

# Circle Craft Christmas Market Exhibitor Kit 2009

## Show Dates and Hours

Wednesday, November 11 <sup>th</sup>	10am - 9pm
Thursday, November 12 <sup>th</sup>	10am - 9pm
Friday, November 13 <sup>th</sup>	10am - 9pm
Saturday, November 14 <sup>th</sup>	10am - 7pm
Sunday, November 15 <sup>th</sup>	10am - 5pm

Exhibitor entry doors will open one hour prior to show opening, 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 staff.

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 and Exhibition Centre.  
999 Canada Place Way  
Vancouver BC V6C 3C1

## Show Staff

Paul Yard	Producer
Fiona MacLeod	Show Coordinator
Christine Lawrance	Entertainment Coordinator
Betty Smyth	Staff Coordinator on Site
Paul (Booker) Griggs	Floor Manager
Carol Moore	Decor

## Show Office Telephone

Prior to show	(604) 801-5220
Fax	(604) 801-5221
During show	(604) 647-7222

Urgent messages **only** may be left with the Show Office during show.

## Move-In

*Mon Nov 9<sup>th</sup> & Tues Nov 10<sup>th</sup> 8am - 7pm*

You have been assigned a time for unloading. Try to arrive at the hall as close to the time as possible. Upon arrival, you will be given a parking permit which will allow you to park in the unloading area in Hall B (see your floor plan).

To access the Exhibit Halls, take the truck route on the East side of the building just to the right of the underground parking. ***Do not go down, instead, stay to the right.*** 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. Dollies must be returned to the parking area as soon as possible, and must not leave the building. *It is recommended that you bring your own dolly.*

## No children under 16 are allowed on site during Move-In or Move-Out.

As per Workers' Compensation Board policy, suitable, safe leather-upper footwear must be worn during Move-In and Move-Out. ***Note the halls are not heated during Move-In, so dress appropriately!***

## Move-Out

*Sunday, November 15<sup>th</sup> 6:30 - midnight*

No booths are to be disassembled before 5pm. 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 notify the Information Booth* at the Christmas Market.

The main confusion and congestion is over in an hour and a half at Move Out, so if at all possible secure your booth and then have dinner!

Category headings are listed alphabetically

## Accommodations

### **The Fairmont Waterfront**

900 Canada Place Way  
Vancouver, BC V6C 3L5  
1-800-441-1414  
[wfcreservations@fairmont.com](mailto:wfcreservations@fairmont.com)  
Exhibitor rate \$129 single/double occupancy  
Reservation Identification Code BL133

### **Carmana Plaza**

1128 Alberni Street  
Vancouver, BC V6E 4R6  
1-877-686-9988  
[www.carmanaplaza.com](http://www.carmanaplaza.com)  
Exhibitor rate  
1 Bedroom Suite ranging from \$110-\$160  
Identify as "Circle Craft Christmas Market"

### **Century Plaza Hotel**

1015 Burrard Street  
Vancouver, BC V6Z 1Y5  
(604) 687-0575  
1-800-663-1818  
[www.century-plaza.com](http://www.century-plaza.com)  
Exhibitor rate:  
Studio Double \$80/extra person \$30  
One bedroom Twin \$87/extra person \$30

### **Sylvia Hotel**

1154 Gilford St  
Vancouver BC.  
(604) 681-9321 (on the beach at English Bay)  
[www.sylviahotel.com](http://www.sylviahotel.com)

### **Inn at False Creek – Quality Hotel**

1335 Howe St. Vancouver BC  
(604) 608-2091  
1-800-663-8474  
[www.innatfalsecreek.com](http://www.innatfalsecreek.com)  
Exhibitor rate:  
Room only rate \$99/night  
Exhibitor Package Rate \$119/night  
Identify as "Circle Craft Christmas Market"

### **YWCA**

733 Beatty Street  
Vancouver, BC  
1-800-663-1424  
[www.ywcahotel.com](http://www.ywcahotel.com)

### **Pan Pacific**

300 – 900 Canada Place, Vancouver, BC V6C 3B5  
604.662-3223 toll free 1-800.663-1515  
[www.panpacific.com](http://www.panpacific.com)  
Deluxe room rate \$169.00/night  
Please ask for the "Circle Craft" room block  
Email [reservations.yvr@panpacific.com](mailto:reservations.yvr@panpacific.com)

## Admission Charges

General Admission for the public will be:  
Adults \$12.00  
Students (13-17) / Seniors (65+) \$8.00  
Children under 12 free.

**Exhibitors may order advance adult tickets from the office for half-price, \$6.00 (GST is included in all ticket prices) call (604) 801-5220. Exhibitor rate tickets also available at the Show Office on site.**

## Advertising

An extensive advertising campaign is underway. We feel that our *\$150,000 "Hard-Buy"* will ensure saturation coverage of the lower mainland market place. However, please take every opportunity to talk about this show, as word of mouth is by far the best form of publicity that we can get.

