



# Welcome to Circle Craft Christmas Market 2019

## This is your Exhibitor Kit

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Rental forms for booth equipment - Goodkey Show Services      See other attachment

Vancouver Convention Centre information package      [Click HERE](#)

Please be aware that Circle Craft supplies each booth with 10' of frontage with 750W of power. Larger booths will receive 1500W. **If you need additional electrical, please make sure you order from the Convention Centre - it is MUCH CHEAPER to do this in advance and you will be charged for any overages if you require additional power at the show.**

## Show Dates and Hours

November 7 - 11, 2019

Thursday, November 7th	10am - 9pm
Friday, November 8th	10am - 9pm
Saturday, November 9th	10am - 9pm
Sunday, November 10th	10am - 7pm
Monday, November 11th	10am - 5pm

On show days, exhibitor entry doors will open at 8am, 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 management.

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 Centre West  
Exhibition Hall C  
1055 Canada Place Way  
Vancouver BC V6C 0C3

## Show Staff

Rossanne Clamp - Show Producer  
Andrea Sanders - Show Producer  
David Camisa - Administrative Assistant  
Sue Monett - Staffing Coordinator  
Dani Henson - Bookkeeping/Accounting

## Show Office Telephone

Prior to show (604) 801-5220  
Fax (604) 801-5221  
At the show (778) 331-7641

Urgent messages may be left for the management team with the staff at Show Office B during show.

## Move-In

Tuesday, November 5 & Wednesday, November 6, 2019

**ASSIGNING OF TIMES TBA. We will be using Voyage Control and move-in will be done by zone, as we did in 2018. Details will be passed on to exhibitors once they become available from the Vancouver Convention Centre (estimated to be announced week of October 21).**

Upon arrival, you will be given instructions which will allow you to temporarily park in the unloading area in the Hall or in the loading bays. To access the Exhibit Halls by vehicle, take Waterfront Rd. Truck route either via the north end of Main St. or from Cordova St. (travelling Westbound) between Burrard and Thurlow. Stay in the left lane; take the “down ramp” past Harbour Air. There are signs to the loading bay, talk to the security guard to obtain your move-in instructions. **You will not be able to drive up to your booth (see \*important information\* bulletin in email for more details!),** but dollies will be available on a first come, first serve basis. *It is recommended that you bring your own dolly if possible.*

Please pick up your show badges from the ladies at the Show Office. All personnel are also required to ‘sign-out’ a safety vest, this must be worn at all times.

Dollies must be returned to the parking area as soon as possible.

As per Workers' Compensation Board policy, suitable, safe leather-upper footwear must be worn during Move-In and Move-Out.

**Note that the halls are not heated during Move-In/Out & loading doors will be open, so dress appropriately! No children under 16 are allowed on site during Move-In or Move-Out under any circumstances.**

## Move-Out

Monday, Nov 11th from 5:30pm-midnight

No booths are to be disassembled before 5:30pm. The show closes at 5 pm but it will take approximately half an hour to clear the public. Specific times have not been allotted for Move-Out. Priority will be given to those who **MUST** catch a Sunday night ferry or plane. **If you are in this category, please wait for the Move-Out package which is delivered to your booth on SATURDAY night.** The main confusion and congestion is over an hour and a half into Move-Out, our recommendation is that you secure your booth and then have dinner!

## Accommodations

We understand that many of you are travelling to participate in the Christmas Market, and must book flights and hotels as soon as possible. Due to a number of factors, we have been unable to secure a hotel block for exhibitors for 2019. A list of hotels in the area is listed below. In the past few years, we have had a spike in exhibitors using services like AirBnB, VRBO, etc. to book accommodation. We would like to advise you that if you use these services, please make sure that you book a verified host as there are stringent by-laws in Vancouver that may result in your reservation being cancelled at short notice without this verification.

