

# STI & HIV 2019 WORLD CONGRESS

Joint Meeting of the  
**23rd ISSTD & 20th IUSTI**

**JULY 14 - 17, 2019 VANCOUVER, CANADA**

*The Evolving Landscape of STI and HIV Elimination*

# EXHIBITOR MANUAL

[www.stihiv2019vancouver.com](http://www.stihiv2019vancouver.com)



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## 1. Event Summary

Date: July 14 – 17, 2019  
 Location: Vancouver, BC, Canada  
 Venue: Vancouver Convention Centre, East Building  
 Room: Exhibit Hall A  
 Website: [www.stihiv2019vancouver.com](http://www.stihiv2019vancouver.com)

## 2. Deadlines

	Return to	Due Date
<input type="checkbox"/> Accommodation	ICS	Immediately
<input type="checkbox"/> Logo & Company Description	ICS	April 24, 2019
<input type="checkbox"/> Exhibit Staff Registration	ICS	June 14, 2019
<input type="checkbox"/> Approval for custom-built exhibit space	ICS	June 14, 2019
<input type="checkbox"/> Request for Loading Dock Time Slot	ICS	June 14, 2019
<input type="checkbox"/> Certificate of Insurance ( <b>Mandatory</b> )	ICS	June 14, 2019
<input type="checkbox"/> Booth Entertainment Request Form	ICS	June 14, 2019
<input type="checkbox"/> Giveaway Request Form	ICS	June 14, 2019

Order Forms	Return to	Due Date
<input type="checkbox"/> Request for Set-Up by Non-Official Contractor	Levy Show Service Inc.	June 28, 2019
<input type="checkbox"/> <b>Lead Retrieval</b>	<b>CONEXSYS</b>	<b>July 5, 2019</b> <b>(Early-bird pricing)</b>
<input type="checkbox"/> Advance Warehouse order	Levy Show Service Inc.	June 10 – July 8, 2019
<input type="checkbox"/> Booth Services	Levy Show Service Inc.	July 10, 2019 (Early-bird pricing: June 28, 2019)
<input type="checkbox"/> Venue Services	Vancouver Convention Centre	July 10, 2019 (Early-bird pricing: June 22, 2019)
<input type="checkbox"/> Customs & Shipping Services	Levy Show Service Inc.	Prior to shipping



### 3. Contact Information

#### **Exhibit Manager**

Fay Wagman: [+1] 604 638 3863  
[STIHIV2019-Exhibits@icsevents.com](mailto:STIHIV2019-Exhibits@icsevents.com)

#### **Sponsorship & Exhibit Sales Manager**

Sarah Richards: [+1] 778 872 9745  
[STIHIV2019-Sponsorship@icsevents.com](mailto:STIHIV2019-Sponsorship@icsevents.com)

#### **Congress Manager**

Jennifer Nguyen: [+1] 236 521 0026  
[STIHIV2019@icsevents.com](mailto:STIHIV2019@icsevents.com)

#### **Registration & Housing Manager**

Rachel Son: [+1] 236 521 0025  
[STIHIV2019-Registration@icsevents.com](mailto:STIHIV2019-Registration@icsevents.com)

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#### **General Services Contractor**

Levy Show Service Inc.  
*Furniture | Equipment | Material Handling | Accessories*  
[+1] 604 244 1726  
[operations@levyshow.com](mailto:operations@levyshow.com)

*Customs & Shipping*  
April Cheng: [+1] 604 277 1726  
[acheng@levyshow.com](mailto:acheng@levyshow.com)

-- Link to order online: <https://bit.ly/2Ilp6yI> (Show Code: STIHIV2019)  
-- Instructions for online ordering: <https://bit.ly/2Ozk7UP>

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#### **Venue Services**

Vancouver Convention Centre  
*Electrical | Plumbing | Rigging | Booth Security | Housekeeping | Telecom/Internet*  
Pia Mamaril: [+1] 604 647 7328  
[PMamaril@vancouverconventioncentre.com](mailto:PMamaril@vancouverconventioncentre.com)

-- Link to order online: <https://bit.ly/2KseXr8>  
-- Rigging (separate link): <https://bit.ly/2V7cKFQ>  
-- Instructions for ordering online: <https://bit.ly/2VClnr8>

*Food & Beverage*  
Craig Levido: [+1] 604 647 7400  
[CLevido@vancouverconventioncentre.com](mailto:CLevido@vancouverconventioncentre.com)



**AV Equipment Provider**

Freeman Audio Visual

Kevin McGee: [+1] 604 675 2077

[kevin.mcgee@freemanco.com](mailto:kevin.mcgee@freemanco.com)

