

SERVICE INFORMATION

SPONSOR PACKAGE

All 1:1 Gold sponsor packages will include a booth backwall, reception counter, (2) grey padded stools with back, (1) wastebasket and (1) 750 watt electrical outlet (Sponsor to order power strip if needed). Branding graphics are mandatory on the backwall and counter front panel. Please refer to the package order form for instructions.

All inline 10' x 10' and 10' x 20' booths are required to define the perimeter of their booth space. You may order drape for your backwall and side dividers, rent a hardwall booth structure or bring your own booth structure. For rental options, please refer to the order forms located in the manual. For custom booth orders please contact: ExhibitorSalesToronto@freemanco.com

The East Exhibit Hall A and East Ballrooms B & C is carpeted with existing ballroom type carpeting.

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

Order early to take advantage of advance order discount rates, place your order by: **November 15, 2019**

SHOW SCHEDULE

EXHIBITOR MOVE-IN

For more information and helpful hints on preshow procedures and move-in, please go to: <https://s3.amazonaws.com/freeman-craft-assets/resources/Exhibitor-FAQ-Preshow.pdf>

Saturday December 7, 2019 12:00 PM - 8:00 PM
 All exhibits must be fully installed by **8:00 PM on December 7, 2019.**

EXHIBIT HOURS

Sunday	December 8, 2019	9:00 AM - 5:00 PM - Followed with Evening Reception
Monday	December 9, 2019	9:00 AM - 5:00 PM - Followed with Evening Reception
Tuesday	December 10, 2019	9:00 AM - 5:00 PM
Wednesday	December 11, 2019	9:00 AM - 4:00 PM

EXHIBITOR MOVE-OUT

For more information and helpful hints on postshow procedures and move-out, please go to: <https://s3.amazonaws.com/freeman-craft-assets/resources/Exhibitor-FAQ-Post-Show.pdf>

Wednesday December 11, 2019 4:00 PM - 10:00 PM

Freeman will begin returning empty containers at the close of the show. The entire process will take approximately **two** hours.

All labour services performed between 4:00 pm and 6:00 pm (M-F), between 8:00 am and 4:00 pm (Sat-Sun) will have overtime charges applied. All labour services performed between 6:00 pm and 8:00 am (M-F) and between 4:00 pm and 8:00 am (Sat-Sun) will have double-time charges applied. Please refer to the enclosed Labour Order Form. All material handling services performed after 4:00 pm (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

All exhibitor materials must be removed from the exhibit facility by **10:00 PM on December 11, 2019.** To ensure all exhibitor materials are removed from the exhibit facility by the Exhibitor Move-Out deadline please have all carriers check-in by **9:00 PM on December 11, 2019.**

POST SHOW PAPERWORK AND LABELS

Our Exhibitor Services Department will gladly prepare your outbound Material Handling Agreement and labels in advance. Complete the Outbound Shipping form and your paperwork will be available at show site. 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 (MATERIAL HANDLING (SHOW SITE AND WAREHOUSE), FURNISHINGS, LABOUR, GRAPHICS)

61 Brownsline
 Toronto, Ontario, Canada M8W 3S2
 (416) 252-2420 fax (416) 252-2365
FreemanTorontoES@freeman.com

CONSULTEXPO (LICENSED CUSTOMS BROKER AND SHIPPING SERVICES)

Stephanie Lane | O: 514-482-8886 ext 9 | M: 778-229-3075 | Fax: 888-629-9008 | stephanie@consultexpoinc.com
 Jeff Labbé | O: 514-482-8886 ext 7 | M: 514-709-0739 | Fax: 888-629-9008 | jeffl@consultexpoinc.com
www.consultexpoinc.com/onlineforms or www.consultexpoinc.com/forms

SERVICE CENTRE HOURS - We will have staff available at the Freeman Service Centre as follows:

Saturday	December 7, 2019	12:00 PM - 8:00 PM
Sunday	December 8, 2019	7:00 AM - 5:00 PM
Monday	December 9, 2019	8:00 AM - 5:00 PM
Tuesday	December 10, 2019	8:00 AM - 5:00 PM
Wednesday	December 11, 2019	9:00 AM - 10:00 PM

FREEMAN ONLINE®

Take advantage of discount pricing by ordering online at www.freemanco.com/store/index.jsp by **November 15, 2019.**

Using the enhanced FreemanOnline, 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 FreemanOnline from any device — **desktop, laptop, tablet** or via our new **FreemanOnline Mobile App**.