## **Hotels Offering Exhibitor Rates:**

### **Sandman Hotel City Centre**

180 West Georgia St, Vancouver BC  
604-681-2211

\$109 + tax - Queen Room / \$129 + tax - King Room

\*Please identify as a Circle Craft exhibitor when booking and use booking code "1129049"

1.4km from the Convention Centre/18 min walk/8 minute drive.

### **Sandman Suites on Davie**

1160 Davie St, Vancouver BC  
604-681-7263

\$129 + tax - Queen Suite

\*Please identify as a Circle Craft exhibitor when booking and use booking code "1129049"

1.6km from the Convention Centre/20 min walk/9 minute drive.

### **Century Plaza Hotel**

1015 Burrard St, Vancouver BC  
604-687-0575

\$129.00 + tax - Studio Suite / \$149.00 + tax - One Bedroom Suite / \$189.00 + tax - Executive Suite

These rates are not guaranteed. Please identify as a Circle Craft exhibitor when booking.

1.2km from the Convention Centre/15 min walk/8 min drive.

## **Hotels in the Vicinity:**

### **Holiday Inn Hotel & Suites (3\*)**

1110 Howe St  
Vancouver BC  
1-855-247-4380  
(1.4km, 18 min walk)

### **Days Inn YVR Downtown (2.5\*)**

921 West Pender St  
Vancouver BC  
1-866-223-1970  
(0.3km, 4 min walk)

### **Coast Coal Harbour (4\*)**

1180 West Hastings St  
Vancouver BC  
640-697-0202  
(0.4km, 6 min walk)

### **Pinnacle Hotel (4\*)**

1133 West Hastings St  
Vancouver BC  
1-866-500-4938  
(0.2km, 3 min walk)

### **Ramada Ltd. Downtown (2.5\*)**

435 West Pender St  
Vancouver BC  
1-855-247-4371  
(0.8km, 11 min walk)

### **YWCA Hotel (2.5\*)**

733 Beatty St  
Vancouver BC  
1-866-500-4938  
(1.5 km, 20 min walk)

## **Vacation Rental Sites:**

[www.airbnb.ca](http://www.airbnb.ca)

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

[www.homeaway.ca](http://www.homeaway.ca)

## **Admission Charges**

General Admission for the public will be:

Adults \$15.00+GST

Students (13-18) & Seniors (65+) \$12.00+GST

Children under 12 are free.

**Exhibitors will all have two complimentary tickets included with their show badges. These can be picked up at move-in.** Additional exhibitor tickets will be available at the Show Office on-site for a purchase price of \$7.50 (taxes included).

**For marketing purposes, we have created a coupon code CCM for you to mail your customer list to receive \$3 off the regular box office ticket price. Please use this, along with the advertising jpeg & pdf files we have in the exhibitor portion of our website.**

## Advertising

We are advertising in many areas. We ask that each of you please take every opportunity to talk about this show. Word of mouth is one of the best forms of publicity that we can get. Again for 2019, **postcards will be printed and made available for pick-up from the Circle Craft store on Granville Island as of September 17th.** Please distribute these as widely as possible to your contacts.

When you're posting Market-related posts on social media, please be sure to tag us! For Facebook, please tag @CircleCraft and for Instagram & Twitter, please tag @circlecraft and use the hashtag #circlecraft2019. On Instagram, tagging us will be the only opportunity to have your posts featured. We will do our very best to share as many of your posts as possible.

Facebook: @CircleCraft / Instagram: @circlecraft / Twitter: @circlecraft

**Please make sure to take a look at the “Georgia Straight Advertising Partnership” attachment! We are offering this exciting opportunity to exhibitors this year in addition to advertising in our in-house program.**

## Animals

No animals or pets are allowed in the facility, apart from guide dogs.

## Bags

A limited number of **recyclable, biodegradable** plastic bags will be supplied to you upon request. These can be picked up from the Show office during the event. We encourage the use of Circle Craft bag as we see these on the street as a walking advertisement. You are welcome to use your own branded packaging if you choose.

