BMO CENTRE
STAMPEDE PARK • CALGARY • CANADA

Calgary Stampede

EXHIBITOR SERVICES FREQUENTLY ASKED QUESTIONS

BMO CENTRE at Stampede Park

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Electrical

Is power supplied with my booth?

Services included with booth fees are determined by the event organizer. Information regarding included services will be outlined in exhibitor packages distributed by the event organizer. Please read the manual carefully, or speak to the event organizer for clarification.

I just need a basic 120-volt household/office outlet – which one should I order?

Our basic outlet is

- 1500-watt 120V 15 amps (up to a 4-outlet box).
- It is important to note is that the total usage cannot exceed 1500 watts or a breaker will trip, requiring the electrician to reset the breaker.

How do you determine what your power requirements are?

All products sold in Canada are labelled to provide this information. Labels are positioned on the back of the product and list power and voltage requirements specifically required for operation. All devices that require power must be CSA approved or UL approved for Canadian use.

For example:

- Coffee Maker requires 1,200 watts – order 1,500-watt 120V 15-amp outlet;
- Blow Dryers, require 1,500 watts – 1875 watts – order 1,500-watt 120V 15-amp outlet or a 2000-watt 120V 20-amp circuit;
- Irons, 700 – 1500 watts (check manufacturer's label) – 1,500-watt 120V 15-amp outlet;
- 6 x 100-watt light bulbs = 600 watts – order 1500 120V 15-amp watt outlet.

Please note: if any one piece of equipment requires 1,500 watts of power to operate, you need to order a 1500-watt 120 V 15-amp outlet. You can only utilize one of the power outlets if the equipment requires the full 1,500 watts of power to operate.

Motor home power requirements (depends on the size of the unit):

- 30-amp 125 V, or;
- 50-amp 208V single phase.

*Example only. Please check manufacturer's information label on the particular model.

Tent trailers, some small travel trailers:

- 1500-watt 120V 15 amp

*Example only. Please check manufacturer's information label on the particular model.

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Where is my power located?

Power outlets are installed at the rear of your booth at the drape line or back wall, our power is sourced from overhead or from pillars, when appropriate. If you require a specific location for power, a floor plan shall be submitted with your electrical order. All under carpet outlet requests are subject to a surcharge. When ordering specific placement of electrical services, other than at the rear of the booth, please specify:

- back of your booth;
- adjacent booth numbers;
- mark the exact location of each outlet with measurements;
- mark the main electrical entry into your booth;

What hours are my electrical services turned on?

Power is typically placed during move-in; the BMO Centre electricians cannot begin to drop electrical into booths until the booth space has been marked by the general services contractor for the event. In addition

- 1 hour before event opening each day;
- during all event hours, and;
- 1 hour after event ends each day.

* Due to the temporary conditions which exist during set-up, installation of services is not guaranteed upon exhibitor arrival. We will deliver your services as early as possible, but services are not guaranteed until the start of the event.

What if I need 24-hour power?

If you require continuous power 24 hours a day for the entire length of the event, you will need to order 24-hour power service. A 24-hour service surcharge is applicable.

Is the rental price of electrical a 'per day' charge or 'per event' charge?

Electrical pricing is for the duration of the event.

Is the cost of labour covered in my quotation?

Yes, prices include the labour required to install and remove the electrical service(s) to your booth. If a hardwire connection is required to a specific piece of equipment, additional labour fees will then apply.

May I hardwire my own equipment on site?

Due to safety regulations all hardwire power connections and on-site cable installations must be completed by BMO Centre Electricians to ensure all electrical, safety codes and building rules are followed. This is for the protection of the exhibitors, attendees, facility staff and employees of all sub-contractors. The term "hardwire" means that the wires are spliced into a junction box.

Does the venue have power to service my event?

A wide variety of electrical services are available. It is our function to safely, efficiently and economically distribute electrical services from the main distribution point to the required locations on the event floor. If you have unusual requirements, please call to discuss how we can service your event.

Do you have lighting and if so, what kind?

The following options are available:

Hi-Bay Lights (mini spot lights) – are mounted on ceiling beams or trusses in permanent Calgary Stampede event spaces only, for example, exhibition halls. The service is not available in temporary structures, such as tents.

- excellent illumination & highlighting of large areas (e.g. cars, trucks, machines);
- coverage approximately 10x10 foot area;
- good colour correction and no excess heat in your booth;
- power included at no additional cost to this item.