To place online orders, you will be required to enter your unique Username and Password. If this is your first time to use FreemanOnline, click on the "Create an Account" link. To access FreemanOnline without using the email link, visit www.freeman.com. You can also download and use the FOL Mobile App from the Apple or Android store, or here: folmobile.freemanco.com. A mobile web version of the FreemanOnline Mobile App is available to extend mobile use for those users that do not have an Apple or Android device or who do not want to download the app.

If you need assistance with FreemanOnline, please call our Customer Support Center at (888) 508-5054 Toll Free US and Canada or (512) 982-4186 Local and International

To access this event on Freeman Online, go to:
<http://www.freemanco.com/store/show/showInformation.jsp?showID=492054&nav=02>

MATERIAL HANDLING

Exhibitors may hand-carry their own freight into the exhibit facility. All exhibitors handling their own freight will be responsible to arrange their own storage of empty containers during the show. No storage will be available on the show floor. The use of pump trucks and other mechanical equipment however, is not permitted. 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.

Please note: All items not ordered through Freeman direct may be subject to Material Handling Charges and are the responsibility of the Exhibitor. This also applies to items not ordered through the Official Show Vendors.

Please refer to the Material Handling Order Form contained in this service manual for charges.

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.

ADVANCE WAREHOUSE SHIPPING INFORMATION

Exhibiting Company Name / Booth #
NeurIPS 2019
C/O Freeman / YRC
3985 Still Creek Avenue
Burnaby, British Columbia, Canada V5C 4E2

Important Note: Shipments from Canada Post and/or USPS that exceed 2 lbs are not accepted at the advance warehouse

Freeman will accept crated, boxed or skidded materials beginning **November 8, 2019** at the above address. All shipments must be accompanied with a Certified Weight Ticket. "Full Load" trailers without a Certified Weight Ticket may be refused and sent to obtain requested documents.

Materials arriving after **December 2, 2019** will incur additional after deadline charge.

Please note that the Freeman / YRC Warehouse does not accept uncrated freight (loose, pad-wrapped material and/or unskidded machinery), COD shipments, hazardous materials, freight requiring refrigerated or frozen storage, a single piece of freight weighing more than 5,000 pounds or a single piece of freight beyond the dimensions of 108' H x 93" W.

The warehouse will receive shipments Monday through Friday between 9:00 AM and 3:00 PM. To check on the arrival of your freight, please call 416-252-3361. If required, provide your carrier with this phone number: 416-252-2420.

SHOW SITE SHIPPING INFORMATION

Exhibiting Company Name / Booth #
NeurIPS 2019
C/O Freeman
Vancouver Convention Centre East
999 Canada Place, East Route
Vancouver, British Columbia, Canada V6C 3C1

Freeman will receive shipments at the exhibiting facility beginning at **12:00 PM on December 7, 2019.**

All shipments must be accompanied with a Certified Weight Ticket. "Full Load" trailers without a Certified Weight Ticket may be refused and sent to obtain requested documents. Shipments arriving before this date may be refused by the facility. Any charges incurred for early freight accepted by the facility will be the responsibility of the exhibitor. If required, provide your carrier with this phone number: 416-252-2420.

FREEMAN GENERAL INFORMATION

LABOUR INFORMATION

Union Labour may be required for your exhibit installation and dismantle. Please carefully read the LABOUR JURISDICTIONS to determine your needs. Exhibitors supervising labour need to pick up and release their labour at the Service Desk. Refer to the order form under Display Labour for Straight Time, Overtime and Double-Time hours.

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 Toronto Exhibitor Services at 416-252-2420 or Freeman's Customer Support Centre at 1-888-508-5054, Toll Free in the US & Canada, or 512-982-4186 for International exhibitors.

HELPFUL HINTS

SAVE MONEY

Order early to take advantage of advance order discount rates, place your order by early deadline order date: **NOVEMBER 15, 2019.**

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 discourage children from being in the exhibit hall during installation and dismantle. If children are present during installation and dismantle, they must be supervised by an adult at all times.

The operation or use of all motorized lifts and motorized material handling equipment for installation/dismantle of exhibits is NOT permitted by exhibitors or by their exhibitor appointed contractors (EAC's). Thank you for your cooperation

EXHIBITOR ASSISTANCE

Should you have any questions or need assistance, please contact Freeman's Exhibitor Services department at 416-252-2420 or via email at FreemanTorontoES@freeman.com.

WE APPRECIATE YOUR BUSINESS!