



SERVICE INFORMATION

BOOTH EQUIPMENT

Each 8' x 10' booth will be set with 8' high blue back drape, 3' high blue side dividers, one (1) 6' blue skirted table, two (2) side chairs and one (1) wastebasket.

EXHIBIT HALL CARPET

The exhibit areas & booths are carpeted with the existing facility carpet. To enhance the appearance of your booth, rental carpet is available through Freeman. Please refer to the Carpet Order Form located in this manual.

DISCOUNT PRICE DEADLINE DATE

Take advantage of discount pricing by ordering online at www.freemanco.com/store by May 8, 2017.

SHOW SCHEDULE

EXHIBITOR MOVE-IN

For more information and helpful hints on pre-show procedures and move-in, please go to www.freemanco.com/preshowFAQ

Sunday	May 28, 2017	12:00 - 16:00
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EXHIBIT HOURS

Monday	May 29, 2017	9:00 - 17:30
Tuesday	May 30, 2017	9:00 - 17:30
Wednesday	May 30, 2017	10:00 - 15:30

EXHIBITOR MOVE-OUT

For more information and helpful hints on post-show procedures and move-out, please go to www.freemanco.com/postshowFAQ

Wednesday	May 31, 2017	15:30 - 17:30
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All labour services performed between 16:00 and 18:00 (M-F), between 8:00 and 16:00 (Sat-Sun) will have overtime charges applied. Please refer to the enclosed Labour Order Form. All material handling services performed after 16:00 (M-F) and all day Saturday and Sunday will have overtime charges applied. Please refer to the enclosed Material Handling Order Form.

DISMANTLE AND MOVE-OUT INFORMATION

Freeman will begin returning empty containers at the close of the show. All exhibitor materials must be removed from the exhibit facility by 17:30 Wednesday, May 31, 2017. To ensure all exhibitor materials are removed from the exhibit facility by the Exhibitor Move-Out deadline please have all carriers check-in by Wednesday, May 31, 2017 at 16:00.

POST SHOW PAPERWORK AND LABELS

Our Exhibitor Services Department will gladly prepare your outbound Material Handling Agreement and labels in advance. Be sure your carrier knows the company name and booth number when making arrangements for shipping your exhibit at the close of the show.

SERVICE CONTRACTOR CONTACTS / INFORMATION:

FREEMAN

205 Viger West, Suite 207
 Montreal, Quebec, Canada H2Z 1G2
 514-868-6666 fax 514-394-2667
 FreemanMontrealES@freemanco.com

EXHIBIT TRANSPORTATION

Toll Free 1-877-478-1113
 Local 905-951-1612
 Fax 514-394-2667

SHIPPING INFORMATION

Warehouse shipping address:

Exhibiting Company Name / Booth # _____
THE 11th ANNUAL CANADIAN NEUROSCIENCE MEETING 2017
 C/O FREEMAN / YRC REIMER
 1725 CHEMIN ST-FRANÇOIS
 DORVAL, QUEBEC H9P 2S1 CANADA

Freeman will accept crated, boxed or skidded materials **beginning Friday, April 28, 2017** at the above address. All shipments received at the warehouse **after May 24, 2017 are subject to additional late shipment charges**. Materials **must arrive by May 25, 2017**. After that date, all shipments will be refused. The warehouse will receive shipments Monday through Friday during the hours of 8:00 - 16:00. To check on the arrival of freight, please call 514-868-6666.

NOTE: The office and warehouse will be closed on Monday, May 22, 2017, in observance of Victoria Day. Shipments will not be accepted on this date.

Show site shipping address:

Exhibiting Company Name / Booth # _____
THE 11th ANNUAL CANADIAN NEUROSCIENCE MEETING 2017
 C/O FREEMAN
 HOTEL BONAVENTURE MONTREAL
 900 DE LA GAUCHETIÈRE WEST
 MONTREAL, QUEBEC H5A 1E4

Freeman will receive shipments at the exhibit facility beginning Sunday, May 28, 2017. Shipments arriving before this date may be refused by the facility. Any charges incurred for early freight accepted by the facility are the responsibility of the Exhibitor.

LABOUR INFORMATION

Labour may be required for your exhibit installation and dismantle. Exhibitors supervising Freeman labour will need to pick up and release their labour at the Service Desk. Refer to the order form under Display Labour for Straight Time and Overtime hours.

MATERIAL HANDLING

All items and materials that are brought into the facility through the loading dock are subject to material handling charges per CWT (100lbs) and are the responsibility of the Exhibitor. This also applies to items not ordered through the Official Show Vendors. The use of dollies, pump trucks and other mechanical equipment to unload your vehicle is **not allowed**.

Please be aware that disposal of exhibit properties is not included as part of your material handling charges. Please contact Freeman for quoted rates and rules applicable to the disposal of your exhibit properties.

MATERIAL HANDLING EXCEPTIONS

- Hand-carry - one trip only - at No Charge (freight on wheels is not considered hand carry).
- Cart services intended for "Private Own Vehicle" will be billed a fixed rate.

Any material handled by Freeman will be charged according to the rates listed within the service manual. Please refer to the Material Handling Order Form contained in this service manual for charges.