Chrome Floor Stands (complete with 150-watt floodlights).

- combination of 2 or 3 lights per stand;
- normally placed in the front corner of your booth;
- swivel heads; can be adjusted to illuminate individual products or provide direct lighting on specific products;
- excellent way to highlight a focal point in your booth;
- coverage approx. 8x10 foot area;
- power is not included with these and must be ordered separately.

500-Watt Quartz Light on Stand - 1 single rectangular bulb.

- normally placed in the front corner of your booth, to illuminate individual products or provide direct lighting on specific products;
- power is not included with these and must be ordered separately.

Why do you have an ordering Deadline Date?

The deadline date allows us to plan the move-in process. The time prior to your event's move-in allows us to determine how much equipment is required, replenish our supplies, schedule labour and prepare floor layouts.

The advance deadline is 14 days prior to the first day of your event move-in. Orders can still be processed after the deadline date but are subject to the standard pricing structure which is charged at a higher rate. Please help us plan effectively and efficiently - place your order by the deadline date and save money.

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Audio Visual (provided by Encore Canada)

How do I order audio visual services?

In partnership with the BMO Centre at Stampede Park, audio-visual services are provided by Encore Canada. Services may be ordered using by contacting ENCORE Canada directly at nelson.chan@encoreglobal.com.

Is power included with my audio-visual orders?

For clients planning an event, if audio visual services are provided by Encore Canada, electrical service is included in the price of your quote and supplied by the BMO Centre at Stampede Park.

For exhibitors requiring audio video services for their booth, electrical service is not included in your Encore quote and must be purchased directly from the BMO Centre at the Stampede Park via the Exhibitor Services order portal.

Electrical service is not provided for audio visual equipment services provided by another third party supplier and shall be ordered separately through the Exhibitor Services order portal.

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Banner Hanging Services

My banner type is not shown on the online order form. How is this ordered?

All non-standard banners / sign hanging / take down rates are determined by several factors.
These cannot be ordered online. In order to request a quote, Section 6: Banner and Sign Hanging of the Exhibitor Order Form Package must be completed and submitted to exhibitorservices@calgarystampede.com.

The following information is required:

- Flat oversize - send dimensions
- Multi-sided - send schematic illustration
- Halo/round - send schematic illustration
- Total gross weight
- Illustration showing where the banner / sign in located relating to the booth space
- Include electrical requirements for banner / sign if required.

Once your quote request is submitted, it will be reviewed and a quote will be sent to you from the Exhibitor Services office. In order to proceed, the form must be returned with an approval signature, and fire certificate (if required), in order to be hung during event move in.

If the quote has been forwarded to Encore Canada, they will send a quote to you directly and arrange for payment through their accounting department.

I preordered banner / sign hanging, now what do I do?

- Thank you for pre-ordering.
- Pre ordered signs / banners are noted in the Banner team's pre-order task list.
- The team systematically provides sign and banner hanging service according to each event's move-in plans and times, when signs are built and ready and if there is room in the area for necessary equipment such as boom lifts.
- Appointments are not available.
- Banners must be laid out in the booth space and three dimensional signs must be fully assembled before they can be hung by our team.
- Exhibitors are also welcome to contact the Exhibitor Services order desk after their banner(s) or sign(s) are at their booth, assembled and ready to be hung and we will add this information to the banner team's move-in list.
- For signs being hung by Encore Canada, they will arrange for timing for when the banner should be hung. If you have any questions for timing of the banner hanging you can contact Encore directly or contact the Exhibitor Services order desk and we will assist with following up with Encore Canada.

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Custom Banners and Signs

Custom Banners and Signs can be manufactured at the Calgary Stampede Sign Shop. These cannot be ordered online. To obtain a quote, the following information should be emailed to exhibitorservices@calgarystampede.com.

- Type of banner or sign (Vinyl or Coroplast)
- Indicate dimensions
- Indicate print and background color
- Describe font style
- Send layout illustration. Include grommet locations or sleeve for rail/rod.
- Send original file of logo or artwork required for the banner/sign.

All information must be received a minimum of one week prior to the event's first move-in day.

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Internet

What time periods is Internet service available for?

