



ibao *con* Exhibitor Manual

October 22-23, 2025 | Niagara Falls





Exhibitor Handbook

IBAOcon

October 22 – 23, 2025

Tradeshow: Exhibit Halls BC

Marketplace: Exhibit Hall A

Niagara Falls Convention Centre –East Building

Niagara Falls, Ontario

6815 Stanley Avenue

Niagara Falls, Ontario, L2G 3Y9

In keeping with our Green Meeting Strategy, this Exhibitor Handbook has been produced electronically. Links to all order forms are embedded throughout the document and many suppliers now offer secure on-line ordering.

This manual is environmentally friendly and simple to use. If, however, you would prefer a hard copy, you may download and print at your own discretion.

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QUICK REFERENCE

Show Location: Niagara Falls Convention Centre
 East Building, Exhibit Halls BC (Marketplace in Exhibit Hall A)
 6815 Stanley Avenue
 Niagara Falls, Ontario, L2G 3Y9
 Tel: 1-888-997-6222 or 905-357-6222
[Niagara Falls Convention Centre | Home](#)

Social Assets: Show your support for IBAOcon — share the official artwork in your marketing and social posts.
[Black Logo](#) | [White Logo](#)

2025 Tradeshow / Marketplace Schedules (Subject to Change):

STRONCO Move-in, Mark & Set Tue., October 21 @ 7:00AM – 7:00PM

Large Exhibitors ONLY (20'x10' & up) Tue., October 21 @3:00PM – 7:00PM
 Move-in & Setup (Exhibit Halls BC)

Marketplace Move-in & Setup Tue., October 21 @3:00PM – 7:00PM
 (Exhibit Hall A)

All Exhibitor Move-in & Setup Wed., October 22 @7:00AM-2:00PM
 (Exhibit Halls BC)

Marketplace Setup (continues) Wed., October 22 @1:00PM-7:00PM
 (Exhibit Hall A)

Tradeshow Reception Wed., October 22 @3:00PM–5:30 PM
 (Exhibit Halls BC)

Marketplace Open Thur., October 23 @10:30AM-12:30PM
 (Exhibit Hall A)

Tradeshow Open Thur., October 23 @12:30PM-5:00PM
 (Exhibit Halls BC)

Exhibitor Strike & Move-out: Thur., October 23 @5:00PM–9:30PM
 (Exhibit Halls BC)

Marketplace Strike & Move-out: Thur., October 23 @5:00PM–9:30PM
 (Exhibit Hall A)

STRONCO Strike and Move-out Thursday, October 23 @ 5:00PM–11:59PM

Note: All exhibits must be removed from the show floor by **9:30PM** on Thursday, October 23. If any display is not taken down by that time, Show Management reserves the right to dismantle the display and charge the Exhibitor accordingly.
THE EXHIBIT HALL MUST BE COMPLETELY CLEARED ON THURSDAY EVENING.

YOUR BOOTH SPACE

Items included with your booth spaces:

Single (10'x10') /Double (20'x10') /Triple Booths (30'x10'):

- Booth spaces will be defined with pipe and drape
 - 8' high standard backdrop drape
 - 3' high side rail drape
- Each 10'x10' space includes one (1) 6' draped table, and two (2) grey side chairs.
- Waste Basket (1 per booth, regardless of booth size)
- Booth ID
- Booth carpet is **NOT INCLUDED** in Single Booths and Double Booths.
- Booth carpet is **INCLUDED** in **Triple** Booths. (Booth carpet color is at discretion of IBAO)

Quad Booths (20' x 20'):

- Booth spaces will be marked by the four (4) corners on the show floor. You are responsible for your own booth setup and dismantle.
- Please email your custom booth design renderings with dimensions to fyuan@andlogistix.com for venue approval. Please mark your power needs and power locations on the rendering.
- Booth carpet is **INCLUDED** in Quad Booths. (Booth carpet color is at discretion of IBAO)

Important Notes:

- **Electrical Power:** **Electrical power is NOT included** in any of the exhibit booth packages. Exhibitors are expected to order power directly with the Power Supplier for their booths at their own expense, if needed.

Items NOT included with your booth space:

Please place your orders directly with the suppliers for your booth needs.

- Additional Booth furnishings and decor
- Customized booth design
- Booth carpet (except for triple booths and quad booths)
- Shipping, Warehouse Services & Customs
- Material Handling
- Storage
- Flowers and potted plants
- Electrical power
- Booth cleaning
- In-booth security
- Audio visual equipment rentals
- Internet and telephone connections

Floor Resistance Capacity

Niagara Falls Convention Centre – Exhibit Halls BC – 500 lbs. / sq.ft.

