



2018 Claims and Anti-Fraud  
Annual Conference

Congrès 2018 Règlements  
et Lutte contre la fraude

St. John's, NL  
May 08- 10, 2018

*Navigating the Future*

*La vague de l'avenir*

**Exhibitor Information Package**

**Renseignements à l'intention des exposants**





**2018 Claims and Anti-Fraud Annual Conference Exhibit Booth Space Application**

The following *Rules and Regulations* are understood and accepted as part of the agreement between the Canadian Life and Health Insurance Association Inc. (CLHIA) and those firms exhibiting and renting space at the conference, to be held at the St. John's Convention Centre from May 8 - 10, 2018.

**Overview of Conference Timing and Program**

New this year, the exhibit booth includes **two exhibitors**. Exhibitor attendance is included for all plenary sessions, workshops (\*other than those designated for CLHIA members only), Opening and Exhibit Hall Closing Receptions, all breaks, breakfasts, lunches, Group Walk and Thursday's Lunch Keynote Speaker. The program has been updated to have workshops open to exhibitors in all of the sessions.

The exhibit hours have been consolidated into the **first two days of the conference** while still providing the same number of exhibit hall hours with delegates as in past years. Exhibitors are welcome to attend the conference including on-site meals, sessions, and activities through Thursday May 10.

**The Wednesday evening Special Event is back!** This year's event will be, "Rally in the Alley" which includes dinner and a pub-crawl through famous George Street. After the pub crawl, we will meet at a final pub with music and dancing for the rest of the evening. Come join the fun. Tickets for this event are \$85.00 + HST.

The Exhibit Hall is open and booths are to be staffed during the periods which are **shaded in the below agenda**

Tuesday, May 8				Thursday, May 10			
10:30 a.m.	-	4:00 p.m.	Exhibit Booth Set-up Time	8:00 a.m.	-	9:00 a.m.	Breakfast
1:00 p.m.	-	2:15 p.m.	Opening Remarks and Industry Update	9:00 a.m.	-	10:15 a.m.	Workshop 6
2:30 p.m.	-	3:30 p.m.	Workshop 1	10:25 a.m.	-	11:30 a.m.	Workshop 7
3:45 p.m.	-	5:00 p.m.	Workshop 2	11:30 p.m.	-	12:15 p.m.	Lunch in Plenary
5:00 p.m.	-	7:00 p.m.	Grand Opening Reception in Exhibit Hall	12:15 p.m.	-	1:15 p.m.	Dessert and Key Note Speaker
Wednesday, May 9				1:15 p.m.	-	1:30 p.m.	Closing Remarks
8:00 a.m.	-	9:00 a.m.	Breakfast in Exhibit Hall				
9:00 a.m.	-	10:15 a.m.	Workshop 3				
10:15 a.m.	-	11:15 a.m.	Health Break in Exhibit Hall				
11:15 a.m.	-	12:15 p.m.	Workshop 4				
12:15 p.m.	-	1:15 p.m.	Lunch Served in Exhibit Hall				
1:30 p.m.	-	2:15 p.m.	Lunch Keynote Speaker				
2:15 p.m.	-	3:30 p.m.	Workshop 5				
3:45 p.m.	-	4:30 p.m.	Group Walk				
5:00 p.m.	-	6:30 p.m.	Reception in Exhibit Hall Exhibit booth Draws and Tear Down				
7:00 p.m.	-	10:30 p.m.	Dinner and Rally in the Alley				

**Conference Location:** St. John's Convention Centre  
101 New Gower Street  
St. John's, NL A1C 4K2

Questions Relating to Your Exhibit Booth Application Form? Contact:

Mary Ellen Baker  
Conference Administrative Assistant  
Canadian Life and Health Insurance Association (CLHIA)  
Phone: 416.359.2018  
Email: [mbaker@clhia.ca](mailto:mbaker@clhia.ca)



## Exhibit Booths

Canadian AV Inc. (CAV), offers Events Production & Show Services which include: materials handling, storage and shipping, exhibit trade show tables and booths, internet, electricity and power requirements, furniture and equipment rentals.

The contacts for all your needs for the exhibit hall are:

### CAV

Brad Hollett ([bhollett@canadianavinc.com](mailto:bhollett@canadianavinc.com))

Samantha Lee ([slee@canadianavinc.com](mailto:slee@canadianavinc.com))

Phone 709.739.6666

Phone 709.579.5959

Your 10'x10' booth will include:

- 8' high background drape, 3' high side drape panels
- One (1) 6' x 2' skirted table
- Two (2) chairs, one (1) waste basket
- One (1) x 1500 Watt electrical outlet (upon request)
- One (1) 8" x 48" company name sign

One 15 amp electrical outlet will be available for the booth at no charge upon request. **Please check the power supply request box on Exhibit Booth Application Form to request an outlet.** Any additional power supply or other booth enhancements may be ordered by contacting **CAV**.