This year's postcards were printed by East Van Graphics. Visit their website to view their great rates on printing - <http://www.eastvangraphics.ca>

## Animals

No animals or pets are allowed in the facility with the exception of seeing-eye dogs.

## Awards

Cash awards will be made in two categories - Excellence in Craft and Excellence in Booth Display. These will be awarded by an invited panel of judges. First, second, and third prizes of \$300, \$200 and \$100 will be awarded in each category.

## Bags

A limited number of **recyclable** plastic bags will be supplied to you.

## 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 THE BANKS WILL *NOT* BE OPEN WEDNESDAY, SATURDAY OR SUNDAY.**

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

## 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.

**The main hall lights will be turned off.** Lights to highlight your displays are essential.

Remember each booth is supplied with 750 watts of power. Should you require more, be sure to order it with the enclosed form. You will be supplied with 8' high flame-retardant black drape for booth walls. Tables and chairs are not provided with the booth (see Rentals for additional items). ***The show management reserves the right to request improvements to your display.*** Remember the cash prizes for Excellence in Display!

## 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 Paul. He 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.

## Booth Sitting

Circle Craft will supply **Booth Sitting at a cost of \$10.00 per hour (plus GST), if ordered prior to the show. Payment is required in advance and is non-refundable. Booth Sitting ordered**

**at the show will cost \$12 (plus GST).** Please fill in the appropriate section on the enclosed form and return it with your cheque (made payable to Circle Craft) by **October 15th**. Be very prompt in returning your form as lunch and dinner hours fill up quickly.

## Company Names

Please notify the office, 604-801-5220 if your Company Name is different than it appears on your contract. This name will be used in all of the promotional material including the Show Guide.

## 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.

## Credit Card Sales

There will be a central Visa/Mastercard /Interac station at the show. If you do not have your own credit card facility, you may use our service at a 7% commission (plus GST).

### Credit Card Centre Procedures

*Exhibitors: Please use your own triplicate receipt books.*

Make out receipts for the customer containing the following information:

- Your name and **your booth number**.
- Items purchased and total.
- Taxes payable.
- Total amount due.

Keep the purchase, and direct your customer to the central Credit Card Booth with **TWO** copies (original and 1 copy) of the receipt. Your customer's credit slip will be processed immediately, as we have a Point of Sale Terminal in place which will be prominently flagged. We keep one copy of your receipt. Your customer will be given the other, stapled together with their credit card receipt. They take receipts back to show you, and you give them their merchandise. Circle Craft will mail your cheque by the 30th of November. We charge 7% of your credit card total to cover commission, staffing

and telephone. You are responsible for remitting the PST and GST.

**(Please make every effort to ensure credit cards are returned to your customer at the time of the transaction.)**

## Credit Card Verification

For those of you who have your own credit card station, a telephone for verifying sales will be available at the Information Booth in the centre of the Show. This phone is for **credit card verification only**.

Bogus cards do circulate occasionally at the Show. People using them make purchases from exhibitors using manual card systems. Typically exhibitors verify these sales at night from their hotel rooms. We urge exhibitors to verify all card purchases by phone while on site or else use the Credit Card Station to avoid fraud. *If a customer leaves a credit card in your booth, please take it to the Credit Card Centre with a phone number of the customer, if available.*

## Deliveries & Courier Service

***Be sure your courier delivers your goods on***

**Monday, November 9<sup>th</sup> before noon.**

The shipping address is:

Circle Craft Christmas Market  
(your company name)  
(your booth number)  
Exhibition Hall B  
999 Canada Place  
Vancouver, BC V6C 3C1

***We will*** receive your deliveries and see that they get to your booth however, 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 16th, between 9am and 11am ONLY**.

The preferred carrier is Reimer Express Lines Ltd, please refer to enclosed forms:

### **Reimer Express Lines Ltd.**

Exhibitor Contact Andrea Powell

Ph 1-866-496-3976

Email: [andrea.powell@reimerexpress.com](mailto:andrea.powell@reimerexpress.com)

### **Onsite Contact: Bill Rachar**

Cell. (604) 830-0057

Toll Free 1-800-531-3976

[www.ReimerExpress.com](http://www.ReimerExpress.com)

If you are using a shipper other than Reimer then please make sure that you have all of your contact information for that shipper. Circle Craft is not responsible for this information.

## Ecoupans & Postcards

\$2 OFF e-coupons will be available September 15th at [www.circlecraft.net](http://www.circlecraft.net)

\$2 OFF postcards are also available from the office. Please email or phone the office for whatever number you can distribute. We encourage you to use the e-coupons.