SUPPLIERS, CONTACTS & DEADLINE DATES

SUPPLIER	CONTACT	DEADLINE
Exhibit Manager <ul style="list-style-type: none"> • General questions related to exhibit logistics 	Fang (Jane) Yuan aNd Logistix Inc. 1345 St. Clair Avenue West Tel: 416-593-4217 Email: fyuan@andlogistix.com	

SUPPLIER	CONTACT	DEADLINE
Exhibitor Badge Registration <ul style="list-style-type: none"> General questions related to Exhibitor badge registration 	Mahika Kapoor aNd Logsitix Inc. Tel: 416-593-4217 Email: IBAO@andlogistix.com	
Show Services: <ul style="list-style-type: none"> Customs & Transportation Advanced Warehouse storage Material Handling Booth Equipment & Accessories Rentals Carpet Rental <p>Click here to place your order online with STRONCO.</p> <p>The show code for this event is: 526896046.</p>	STRONCO Show Services Exhibitor Services Tel: 905-270-6767 1-800 665-2621 Email: exhibitorservices@STRONCO.com	Advance Shipments Accepted: Sept. 19-Oct. 6 @8:00AM-4:00PM No Advance Shipment Received AFTER Oct. 15 at 4:00PM Advanced ordering Discount: by September 29 (8:00AM-4:00PM) Online Order Closes on Oct. 12
Niagara Falls Convention Centre Below is a list of the services that NFCC provides to exhibitors for this event: <ul style="list-style-type: none"> Electrical Wi-Fi Parking pass for unlimited entry – regular fee \$20 per entry Booth cleanings F&B Sample Distribution <p>To see prices and place your order, please go to:</p> <p>https://fallsconventions.com/exhibitor-services</p> <p>(Enter events dates to locate the event. Go to the store, log in or sign up, and enter booth # to access the event ordering page)</p>	Exhibitor Services Niagara Falls Convention Centre Laura Woods Ellis Exhibitor Services Coordinator Tel: 905-357-6222 ext. 7229 Toll Free: 1-888-997-6222 Email: exhibitorservices@fallsconventions.com <p>Click here to complete and submit F&B Sample Form for approval.</p>	Electrical and WIFI–discount pricing available until Tuesday September 30th

SUPPLIER	CONTACT	DEADLINE
<p>Audio Visual Equipment and Rigging: Monitors, televisions, data projectors, rigging services etc.</p> <p>Click here for the Exhibitor AV Order form</p> <p>Note: Any rigging requirement (e.g., halos, signs and etc.) over exhibitor booths must be sent to fyuan@andlogistix.com for IBAO Approval. Once approved, exhibitors will be sent the Rigging Form to place the order with STAGEVISION directly.</p>	<p>STAGEVISION Carissa Sommise</p> <p>Tel: 905-357-6222 Email: csommise@stagevision.com</p>	<p>Order by October 7, 2025 for the Advance show Rate and to avoid the 25% upcharges.</p>
<p>Exhibitor Lead Retrieval Scanner Rental Please Click here for the Rental Form to place your order.</p>	<p>Naldainah Enterprises Inc. Nathaniel Archibald</p> <p>Tel: +1 (514) 744-3313 x5 Email : narchibald@naldainah.com</p>	<p>Early Bird Rate (\$175) by Sept. 26, 2025</p> <p>Standard Rate (\$205): from Sept. 27 to Oct. 17, 2025</p> <p>On-site Rate (\$235): as of Oct. 18, 2025</p> <p>For one portable barcode reader.</p>

HOTEL INFORMATION

Rooms are currently blocked for the IBAOcon at **the Hilton Niagara Falls/Fallsvue Hotel & Suites**, 6361 Fallsvue Blvd., Niagara Falls, ON L2G 3V9 - approximately a 10-minute walk from the Niagara Falls Convention Centre, with a convenient shuttle bus running throughout the day. Located right across the road, this hotel offers easy access to all hospitality suites and After Party venue.

Rates **start at \$229, plus tax**. The cost of accommodation is your personal responsibility. Hotel reservations will be available on a first-come, first-served basis. [Click here](#) for complete details.

