way to ensure your show experience is a success.

Shipping: GES offers full warehouse, and small/direct materials handling services, and a 10% discount applies to warehouse materials handling if round trip logistics is ordered. The warehouse service details can be found online in the link below and each service includes delivery of goods received to your display for exhibitor move in. To hire GES as your shipper as well as materials handler, please see the online ordering link below.

Rentals: Order items by **TBA** to receive the best pricing.

Power: One 700 watt outlet, for about 5 amps of power is provided at your booth. This power is on a breaker that is shared with another booth. If you require any additional electrical services for your booth, please visit the online ordering link below. Please note that additional lighting is no longer available for this show.

Exhibitors can contact GES at 403-762-2828 or email banff@ges.com

For information on ordering, shipping and material handling visit:
<https://www.awwoa.ca/events/seminar-overview/trade-show>

ALL BOOTHS INCLUDE

- Designated booth space
- 8' back drape and 3' sidewall drapes
- one 6' or 4' skirted table (based upon booth size) with two folding chairs
- one 600w power outlet
- Two complimentary booth reps (includes Monday Reception drinks & meals and Tuesday Lunch)
- Company listed in the Seminar Program, on AWWOA website and event signage

no additional lighting will be available

OTHER INFORMATION

Call for Presentations: Do you have an interesting topic, technology or project that you want to share with other water industry professionals? Have your company make your mark at this event by giving a presentation! Visit awwoa.ca for the latest information. Deadlines apply.

Sponsorship Opportunities: There are many great sponsorship opportunities available for this event to make your company known! Some packages include advanced booking for a booth. Visit awwoa.ca/events/seminar-overview/2024-sponsors for info & to apply.

Silent Auction: Each year our gracious exhibitors contribute to our Silent Auction on Monday & Tuesday in support of The Water School by donating various items. If you are able to contribute an item for this event please bring to the registration desk on-site. We appreciate your continued support of this very important cause!



TERMS & CONDITIONS

Please ensure all individuals staffing your booth have received and read this package as to be aware of the rules and procedures, including safety and equipment/materials handling, for the AWWOA 49th Annual Operators Seminar & Trade Show. Thank you for your cooperation!

SHOW HOURS

Accepted to be between 3:00 pm - **8:00 pm** (Mon) and 10:00 am - **3:00 pm** (Tues), however, AWWOA may set and modify the trade show hours, setup and tear down hours, in its sole discretion. Opening and closing times are to be strictly reserved.

BOOTH SET UP

Exhibitors agree to be setup by 3:00 pm on March 11, 2024 and 10:00 am on March 12, 2024. They must provide their own labour for unloading trucks and transportation of equipment and display materials to and from the exhibit area. Should you require assistance with ordering, shipping or material handling, please contact the show service provider.

BOOTH TEAR DOWN

The exhibitor agrees that it will not begin to dismantle its booth before 3:00 pm on March 12, 2024 and must complete its dismantling and removal no later than 6:00 pm on the same day unless authorized by Seminar organizers. AWWOA reserves the right to move, store, discard or otherwise dispose of any property or materials left by the exhibitor after this time at the expense of the exhibitor if applicable.

BOOTH STAFFING

Exhibitors will have at least one representative staffing its booth at all times and no booth shall be left unattended during trade show hours. Booth representatives must wear exhibitors badges supplied by AWWOA at all times while in the exhibit area during setup, trade show hours and tear down. These badges permit access to the trade show area only unless otherwise authorized by Seminar organizers. Changes in booth representative names made during the event will be handled at the registration desk.

BOOTH OPERATION

Exhibitors will use their best efforts to "be a good neighbour" to other exhibitors. Exhibits which interfere with the use of other exhibits, impede access to them (side panels should not exceed 5 ft), or impede the free access to aisles will not be permitted. Should you have a display that cannot comply with this policy, please contact AWWOA Program Manager.

BOOTH SHARING

Subletting of booth space is prohibited. Sharing of exhibit space is not permitted unless it is within divisions of the same company and approved by AWWOA. Maximum of two (2) booths per company. Subsidiary companies may register with their parent company but all listings will be under the parent company name (cannot exceed 2 booth max). If a subsidiary chooses to be listed independently, they must purchase a booth in their appropriate category. No transfers/exceptions will be made.

BOOKING TIERS

As per AWWOA Booth Pre-Sale Policy, booths are purchased in four (4) tiers with staggered booking dates. Companies are assigned a tier level based upon total consecutive years registered AND total overall years booked. Booking history and tier levels are non-transferable unless authorized by AWWOA.

CANCELLATION

Booth cancellations must be received by email by January 31, 2024. If the cancellation notice is not received by this date, the exhibitor agrees to pay 100% of the booth fee. Prior to that date, a \$100 non-refundable fee will apply to all refunds. Cancellation requests can be sent to kmihaychuk@awwoa.ca

SAFETY

The exhibitor assumes responsibility for compliance with local and provincial ordinances and regulations covering licenses, permits, fire, safety and health. All attendees should familiar themselves with the posted emergency procedures and exits in the hotel. The Banff Park Lodge has an emergency alarm system and all guests are asked to listen carefully to hotel staff instructions for their safety. Should evacuation be required, the muster point is located at the Scout Hall (across the street from the main entrance). Any emergencies should be reported to 9-1-1 and communicated to the hotel for further assistance. The hotel is equipped with CPR trained staff, first aid kits and is located next to the Banff Mineral Springs Hospital.

DAMAGES

Exhibitors assume responsibility for their property at all times. Exhibitors are responsible for all damages caused by the exhibitor to their property, to the facility and to all property owned or leased in connection with the show.

PRIZES

Prizes, drawings and contests are permitted, in accordance with Alberta Lottery guidelines. Compliance with these guidelines and all associated activities are solely the Exhibitor's responsibility.

LIABILITY

In no circumstance shall AWWOA be liable to an exhibitor and the exhibitor agrees to indemnify and hold harmless AWWOA and it's members, officers, directors and employees from any and all liability, loss, damage or expense, including any and all legal costs, by reason of an injury to or death of any person of any damage or destruction to or any loss of any property, no matter by whom, including indemnities, or howsoever caused.

Booth Material Handling

For information on shipping and material handling for the show please refer to the Facility and Show Service Information in this document.

Check In

Visit the Seminar registration desk when arriving to collect your Exhibitor Package that includes name badges and applicable event information.

Show Information

For the latest show information please visit:

<https://awwoa.ca/events/seminar-overview/trade-show>

FOR MORE INFORMATION

Kirstin Mihaychuk

Program Manager

780-454-7745 ext 227

kmihaychuk@awwoa.ca