## Audio Visual

The contacts for all audio visual needs for the exhibit hall are:

### SJCC

Kim Miller ([kim.miller@whg.com](mailto:kim.miller@whg.com))

Phone 709.570.1318

The St. John's Convention Centre offers access to free WIFI in all meeting rooms. This is standard access for checking email etc., but is not suitable for running live demonstrations or streaming. For those services, a dedicated hard-wire internet connection line is recommended. **Please contact CAV for your internet needs.**

## Exhibit Booth Space Assignment

Booth space will be limited according to sector and industry needs. Exhibitors wishing to avoid assignment of space adjacent to any particular competitor(s) should also indicate this on the application. Careful consideration will be given to all such requests. In addition, Diamond and Platinum sponsor(s) who may also be an Exhibitor are given preferred choice of booth location in the Exhibit Hall. Subletting and/or sharing of an exhibit booth are NOT permitted. Final booth assignments will be communicated to Exhibitors by Friday, April 21, 2018. The CLHIA reserves the absolute right to determine assignment of all booths. This includes placing limits on the number of spaces available to any sector to ensure participation from the widest range of service providers as possible.



### **Exhibit Booth & Representative Fees**

The cost for an exhibit booth is \$2,750.00 plus applicable taxes. This base fee includes **two** complimentary representative (delegate) registrations. All additional exhibitor representatives will be charged a special rate of \$995.00 plus applicable taxes. The maximum number of exhibitors allowed in one booth is five (5) per Exhibit Registration. This fee entitles you to the following added benefits:

- Opening reception in the Exhibit Hall on Tuesday, May 8, 2018
- Admission to workshop sessions (Excluding CLHIA Members only workshops)
- Admission to all plenary sessions (Exhibit Hall is closed)
- All on-site meals on Tuesday, May 8 through Thursday, May 10, 2018
- Thursday Luncheon Closing Keynote Speaker
- Identification of your company/products/services in the Conference E-Program

### **Exhibitor Set-Up & Move Out**

The Exhibit Hall will be available for set-up on Tuesday, May 8 from 10:30 a.m. until 4:00 p.m. All set-up work must be completed by no later than 4:00 p.m. in time for the Opening Reception which begins at 5:00 p.m. The Opening Plenary Session starts at 1:00 p.m. followed by Workshop 1 at 2:30 p.m. If you wish to attend these sessions, plan your set-up accordingly. No work may be done to set-up exhibits during the Exhibit Hall's event hours. Delegates will be presenting their game boards to exhibit booths at the Opening Reception, 5:00 pm on Tuesday May 8.

All exhibits must remain intact and staffed until the official exhibit closing time **of 6:30 p.m. on Wednesday, May 9**. Booths may not be dismantled or removed before that time. Advance arrangements for transportation of exhibit booth displays and materials to and from the venue must be confirmed by each Exhibitor directly with CAV. Individual fees will apply and are the Exhibitor's responsibility. All exhibit materials must be removed from the exhibit area on Wednesday, May 9 by no later than 8:00 p.m. For those participating in the Rally in the Alley, provisions will be made for your booth tear down.

Please note any receiving, storage, moving, and handling services must be coordinated and contracted by the Exhibitor at the Exhibitor's own expense and risk. Subsequent orders and arrangements must be made directly with the suppliers.

### **Booth Material Shipping Instructions & Support Needs**

**All booth arrangements for shipping, drayage, and other related services must be coordinated directly with CAV.**

**Scheduled courier shipments will be accepted on Friday, May 4 through Tuesday, May 8. St. John's Convention Centre prefers shipments through CAV. Use the St. John's Convention Centre shipping label included in the CAV Material Handling Guide.**



## **Out-of-Country Shipments**

For out-of-country shipments requiring customs assistance, please contact: [ConsultExpo Inc.](#) They have been selected as official Customs Broker for the CLHIA Claims Anti-Fraud Conference. ConsultExpo will be pleased to assist with all your customs needs. For your convenience, you may download their forms from [www.consultexpoinc.com](http://www.consultexpoinc.com) or please see their forms included here. For personalized service, please contact:

### **John Santini, Director of Operations**

Tel: 514-482-8886 ext. 1

Mobile: 514-709-0781

Fax : 888-629-9008

Email: [johns@consultexpoinc.com](mailto:johns@consultexpoinc.com)

In addition, for out-of-country exhibitors, a Conference Information Letter for customs purposes will be provided to you from the CLHIA. Contact [Mary Ellen Baker](#) if you have any questions.