Please book by: **September 19, 2025.**

BOOTH FEES AND WHAT'S INCLUDED:

Single Booth <ul style="list-style-type: none"> 2 Complimentary exhibitor passes (Full Tradeshow Access + Hospitality Night + After Party). No access to sessions or gala. 	\$5,500.00 + HST
Double Booth <ul style="list-style-type: none"> 5 Complimentary exhibitor passes (Full Tradeshow Access + Hospitality Night + After Party). No access to sessions or gala. 	\$12,500.00 + HST
Triple Booth (new) <ul style="list-style-type: none"> 7 Complimentary exhibitor passes (Full Tradeshow Access + Hospitality Night + After Party). No access to sessions or gala. 	\$20,000.00 + HST
Quad Booth (new) <ul style="list-style-type: none"> 10 Complimentary exhibitor passes (Full Tradeshow Access + Hospitality Night + After Party). No access to sessions or gala. 2 Full Conference Passes (all access) 	\$30,000.00 + HST
Additional Exhibitor Pass <ul style="list-style-type: none"> Includes Access to the Tradeshow on Wednesday and Thursday Plus Access to Hospitality Night and After Party. Not Included: Access to sessions and Gala - Can be purchased additionally during registration 	\$350.00 + HST / each

[Click here](#) to view a full list of Exhibitor Pass Options that exhibitors can purchase through registration.

BOOTH STAFF REGISTRATIONS

- Please register for your complimentary exhibitor passes as listed above prior to show date, **by October 1, the latest**, to avoid potential line-ups on site.
- As an exhibitor at the IBAOcon, it is mandatory to have at least one representative staffing the booth at all times during exhibit hours. Should your booth be vacant during the exhibit times as outlined in this Exhibitor Handbook, you will jeopardize your participation in future IBAO Conferences.

CANCELLATION

Notice of cancellation must be received in writing up to and including **Friday, September 5, 2025**. Any cancellation received after 12:00PM noon on **Friday, September 5, 2025** is not eligible for a refund.

ASSIGNMENT OF SPACE

Sponsors and affiliated partners of IBAO are given prime locations.

Applications will be handled in priority of previous tradeshow participation, as well as receipt of payment.

EXHIBITORS & DISPLAY COMPANY POLICY

Please [Click here](#) to read **Exhibitors & Display Companies Policy** to ensure compliances.

In particular, **Helium Balloons are not permitted within the Niagara Falls Convention Centre.**

BOOTH MAINTENANCE

Exhibit booths must be maintained in a neat and tidy condition at all times. Empty coffee cups, dirty plates and other unsightly garbage detracts from the exhibit area in general, and individual booths in particular. Booth Cleaning Services can be ordered directly from the Niagara Falls Convention Centre.

FOOD & BEVERAGE AT YOUR BOOTH

Food & Beverage items must be ordered from the Niagara Falls Convention Centre, through Event Services Coordinator - Laura Woods Ellis - exhibitorservices@fallsconventions.com. **Outside caterers are not permitted.**

[Click here](#) to complete and submit F&B Sample Form for approval.

HEIGHT RESTRICTIONS

To ensure that the display value of an adjoining booth is not unduly limited, the backdrop of any booth should not exceed 8 ft. The front 6 ft of the sides of any exhibit booth must not exceed 4 ft in height.

PRIZE DRAWS, HANDOUTS AND GIVEAWAYS

If you plan to have a prize draw from your booth, each exhibiting company will be responsible for providing their own ballot box, ballots and orchestrating the draw. You will also be responsible for advising the winner and delivering a prize to them within 2 weeks following the Conference. Only INSURANCE BROKERS registered for the Conference will be eligible to win prizes. All contests must produce a winner. Exhibitors are not eligible to win.

ACCESS AND MOVE-IN TIMES

- To facilitate access to the loading dock, exhibitors will receive a move-in schedule showing their scheduled move-in times.
- Large exhibitors with booth sizes at 20'x10' and larger in Exhibit Halls BC, and Magenta sponsors for the Marketplace in Exhibit Hall A will be allowed move-in and set up on Tuesday, October 21, 2025 from 3:00PM-7:00PM.
- 10'x10' exhibitors shall move in and set up in Exhibit Halls BC per their scheduled move-in times on Wednesday, October 22, 2025 from 7:00AM-2:00PM.