## Electricity and Lighting

Each 10x10 booth is supplied with 750 watts of electricity (10x15 gets 1500 watts). Should you need extra electricity and equipment complete the enclosed form and return to VCEC by October 10th. **Be sure to bring extra grounded extension cords and power bars.**

**Remember the overhead lights in the Hall will be down low – don't make the common first time exhibitor mistake which is not bringing enough lights for your booth.**

## Exhibitor Badges

You will be provided with Exhibitor Badges with your company name and booth number. These must be picked up at the **Information Booth** on arrival and worn at all times when in the hall.

Each 10x10 booth is entitled to **FOUR** badges. It is your responsibility to pass them amongst your staff.

It is important for security reasons that we keep strict control over these Exhibitor badges. There

will be a charge of \$25.00 for replacement of lost badges.

***\*Please do not use these badges as "tickets" for your relatives or friends. Instead, please purchase tickets at the exhibitor's rate.\****

See Tickets.

## Exhibitor Entry Doors

Exhibitors should enter through the Exhibitor's door only in the mornings. This will be clearly marked. **Make sure your exhibitor's badge is visible when you enter the hall.** There will be an exhibitor's entrance near the main lobby of the Convention Centre at the south end of the hall forty-five minutes prior to the show opening.

**Please do not use the Emergency doors for exiting!**

## Exhibitor Lounge

There will be a table, chairs, a kettle, a fridge, and a microwave oven so that those exhibitors who wish can prepare a light lunch. Exhibitors are reminded of the food court under the Waterfront hotel. Smoking is not permitted in the hall.

*The Exhibitor's Lounge will be located on the second floor of the Convention Centre. Access via the escalator beside the Performers' Entrance.*

*Under no circumstances are alcoholic beverages permitted in your booth.*

## Fire Regulations

Read the enclosed Fire Regulations carefully and make sure that you conform. Special questions should be directed to the Fire Marshall at the Vancouver Convention and Exhibition Center.

## First Aid

VCEC 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 1500, 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 VCEC you will be able to arrange for the same during Move-In.

## Insurance

We have general insurance coverage for the show, *however you are entirely responsible for your own booth and stock.*

## Merchandise Removal Form

Anyone wishing to remove work from their booth at night **must** fill in a Merchandise Removal Form. This is to protect you against any unauthorized persons leaving the show with your work. These forms will be available from the Show Office.

## Parking

Limited parking is available at Canada Place **for regular height vehicles only.** Complete the form provided and return it to:

**Vinci Park (East Facility)  
Box 52  
999 Canada Place  
Vancouver BC V6C 3C1  
Ph. (604) 684-2251**

People with over-height vehicles refer to enclosed VCEC forms.

## 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 form of publicity that we can get.

## Rentals

Goodkey Show Services are mounting our show, and rental forms are enclosed. Please complete and return them to **Goodkey Show Services** by October 24th, with payment. Remember the pre-order prices are *cheaper* than the onsite orders.

Ph. 1.877.726.2211  
Fax (780) 426-5734  
[www.goodkey.com](http://www.goodkey.com)

## Restocking

You will be permitted to restock each morning for one hour before the show opens. If you must bring your vehicle to restock, use the overhead door at Hall B via the truck route. Otherwise, use the Exhibitors' Entrance.

## Sales Tax

You are required to collect Provincial Sales Tax, to be remitted to the Province of BC. The tax is 7% of the selling price. The address is:

*Consumer Taxation Audit Branch  
800-360 West Georgia St.  
Vancouver, BC V6B 6B2*

You may also be required to collect and remit GST; please contact Revenue Canada for details.

## Security

Guards will be on duty day and night however, ***you are responsible for the security of your own booth*** and should have adequate insurance to cover potential losses. Your booth must be staffed at all times during open hours and we repeat again that you should pin your booth closed for the night and remove all small valuables.

## Smoking

The Vancouver Convention and Exhibition Centre is a non-smoking building.

## Sound Systems

Music, radios, and voice amplification systems are ***not*** allowed in the booths.

## Storage

Limited storage will be available for additional 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.

## Telephones

Urgent messages will be relayed through the Show Office however, the Show Office telephone is ***not*** for exhibitor use. Outgoing calls must be placed through the pay phones situated throughout the building. Enclosed is a telephone order form in case you wish to have a phone in your booth.

## Tickets

Two Complimentary Tickets will be mailed to you. Additional tickets are available upon request, in advance or at the Show Office, at the special exhibitor's rate of \$6.00 (GST included) and are valid for any day of the show.

## Transportation

The Vancouver Convention and Exhibition Centre is situated at the terminus of the Skytrain (going to Vancouver, Burnaby, New Westminster, and Surrey) and the Seabus (going to North Vancouver). All downtown buses stop within 2 blocks. The airport bus stops at the Pan Pacific Hotel (adjacent to VCEC). There is a taxi stand outside the Pan Pacific Hotel.