Both wired and wireless internet can be purchased for 1, 2, 3, 4 or 5 days through Exhibitor Services. For 4- or 5-day events, the weekly rate is the most economical, based on a 3.5 day rate.
Wireless internet is available for the same time periods and is also available to purchase for shorter time periods, ordered on-site, direct from your computer browser and charged out directly to your credit card.

Are routers permitted?

No, routers are not permitted on the Calgary Stampede Internet network. If you require networking capabilities, switches are permitted. You can bring in your own switch or rent a switch from Exhibitor Services. Additional IP Addresses must be purchased based on switch port management. If a router is found to be on the network, the service may be shut down and no refund will be provided.

Are Custom Networking capabilities available?

Yes, custom networking is available. Requests must be submitted in advance of the event move-in with details regarding what is required, and a custom quote will be provided. Custom Networking is not available to order on-line at this time. For exhibitors, custom internet can be ordered by submitting the request on a hardcopy of the exhibitor order form found in the exhibitor order form package.

For event organizers, custom networking options should be discussed with your event manager.

Is Wireless Internet available in all locations?

Wireless internet is available in the permanent buildings within Stampede Park. Outdoor service is available by request, based on availability.

How do I obtain my access code for Wireless Internet that I have pre- purchased?

When your order for pre-purchased wireless internet has been processed, a unique access code will be generated for you and instructions for logging into the 'Stampede Visitor Network' will be e-mailed 3 – 5 days prior to the first day of move-in for the event. The e-mail will be sent to the e-mail address provided on the order; please be sure to communicate this information to the on-site representative for your booth.

For event organizers, the wireless internet codes will be provided to you by your designated event manager.

Can I use the wireless access code for more than one computer?

No, each computer requires its own access logon code and is non-transferable.

I need wireless internet for a SQUARE or other payment device. How do I order this?

Place your order through our online order portal for wireless internet service for the number of days it is required and at the end of the order process, add a note indicating that the wireless internet if for a payment device. Instead of being provided with a code to connect to the Stampede Visitors Network, our exhibitor concierge will come to your booth during move-in to connect your device to the dedicated network for payment devices.

What is the difference between Standard Internet Service and Enhanced Internet Service?

Standard internet is a basic browsing service. This is optimal for users who need basic internet connectivity to browse the web/check mail. There is no speed guarantee and no connection sharing.

Enhanced service is for users who need visibility on the internet. A static IP address is assigned for each enhanced Internet line ordered. Service speed is a 50+MB connection with a routable IP address. If you are networking computers, the enhanced service is required and additional IP addresses must be ordered. A switch is required and can be rented through Exhibitor Services or you may provide your own switch.

Examples of reasons enhanced internet service may be required include, but are not limited to the following:

- Require speeds of 100 MB
- Guaranteed speeds are required for streaming.
- A real world routable IP address is required.

Where do you install my wired Internet?

Both dynamic and dedicated hardwired internet lines are dropped at the back of the exhibit space. To request the line in a specific location, a floor plan must be submitted with measurements indicating the location you want your internet service to be terminated to. If this service is to be run under carpet or under some type of flooring, the under carpet/flooring wiring surcharge is applicable.

Can I use more than one (1) computer for my wired STANDARD Internet service?

The computer can be changed at any time on this service by simply unplugging the service from one computer and plugging into another. Only 1 computer can access the standard internet service at a time.

Can I use more than one (1) computer for my wired ENHANCED Internet Service?

The enhanced wired internet service can be networked. One single valid IP (real world) address is assigned with this service. Up to 4 additional IP addresses can be purchased along with a switch. A quote will be provided for any larger network requirements.

Is there Complimentary Wireless anywhere?

Yes, there are complimentary wireless hotspots located in the BMO Centre front concourse. This is a limited bandwidth service for a maximum of a 1-hour time frame.

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Telephone Services

I connected my phone or fax to the phone line and it does not work?

All phones / fax requires you to dial 9 first in order to get an outside telephone line. If you are still having issues, contact the exhibitor concierge at 587-433-5653.

Do you provide long distance services?

Yes, long distance service is available and must be ordered. It is necessary to provide a credit card to be kept on file as the long-distance report is produced after the event and only then are we able to bill out for actual long-distance charges.

Is Electrical service provided when I order Telephone Services?

No, electrical service is not provided with telephone services and must be ordered separately.

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Plumbing Service

I require a sink. Please describe the sink unit you rent.