- Magenta Sponsors can continue their Marketplace setup in Exhibit Hall A on Wednesday, October 22, 2025 **after lunch from 1:00PM-7:00PM.**
- Exhibitors and Booth Set-up personnel will be allowed access to the Tradeshow during set-up hours. Exhibitors requiring access earlier or later than these times for technical reasons must make arrangements in advance with the Exhibits Manager, **Fang (Jane) Yuan** at aNd Logistix, fyuan@andlogistix.com.
- An exhibitor representative must be present for set-up unless your EAC is doing the setup for you.
- All booths in Exhibit Halls BC must be completely set up ready **by 2:00PM on Wednesday, October 22, to get ready for the Tradeshow Reception opening.**
- **Booth inspections will begin at 2:00PM on Wednesday, October 22.** A company representative must remain at the booth from 2:00PM until the booth is inspected.

EXHIBITOR IDENTIFICATION

- All exhibitor personnel must register prior to booth set-up and wear an identification badge to gain admittance to the Tradeshow area.
- Identification badges can be collected from the IBAOcon Registration Desk located in the Pre-Function area.
- Setup Only crew/staff can pick up "Setup Only" badges from the IBAOcon Exhibitor Information Desk located on the Tradeshow floor.

SHIPPING AND DELIVERIES

SHIPPING TO STRONCO'S ADVANCED WAREHOUSE:

- **Advance Shipment to STRONCO's Warehouse will be accepted from September 19, 2025 to October 15, 2025.**
- **No shipments will be accepted at the Advanced Warehouse after October 15, 2025.**

Items should be addressed and marked as follows:

NAME OF EXHIBITING COMPANY BOOTH NUMBER IBAOcon 2025 STRONCO LOGISTICS 1510B Caterpillar Road Mississauga ON L4X 2W9

- Be sure to use the **STRONCO** shipping label. Please [Click here](#) to log in or create an account to get the Shipping Label.
- Arrange to have your shipments arrive at the Advanced Warehouse **between September 19 and October 15, 2025 from 8:00AM-4:00PM, Monday to Friday. No shipments will be accepted after October 15, 2025.**
- Advance Shipments will be placed directly at your booth location prior to your arrival on site per Move-in Schedules.
- Please [Click here](#) for specific details regarding costs, deadline dates and labelling your shipments for Advanced Warehouse.

SHIPPING DIRECTLY TO THE NIAGARA FALLS CONVENTION CENTRE:

Items should be addressed as follows:

NAME OF EXHIBITING COMPANY

BOOTH NUMBER

IBAOcon – October 22 -23, 2025

Niagara Falls Convention Centre (Exhibit Halls BC for the Tradeshow, and Exhibit Hall A for the Marketplace)

6815 Stanley Avenue

Niagara Falls ON L2G 3Y9

- For **large exhibitors with 10'x20' and up booths**, shipping items **WILL NOT** be accepted on site prior to **Tuesday, October 21, 2025**.
- For **exhibitors with 10'x10' booths**, shipping items **WILL NOT** be accepted on site prior to **Wednesday, October 22, 2025**.
- Please [Click here](#) for the Loading Dock Map.
- **You must be onsite to accept the delivery – or your shipment may be refused.**
- **STRONCO, the official show service provider, will be on site on Tuesday, October 21 to mark and set. It's recommended that you order material handling services from STRONCO in advance so that they can sign off on your shipment arriving on site on October 22 and October 23 and deliver your shipment to your booth.** For information and costs on material handling charges, please contact STRONCO Show Services at 905-270-6767 or 1-800-665-2621 or by email at exhibitorservices@STRONCO.com.
- Loading dock may only be accessed when actively unloading/loading per move-in and move-out schedules. Once you have unloaded your vehicle, please move to the main lot before you set up. This is to effectively allow everyone to load-in/out.
- Vehicles blocking the loading docks will be ticketed or towed at the owner's expense.
- Children under 18 are not allowed on the floor during set-up – entry will be denied.

To ensure a smooth transition for both move-in and move-out, please take note of all specified dates, required procedures, and recommendations for shipping, delivery, and onsite services. Planning accordingly will help avoid delays and ensure your exhibit materials are handled efficiently.

OUTBOUND SHIPPING

Please make the appropriate arrangements with your carrier for shipping following the close of the show on October 23 at 5:00PM. You are responsible for clearly marking and labelling each piece of freight to be shipped. **Overnight storage is not available at the Niagara Falls Convention Centre.**

Courier Pickup should be scheduled for Thursday, October 23, 2025 between 5:00PM and 9:00PM.

NOTE: FedEx, UPS and Purolator will not guarantee pick-up after business hours. Therefore, someone must be designated to wait with the shipment until your courier arrives.