## 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 MOST BANKS WILL NOT BE OPEN on MONDAY because it is a public holiday.**

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

## Booth Sitting

If needed, we have a very limited amount of Booth Sitting coverage available at a rate of \$20 per 45-minute block. These must **be BOOKED IN ADVANCE** by October 15<sup>th</sup>. Coverage will be booked on a first-come first-served basis and availability is not guaranteed. There will not be booth sitting available to be booked at the show. **If you are in need of staff to work in your booth, we suggest coordinating with other exhibitors on the 2019 Market Exhibitors Facebook page (invite to go out this week!).**

## CIRCLE CRAFT DOLLARS

Once again, we will be spreading Circle Craft Dollars as a way of advertising. We require that all exhibitors honour these as cash at your booth. We will give you a full cash refund from the **Show Office** throughout the show and from our West 8th office after the show, last reimbursement date is Dec 20<sup>th</sup>. 2019. More information will be distributed with your show badges at move-in. An example of what these will look like is:



## 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.

Lights to highlight your displays **are essential**. Remember each booth with a 10' front is supplied with a minimum of 750 watts, larger booths will have 1500 watts of power. Should you require more, please make sure you order from the Convention Centre - it is MUCH CHEAPER to do this in advance and you will be charged for any overages if you require additional power at the show.

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

Your booth will be pre-hung with 8' high flame-retardant **WHITE** drape for back and side walls. Should you want a different colour of drape, this can be ordered from Goodkey Rentals. Tables and chairs are not provided with the booth (see Goodkey Rentals for additional items). **The show management reserves the right to request improvements to your display.** Remember there are cash prizes for Excellence in Display!

## **Electrical details for your booth:**

-ONLY 3 prong grounded plugs can be used in your setup    -ONLY CSA approved electrical equipment is permitted



-No metal to metal connections - all metal components **MUST** be mounted on wood or other insulated backing before being attached to your booth or cross bars.

## **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 email [market@circlecraft.net](mailto:market@circlecraft.net) and ask for advice. We have extensive experience working 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 if needed.

## **Company Names**

**Please notify the office if your Company Name details are different than it appears on your contract.** This information will be used in all of the promotional material including the Show Guide and your exhibitor badges.

## **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, nor do we allow distribution of marketing materials outside of your booth.

## **Deliveries & Courier Service**

**Be sure your courier delivers your goods on Tuesday, November 5th before noon.**

The shipping address is:

**VANCOUVER CONVENTION CENTRE WEST  
CIRCLE CRAFT CHRISTMAS MARKET  
Exhibition Hall C  
(YOUR COMPANY NAME)  
(YOUR BOOTH NUMBER)  
Attention: Dock Office  
Via Waterfront Road Truck Route  
1055 Canada Place  
Vancouver, B.C. Canada V6C 0C3**

We will receive your deliveries and see that they get to your booth. 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 **Tuesday morning, November 12th, between 9am and 11am ONLY.**

The preferred carrier is: **Corey Crawford** - Exhibit Coordinator YRC Reimer - Vancouver, BC  
Mobile: 604.968.0908 | Office: 604.431.5212 | Fax: 604.433.8889 | Email: Corey.Crawford@YRCFreight.com  
YRC Reimer Customer Support: 1.877.330.3321 For quotes on shipping to or from the show, please call this number. If you are using a shipper other than Reimer, please make sure that they have the above information & that you can contact them directly if needed. Circle Craft is not responsible for this information.

