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Exhibitor Registration & Badges

1. What access do exhibitor registration badges provide?

Exhibitor badges are intended for staff members assigned to work at the booth. These badges provide access to both the conference sessions and the tradeshow. Please note that badge swapping is prohibited for security reasons. If additional company representatives wish to attend, they must purchase individual attendee badges.

2. How many complimentary registration badges do we get with the booth?

Each booth comes with two (2) complimentary exhibitor badges. For every additional booth purchased, two more badges are included. Extra badges can be purchased up to a limit. For example, purchasing one booth provides two badges and the option to buy up to four additional ones.

3. Can I register for Symposium or P3 Showcase sessions?

No, these sessions are available on a **first-come, first-served** basis, and attendance is not monitored.

4. What is the process for registering our booth staff?

Exhibitors, Startups, and Academics will receive registration codes for their booth staff. Sponsors will get codes for both sponsor and booth staff. To register, use the provided codes on the registration page. Ensure you select the correct registration type for your staff.

5. Can Startups have more than 2 people registered for their kiosk?

Start-ups receive two complimentary registrations for their booth in the Startup Zone. Any additional registrations must be purchased as full registrations.

Encore

6. Is there early bird pricing for electricity?

Early bird rates for electrical orders through Encore are available if the order is placed **10 days or more** before the event opens.

7. Where is the Encore order form?

The Encore order form is available on the e-Health Exhibitor Information webpage: [Encore Order Form](#).

8. Are the monitors Smart TVs?

Smart TVs are available upon request. Please clearly state your request for a Smart TV on the [Encore Order Form](#).

9. Do you have any TVs that do not come on stands?

Computer monitor, table-top, or pole stands are available.

Robinson Show Services - Shipping, Booth Setup, Customization & Services

10. Is there an exhibitor company handling the booths, and can exhibitors create custom signage?

Robinson Show Services (RSS) manages all exhibitor-related services, including booth setup, custom booth designs, graphics, and cleaning. You can reach out to them for any custom signage requirements or services. Contact Erik Sivitelli-Murray at erik@robinsonshowservices.ca or Elaine Blosmanis at elaine@robinsonshowservices.ca.

11. Are Exhibitors allowed to rig signage or anything above their booths?

No, exhibitors are not permitted to rig any signage or other items above their booth. This venue has strict height and structure regulations for booth displays.

12. If I order additional furniture, what do I do with the pieces I do not need in my booth?

Notify Robinson Show Services either in advance or on-site. They will ensure the items are removed for you during setup.

13. Can a representative assist with booth loading/unloading without purchasing a ticket?

Yes, a representative can assist with loading and unloading without needing a ticket. However, they must leave the exhibition floor by **7:00 PM on Sunday, June 1** to ensure the event begins on time.

14. Where can I find the booth kit information?

Here is the link to the booth kit: [Robinson Show Services Booth Kit](#)

15. How do we book an appointment to move in?

You can contact Robinson Show Services for assistance with booth setup, custom builds, graphics, and online orders. Reach out to [Erik Sivitelli-Murray](#) or [Elaine Blosmanis](#).

16. If we purchase a booth package with a graphic, does this include setup and dismantle?

Yes, labour and dismantle is included.

17. Do you have a guide for those shipping from the US?

Robinson Show Services have a show customs broker—Consult Expo. Connect with them to regarding shipping from the US. It is important to use a customs broker also from a tax perspective.

18. Is there a cost associated with booking a dock time?

Yes, there is a cost associated for booking a dock time. It is dependent on the size and scope of the shipment. Use the online portal to determine the cost.

19. Can our delivery team bring items to the booth using dollies or trolleys?

No, the delivery team is not allowed to use dollies or trolleys to transport items to the booth. However, hand-carrying items is permitted.

Abstracts, Proposals & Content Submissions

20. What is an abstract?

A speaker abstract highlights the key points, goals, and insights a speaker will cover in their session. An abstract includes the speaker's name, title, bio, contact information, presentation topic, and a brief description. This must be submitted by **November 24, 2024**, for sponsors recommending speakers. If not submitted by that date, sponsors will default to introducing the session instead.

21. What is the deadline for abstracts to be submitted to the Program Committee?

Keynote and plenary speaker abstracts must be submitted by **November 24, 2024**. All speakers will be finalized by the end of November 2024, and presentations must be submitted by **April 25, 2025**.

Sponsorship and Sponsorship Benefits

22. Can a Sponsor use a partial amount or leftover marketing funds to purchase an additional booth?

Yes, sponsors are permitted to use any remaining marketing funds to purchase additional booths.