If your courier cannot guarantee pick-up on Thursday, October 23 between 5:00PM and 9:00PM, please go to

STRONCO Service Desk on the Tradeshow Floor to arrange for your outbound shipment at cost.

IBAO, aNd Logistix, STRONCO and the Niagara Falls Convention Centre will not be held responsible for the security of items left following the show.

- No equipment, such as dollies or other transport devices, may be used in the common and public areas of the Niagara Falls Convention Centre.
- Only vehicles designated to transport the material/equipment will be admitted to the loading dock once the material is ready to be loaded.

ON-SITE SERVICES

STRONCO will staff Exhibitor Service Desks during Move-In & Set-Up on Tuesday, October 21 and Wednesday, October 22, 2025. Onsite orders will be processed at that time as long as items are available. **Save money by ordering before the discount deadline dates.**

INTERNET ACCESS

Order directly from Niagara Falls Convention Centre.

For more information, contact Laura Woods Ellis, Event Services Coordinator at exhibitorservices@fallsconventions.com.

PARKING

Please [Click here](#) for Visitor Parking Map.

Parking pass for unlimited entry – regular fee \$20 per entry

Information regarding parking orders and directions can be found on the [Niagara Falls Convention Centre website](#).

SECURITY

- Security personnel will be onsite 24 hours from Tuesday, October 21 at 7:00AM to Thursday, October 23 at 9:00PM for patrol purposes.
- For **Booth Security**, please order it directly with Niagara Falls Convention Centre.
- It is especially important that you exercise due and proper care of your own personal effects.
- Do not leave personal items of value (e.g. laptop computers) in your booth overnight, even in locked offices or hospitality areas.
- Lost and found enquiries should be addressed to aNd Logistix located at the registration desk.
- Should any theft or loss occur, it must be reported immediately to aNd Logistix so that security can be notified.
- Please remember that IBAO, aNd Logistix and the Niagara Falls Convention Centre **are not** responsible for lost or stolen, equipment, goods and personal effects.

INSURANCE

The exhibitor also agrees to maintain in force for the period of the days of the exhibition and during the two days preceding and succeeding those days, **liability insurance coverage in an amount not less than \$2,000,000 of liability per occurrence** for injury to persons and loss of or damage to property. This insurance must include coverage for product's liability, and all operations connected with the exhibition, and **shall include Insurance Brokers Association of Ontario, aNd Logistix, Niagara Falls Convention Centre, and the City of Niagara Falls as additional insured.** Such policy must be written by an insurer acceptable to IBAO. **The Exhibitor must deliver a certified copy of the certificate of insurance evidencing such coverage to the IBAOcon office at IBAO@andlogistix.com no later than 12:00PM noon on Monday, September 8, 2025. Failure to do so will result in cancellation of the exhibitor's contract and booth fees will not be refunded.**

NOTE: The required Certificate of Insurance is a document that is specific to **IBAOcon** and must be obtained by sending the event details and additional insured requirements to your insurance broker. Even if a company exhibited last year, a new insurance certificate must be obtained relevant to this year's Conference. If you have any questions on how to obtain the Certificate of Insurance, please contact aNd Logistix for assistance.

Certificate Holder:

Insurance Brokers Association of Ontario
1 Eglinton Avenue East, Suite 700
Toronto, ON, M4P 3A1

Additionally Insured:

- **aNd Logistix Inc.:** 1345 St. Clair W., Toronto, ON, M6E 1C3
- **Niagara Falls Convention Centre:** 6815 Stanley Ave, Niagara Falls, ON, L2G 3Y9
- **The City of Niagara Falls:** 4310 Queen St., Niagara Falls, ON, L2E 6X5

If you need a Sample Certificate of Insurance, please email IBAO@andlogistix.com.

VERY IMPORTANT: Please ensure that the Certificate of Insurance indicates the Exhibiting Company's name and that the policy is extended to cover you during your participation at IBAOcon's Tradeshow. Your booth personnel need to have a copy onsite.

MOVE-OUT

- **Exhibits must not be disturbed, dismantled or removed before 4:00PM, Thursday, October 23, 2025.**
- **Exhibits must be completely cleared no later than 9:00PM on Thursday, October 23, 2025.**
- **If longer dismantling time is needed, please advise Show Management at fyuan@andlogistix.com in advance.**
If any display is not taken down by **9:00PM on Thursday, October 23**, Show Management reserves the right to dismantle the display and charge the Exhibitor accordingly.

Have a Successful Show at IBAOcon!