## **Liability**

Booth space in the exhibit area is assigned based upon the clear understanding that the Exhibitor agrees to protect, save and hold the Canadian Life and Health Insurance Association Inc. and the St. John's Convention Centre and all agents and employees thereof (hereinafter collectively called Indemnitees) forever harmless from any damages or charges imposed for violations of any law or ordinance, whether occasioned by the Exhibitors or those holding under the Exhibitor. And further, Exhibitors shall at all times protect, indemnify, save, and hold harmless the Indemnitees against and from any and all losses, costs (including legal fees), damage, liability, or expense arising from, or out of, or by reason of any accident or bodily injury, or other occurrence to any person or persons, or to the property of same, including the Exhibitor, its agents, employees, and business guests which arises from, or out of, or by reason of such Exhibitor occupancy and use of the exhibition premises or a part thereof, except such as shall arise directly from the acts of Indemnitees. Therefore, it is advisable for the Exhibitor to arrange individual liability coverage during the conference.

## **Security & Insurance**

The St. John's Convention Centre will lock the Exhibit Hall during closed hours and overnight. As the Exhibit Hall will be locked overnight, if it becomes necessary to return to the exhibit area after closing hours, advance arrangements must be made with CLHIA staff or hotel operations directly. The St. John's Convention Centre, CLHIA, and Unconventional Planning are not liable for any items left at your booth between Tuesday, May 8 and Wednesday, May 9, 2018.

Exhibitors wishing to insure their exhibit displays, material goods and other wares against theft, damage, fire, accident or loss of any kind, must do so at their own expense. The provision for security should not be understood or interpreted by Exhibitors as a guarantee to them against loss, vandalism or theft of any kind.

## **General Information**

Any acts or promotional procedures which, in the opinion of the CLHIA are considered to be disruptive in any way, or are an infringement upon the reasonable rights of other Exhibitors, are prohibited.

A brief description of the services being displayed by the individual Exhibitors will be included in the Exhibitor's Directory provided to each attendee upon registration.



## NOTE: DIRECT SALES AND ORDER TAKING ARE PROHIBITED

### **Bilingual Material**

Although the conference is conducted mainly in English, we recommend you have some hand-out material available in French.

### **Prize Draws**

Most exhibitors participate in the closing prize draws for delegates and supply a prize of their choosing. The prize draws and winning names will be announced during the Exhibit Hall Closing Reception on Wednesday, May 9 with the draws starting at 6:00 p.m. An Executive Committee member will draw from your container of business cards on stage. Please bring the prize with you to the stage as winners will be directed to the stage to pick up their prizes.

The CLHIA will provide you with a form with the on-site exhibitor package and will ask you to indicate the name of your organization, the individual who will be presenting your prize, and a description of the prize itself. Please bring a suitable receptacle (e.g., bowl or small basket) to be used for the collection of delegate business cards during the trade show and for your drawing on stage.

### **Failure to Hold Meeting**

Should any contingency necessitate the cancellation of, or in any way prevent the presentation of the conference and trade show, the CLHIA shall not be held liable for any expense incurred by the Exhibitor. Any contract or agreement entered into by the CLHIA and Exhibitors shall in such event be null and void.

### **Transportation**

The St. John's Convention Centre is located at 101 New Gower Street, St. John's, NL A1C 4K2 [Map](#)

[St. John's International Airport](#) is conveniently located 5.8 km from the St. John's Convention Centre.

### **Flights within Canada:**

[Air Canada](#): A special airfare discount code can be used when booking Air Canada: **YZUCCNM1**

[West Jet](#)

[Porter](#)

**Taxi:** The St. John's Convention Centre is a 15 minute drive from the St. John's International Airport. The cost is approximately \$25.00.



**Hotel Accommodations**

[Delta Hotels St. John's Conference Centre](#)

120 New Gower St.

St. John's, NL A1C 6K4

**Phone:** 709.739.6404 or 1.800.793.3582

**Reservation Cut-off Date:** April 13, 2018

**Online Reservations:** TBA

**Map and Directions:** <http://www.marriott.com/hotels/maps/travel/yytds-delta-hotels-st-johns-conference-centre>

A limited block of specially priced guest rooms has been reserved for CLHIA Claims and Anti-Fraud Annual Conference attendees and exhibitors. Book early to reserve your choice of room. Traditional guest room rates are:

**Delta Room:** \$194.00 (plus applicable taxes)

**Premier Delta Room:** \$214.00 (plus applicable taxes)

**The cut-off date for hotel reservations is Friday, April 13, 2018 at 5:00 p.m. NDT.**

Check-in time is 3:00 p.m. DST and check-out time is 12:00 p.m. NDT.

**BOOK EARLY TO AVOID DISAPPOINTMENT**

**Parking Fees**

**Self-Parking:** \$15.00\* per day (plus applicable taxes)

**Valet Parking:** \$30.00\* per day (plus applicable taxes)

\*Rates subject to change without notice.

For Conference details or questions relating to the Exhibit Hall, contact:

Joan Weir Director, Health and Disability Policy Canadian Life and Health Insurance Association Tel: 416.359.2003 Email: <a href="mailto:jweir@clhia.ca">jweir@clhia.ca</a>	Mary Ellen Baker Conference Administrative Assistant Canadian Life and Health Insurance Association Tel: 416.359.2018 Email: <a href="mailto:mbaker@clhia.ca">mbaker@clhia.ca</a>
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