23. Can a vendor purchase an e-Health sponsorship and then exchange it for a different one?

Sponsors wishing to downgrade their sponsorship package will not receive a refund. However, if upgrading, they can pay the price difference. Be aware that this is handled case-by-case, and availability of higher-value sponsorships is not guaranteed.

24. Can a Level sponsor use their marketing add-ons to pay for an additional booth?

Yes, Level sponsors can use their marketing add-ons towards the cost of an additional booth.

Design & Marketing Materials

25. What format do you prefer for our logos?

Please share high-resolution PNG, JPEG, AI, APS, or PDF files.

26. Can two exhibitors share a booth and have two logos?

Exhibitors are allowed to share a booth and feature dual logos. However, you must submit a combined logo in advance, and this will be used in the event's floor plan.

27. Will our logos be highlighted in any presentations or on social media?

Logos will be featured on the event's website, in a social media post, in eblasts, on select conference signage, and in the conference app. However, logos will not be specifically highlighted in presentations unless arranged through a sponsorship package.

28. Can we obtain a Press Registration List for the event and will there be a designated Press Room?

There is no Press Registration List, nor will there be a designated Press Room. However, we encourage exhibitors to network and engage with media representatives during the conference.

29. Can we bring our company-branded marketing materials, like a retractable banner?

Yes, you may bring company-branded marketing materials, such as retractable banners and backdrops. Ensure that these comply with the booth size limits and do not obstruct adjacent booths.

30. Are we allowed to provide signage or branded materials for a break we are sponsoring?

Yes, you can provide signage and branded materials for your sponsored networking break. Ensure that these align with event guidelines and are placed appropriately.

Conference App Booth Staffing, Lead Management

31. Where can we fill out the conference app digital exhibitor profile?

The invitation for exhibitors and sponsors to the digital exhibitor profile in the conference app will be sent out April 7, 2025.

32. How do I add my booth staff to the conference app?

First, download the conference app (Whova) from your device's preferred app store. After download, log in to the app using the email you supplied in your exhibitor agreement. Navigate to "Exhibitors." Find and select your digital booth and click on "Manage Staff" to register using your provided codes.

33. How do I download leads collected in my booth from the conference app?

You can download leads from the "Leads" section in the conference app, where attendee details collected through lead retrieval will be available for export.

34. How do I set up my exhibitor profile?

Log in to the conference app, go to "Exhibitors," select your booth, and click on "Edit Profile" to upload your logo, company description, contact information, and other details.

35. When will delegates be granted access to the conference app?

Delegates will typically get access to the conference app at least one week before the event. Exhibitors should ensure their profiles are updated at least two weeks in advance.

36. Should we distribute giveaways during the conference or after?

You can choose to either announce daily winners throughout the conference or wait until the end to select a winner. Both options are available, and it's up to you to decide based on your preference.

37. Is it possible to purchase the delegate list?

The delegate list is not available for purchase. However, you can use the conference app's lead retrieval system to capture and manage attendee contact information for follow-up after the event.

38. Is there a way to upload PDFs, videos, and other materials via desktop instead of mobile?

Yes, you can access the conference mobile app via desktop. If you open the invitation email on your desktop, you can choose the desktop version to access the mobile app.

Miscellaneous

39. How should we dispose of our garbage during set-up?

During setup, small items can be disposed of in the wastebaskets at each booth. Larger items should be reported to the venue staff or Robinson Show Services for appropriate disposal.

40. Will there be security overseeing the booths 24/7?

While security will be present at the venue during the event, we recommend that high-value, portable items not be left unattended to ensure their safety.

41. Can I bring booth items with me on the day of the conference?

You may bring small items with you on the day of the tradeshow, however, we highly recommend that all/most setup is completed the day prior. These items should not be brought in on a dolly/trolley, only handheld is allowed.

42. As an exhibitor, can I walk around the tradeshow floor?

Yes, exhibitors have full access to both the tradeshow floor and the conference sessions.

43. Is there a space where I can pray?

Yes, there will be a designated prayer room available. Please note that it is strictly for prayer and reflection, and other activities are not permitted.

44. What is the cost for on-site parking?

The cost for both onsite and valet parking is **\$55** per day.

45. Why do I need to sign a food waiver?

You are required to sign a food waiver to acknowledge that the venue is not responsible for any food or beverage items you distribute at your booth. This waiver ensures that all food and beverage items comply with health and safety standards.

46. Can we get a copy of the Exhibitor Presentation?

Yes, links to a PDF and recording of the presentation can be found on the e-Health website [here](#).