We rent triple sinks. Approximate measurements are 54" W x 24" D x 35" H. Sinks include a cold-water connection as well as a small hot water tank. Plumbing and electrical connections are included with the rental fee. In-floor drains are not available at all locations and as a result you may need to rent a holding tank.

How do I know if a drain is available in my booth space?

If a drain is important, please address this requirement with the Organizer (the people you rent your space from). Once you have your booth number, contact Exhibitor Services to ensure that this is available.

My space does not have a drain. What alternatives are there?

For locations where a drain is not available, it is necessary to rent a holding tank. These have a capacity of approx. 20 gallons and emptying these is managed by our venue service team. For users that produce a lot of grey water, we recommend renting two holding tanks.

I require a natural gas connection. Is this available?

Natural gas is available in limited locations in the exhibit halls. If natural gas service is required for your booth, please address this requirement with the Organizer (the show contact you have rented the booth space from). Once you have your booth number, contact Exhibitor Services to ensure that natural gas is available in your location. A floor plan with type of gas appliance(s), location of appliance(s) and BTU's of appliance(s) being connect to natural gas is required prior to your event move-in. Due to permit restrictions any Natural Gas orders received less than 72 hours prior to the event move-in may not be accommodated.

Outdoor Plumbing Services

There are limitations on availability. A Booth number is required so that we can compare this against your organizer's approved floor plan for location and availability of these services. Additional charges are applicable for outside services.

Can I order propane gas or compressed air from the BMO Centre?

Propane Gas and Compressed Air is not available through the Exhibitor Services. At the BMO Centre. We recommend the following service providers for these services:

For Compressed Air

Northwest Equipment

Terry Nickel – Service Coordinator
Phone: (403) 960-0515
Email: t.nickel@nwequipltd.com

For Propane

Super Save Calgary Office
Phone: (403) 590-4011
Or
Temp Heat
Phone: (403) 276-9181
Email: info@tempheat.ca

Note: Prior to propane being permitted on the show floor an open air fire permit application from the CFD must be completed. Contact 311 to begin the process.

Final approval is required from the Calgary Stampede Manager, Public Safety, before propane is permitted on the show floor.

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Parking

How do I access the loading dock apron?

Access to the BMO Centre Loading Dock Apron is complimentary for move-in and move-out. Access must be booked ahead of time through the Voyage Control booking system and the time allowed for unloading and loading is determined by vehicle size. Arrival without a booking may result in delayed access to the Loading Dock Apron. There is strictly no parking within the Loading Dock Apron and regular parking rates apply at all other Stampede Park parking lots.

For events in other locations on Stampede Park, please contact the Event Organizer or Exhibitor Concierge for details on move-in and move-out.

Am I permitted to drive my vehicle into the exhibit halls when unloading?

Vehicles are not permitted on the exhibit floor. Exceptions may be made for vehicles that are on display at an event or if it is essential for unloading of materials; in these cases, approval must be obtained from the show organizer and required forms must be completed prior to the start of the event move in. The show organizer will provide a list of approved vehicles to our teams prior to an event moving in.

What are the benefits of pre-purchasing exhibitor parking permits?

You can order and pay for all services with one easy step. A discounted rate is applied to exhibitor advance parking orders, place no later than 10 days prior to the start date of the event. They are available for pickup at the exhibitor services order desk during move in.

What happens if I miss the advance purchase price cut off date for parking permits?

After the 10-day advance order date has passed, exhibitors can purchase exhibitor parking permits directly from the parking gates during move-in or event dates.

What days are parking applicable?

Parking rates apply to move-in, event and move-out days.

You will be given time window at the loading dock for unloading. A parking pass is not required for unloading. However, if you need to park your vehicle to complete set up of your booth, a parking pass will be required.

Do I need to purchase a parking permit for my trailer?

If your vehicle, together with your trailer, exceeds 19 feet (measured bumper to bumper) then it is necessary to purchase another parking permit for your trailer space. Trailer parking locations for events is determined by event needs, for some events trailer parking will be designated back of house or in specific lots.

Where do I park?

Some areas are restricted from general parking and an exhibitor parking permit is necessary to access the area. Exhibitor parking is based on first-come-first-available space; Parking lots 14 & 20 have been designated as exhibitor parking for BMO Centre Events. Events in other buildings on park will utilize parking lots in the immediate area of the buildings. On-duty parking attendants can provide direction to the lots when you arrive.