## **Exhibitor Badges**

Each booth will be provided with FOUR Exhibitor Badges (20' booth will get SIX) with your company name and booth number. These must be picked up at the **SHOW OFFICE** at set-up and **must be shown at all times for entry into the hall. Please do not leave your badges in your booth at night, as you will need them for re-entry into the Show.**

Our staff may refuse entry if no exhibitor badge can be produced. There will be a box at the Exhibitors entrance where you can leave badges for staff, it is your responsibility to make sure there are badges for all your staff. For security reasons, it is important that we keep strict control over these Exhibitor badges. **There will be a \$7 charge for additional badges.**

**\*Please do not use these badges as "tickets" for your relatives or friends.  
Please purchase exhibitor rate tickets.\***

## **Exhibitor Entry Doors**

Exhibitors should enter through the Exhibitor's door only. This will be clearly marked. **Make sure your exhibitor's badge is visible when you enter the hall.** The exhibitor's entrance will open at 8:00AM each morning. **Please do not use the Emergency doors for exiting.**

## **Fire Regulations**

Read the Fire Regulations carefully (found in the Vancouver Convention Centre forms attachment to the Exhibitor Kit email) and make sure that you conform. Special questions should be directed to the Fire Marshall at the Vancouver Convention Center.

## **First Aid**

VCC 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 7500, 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 VCC you will be able to arrange for this during Move-In.



## Merchandise Removal

Anyone wishing to remove work from their booth at night must have approval from show management. Please arrange this in advance through the Show Office. This is to protect you against any unauthorized persons leaving the show with your work.

## Parking

Day parking is available at Vancouver Convention Centre West 1055 Canada Place for approx. \$30.00/day. We believe the cheapest parking is still at the "Old Convention Centre" at 999 Canada Place. It is approx. \$26.00/day for an exhibitor pass. **Regular height vehicles only.**

**WestPark Canada Place**

**Ph. 604-669-7275**

**Website:** <https://canadaplace.westpark.com/rates.html>

## Promotion of Your Crafts

We urge you to keep a mailing list with names, addresses and **e-mail 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 publicity that we can get.

## Rentals

Goodkey Show Services are mounting our show; their details are attached to the exhibitor kit email. Please communicate directly with **Goodkey Show Services** for your requests. Remember the pre-order prices are cheaper than the onsite orders.

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

## Restocking

You will be permitted to restock each morning. Exhibitors may enter at 8am on show days. If you must bring your vehicle to restock, use the overhead door at Hall B via the truck route. Otherwise, use the Exhibitors' Entrance.

## Security & Insurance

Guards will be on duty day and night. We have general insurance coverage for the show but you are entirely responsible for your own booth, stock and monies onsite. We suggest that you have adequate insurance to cover potential losses. Your booth must be staffed at all times during open hours and we recommend again that you should pin a sheet over the front of your booth for the night and remove all small valuables.

## Sound Systems

Music, radios, and voice amplification systems are **not** allowed in the booths without show management permission.

## Storage

Limited storage will be available behind your booth for additional stock. It is your responsibility to leave an access point in the rear of your booth to reach your 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.

**\*Please note that this year, storage spaces may be much smaller than in previous years. Exhibitors will all have access to 2.5' times the length of your booth, and this will be enforced. If you need additional storage, there will be satellite storage sites where you can keep your extra stock.**

## 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.

## Tickets

Two Complimentary Tickets will be left with your exhibitor badges for pickup at Move-in. Additional tickets are available upon request, and may be purchased at the Show Office at the special exhibitor's rate of \$7.50 (GST included) and are valid for any day of the show.

## Transportation

The Vancouver Convention Centre is situated near the Waterfront Skytrain Station (going to Vancouver, Richmond, Burnaby, New Westminster, and Surrey) and the Seabus (going to North Vancouver). All downtown buses stop within 2 blocks. There is also a taxi stand outside the Pan Pacific Hotel.

## Wi-Fi

Regarding internet access at the Christmas Market, please note that you have two options. WIFI will be available for purchase at the time of the show from the Convention Centre at the cost of approximately \$80 for the 5 day period. The second (recommended!) option is to purchase additional data from your own internet service provider, which is generally much cheaper and more reliable.

If you wish to order WIFI from the Convention Centre, the Circle Craft staff will be able to assist you during move-in and on the first day of the show.