FREEMAN ONLINE®

Take advantage of discount pricing by ordering online at www.freemanco.com/store by May 8, 2017.

Using the enhanced Freeman Online, you will enjoy easy access to added features and functions as well as the high caliber of Freeman services you've come to expect - **before, during** and **after** your show. Additionally, you can now access Freeman Online from any device - **desktop, laptop, tablet** or via our new **Freeman Online Mobile App**.

To place online orders you will be required to enter your unique Login ID and Password. If this is your firsttime using Freeman OnLine, click on the "Login" link to create a new account. To access Freeman OnLine® for show name go to: <https://www.freemanco.com/store/index.jsp>

Click on the "Login" link to proceed. Again, if this is your firsttime using Freeman OnLine, click on the "Login" link to create a new account. If you need assistance with Freeman OnLine please call our Customer Support Center at 888-508-5054, Toll Free in the US & Canada, or 512-982-4186 for International exhibitors.

EXHIBIT TRANSPORTATION

As part of the Freeman service and to make your shipping and transportation experience as seamless as possible, Freeman Exhibit Transportation has been appointed as the official carrier for **THE 11th ANNUAL CANADIAN NEUROSCIENCE MEETING 2017**.

Our Exhibit Transportation Department will be in contact with you to discuss your shipping requirements, however if you wish to contact us, please call our toll free number at 1-877-478-1113 to speak to a Customer Service Representative.

AS A REMINDER

All shipments originating outside Canada will require Canada Customs Clearance and U.S. Customs / Homeland Security (if applicable) on the return.

SMALL PACKAGES/BOXES DELIVERIES (Including Portable Display Cases)

Canada is an international destination and, as such, duties, taxes and customs clearance fees applies. If you are shipping Air or Ground with the following small packages companies, FedEx, UPS, Airborne, DHL, or any other small package/boxes carriers please confirm that all ancillary charges (duties, taxes & Customs clearance fees) are PREPAID. This includes 3rd Party Shippers (ie: Fullfillment Centres, etc.). Any shipments that are sent collect will not be accepted by Freeman and they will be refused.

In some instances, carriers do not declare ancillary collect charges upon delivery to our warehouse and Freeman is billed 30-90 days after the event has closed. In these situations, any charges (duties, taxes & Customs clearance fees) are re-billed to the corresponding exhibitors plus "Advancement Fees".

ASSISTANCE

We want you to have a successful show. If we can be of assistance, please call our Exhibitor Services Department at 514-868-6666.

WE APPRECIATE YOUR BUSINESS!

FREEMAN GENERAL INFORMATION

PRIVACY POLICY

Pursuant to the Personal Information Protection and Electronic Documents Act, Freeman has formalized its current practices into a privacy policy. A copy of our full privacy policy is available on request or by visiting our website at <http://www.freemanco.com/freemanco/freeman/privacy.jsp#Canada>.

Freeman collects business information from its customers to enable us to perform contracted services. Only very infrequently will any identifiable personal information be collected. If any personal information is collected, Freeman will obtain consent at the time of collection, disclosure and/or use. You then would have the right to access any of the information we have collected and withdraw your consent for the above at any time. If you have any questions or would like more information on our privacy policy, please contact us at (514) 868-6666. You may contact our privacy officer at barbara.baird@freemanco.com. If you would like to have your personal information removed from Freeman's database, please email legal@freemanco.com to request removal.

TRANSLATION SERVICE

Freeman is pleased to offer a new service for our international exhibitors that provides quick interpretation and translation in 150 languages. This service will not only interpret for us on a three-way conversation, but also translate emails from customers. To access this service you may contact Freeman Montreal Exhibitor Services at 514-868-6666 or Freeman's Customer Support Center at 888-508-5054.

HELPFUL HINTS

SAVE MONEY

Order early to take advantage of advance order discount rates, place your order by early deadline order date: May 8, 2017.

AVOID DELAY

Ship early to avoid delays. Shipments arriving late at show site will cost you money, time and business!

SAFETY TIPS

Use a ladder, not a chair. Standing on chairs, tables and other rental furniture is unsafe and can cause injury to you or to others. These objects are not designed to support your standing weight.

Be aware of your surroundings. You are in an active work area with changing conditions during move-in and move-out. Pay attention. Look for obstacles, and machinery and equipment that are in use.

Keep your eyes open for scooters and forklifts. The drivers of these vehicles may not be able to see you.

Stay clear of dock areas, trucks and trailers. These areas can be particularly dangerous.

Prevent electrical shocks, falling items and damage to materials. Do not attach items or equipment to the drapes or metal framework provided for you booth. This can cause serious injury or damage to materials.

We do not accept Hazardous Materials. If you ship any hazardous materials, you could be in violation of federal laws and may be subject to fines & penalties.

EXHIBITOR ASSISTANCE

For more information and helpful hints on preshow procedures and move-in, please go to www.freemanco.com/preshowFAQ.

For more information and helpful hints on postshow procedures and move-out, please go to www.freemanco.com/postshowFAQ.

Call Freeman's Exhibitor Services department at 514-868-6666 with any questions or needs you may have.