-- Order form: <https://bit.ly/2CGSfZc>

**4. General Information**

**A. Exhibition Schedule**

	Date	Time
<b>Exhibitor Move-In</b>	Saturday, July 13	14:00 – 18:00 (20' x 20' booths only)
	Sunday, July 14	8:00 – 10:00 (10' x 20' booths only)
	Sunday, July 14	10:00 – 17:30 (regular move-in) <sup>1</sup>
<b>Exhibition Show Hours<sup>2</sup></b>	Sunday, July 14	19:30-21:00 (Welcome Reception)
	Monday, July 15	10:15 - 19:00
	Tuesday, July 16	10:15 - 19:00
	Wednesday, July 17	10:00 - 15:45
<b>Exhibitor Move-Out</b>	Wednesday, July 17	15:45 – 18:00 (quiet, hand-carry items only) <sup>3</sup>
		18:00 – 22:00 (regular move-out)

<sup>1</sup> All exhibit booths must be show ready by 17:30.

<sup>2</sup> All exhibits are required to be staffed during the Welcome Reception and Exhibition Show hours – no exceptions.

<sup>3</sup> Please note that due to ongoing sessions nearby, only quiet carry-out will be allowed from 15:45 to 18:00 on Wednesday, July 17. Regular move-out will commence at 18:00 after the last sessions. Empty crates will only be returned to the Exhibit Hall at that time. To ensure all materials are removed from the facility in a timely fashion, please have carriers check in by 15:00.

**B. Exhibit Staff Registration**

Each exhibiting organization receives two (2) complimentary staff registrations for every exhibit space rental unit purchased in the event. Additional exhibitor staff registrations are available for CAD 250 each, up to a maximum of four (4) staff members. Exhibit staff registrations grant access to the Exhibit Hall only (no Congress sessions) and to the following privileges:

- Congress Bag (including On-site Program and Handouts)
- Welcome Reception
- Morning and afternoon networking breaks
- Delegate lounge and poster viewings

An email with registration information will be sent to each exhibitor. Please refer to the email to register. Exhibitors may collect their badges on-site at the Registration Desk after a brief identification check during the exhibition move-in period.



### C. Accommodation

Accommodation can be booked at time of registration. The STI & HIV 2019 Secretariat (International Conference Services Ltd.) is the official housing bureau for STI & HIV 2019 and will offer assistance with the coordination of housing requirements for the Congress. We have negotiated special room rates with hotels in close proximity to the Vancouver Convention Centre. Special rates and added complimentary amenities are only available to delegates who book through the official housing bureau.

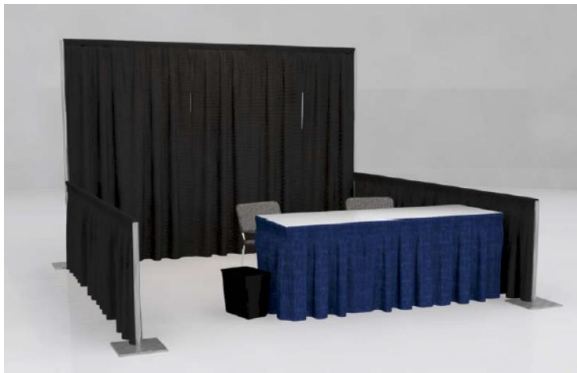
Although the STI & HIV 2019 Secretariat and the housing bureau will do their due diligence and negotiate the lowest possible group rates, we cannot predict future specials hosted by competing hotels. However, we urge all sponsors, exhibitors and delegates to support the Congress and book through the official housing bureau. The success of the Congress and the supporting associations depends on you using the contracted hotels.

The STI & HIV 2019 Secretariat and its supporting organizations cannot meet the contracted room obligations if sponsors, exhibitors and delegates book outside the official housing bureau. Rooms that are not filled because of that create an expense for the Congress in form of financial penalties (attrition charges) and place the financial success of the Congress at risk, which increases with each delegate, exhibitor and sponsor not booking through the official housing bureau.

If you have a group of 10 or more that you would like to register or book accommodation for, please contact [STIHIV2019-Registration@icsevents.com](mailto:STIHIV2019-Registration@icsevents.com).

**WARNING:** *We are aware that illegitimate companies are targeting our exhibitors, calling to 'offer' to set you up with accommodation. These companies are often fraudulent. Please note that they are not affiliated with us and that the only way to register & book accommodation will be only through the Congress website or through the instructions we'll send you.*

### D. Standard Exhibit Space Package



Each exhibit space rental unit includes the following:

- Floor space as assigned, carpeted
- 1 – 7" x 44" booth identification sign
- Back wall (draped): 8'-00" high (2.50m), Black



- Side walls (draped): 3'-00" high (0.90m), Black
- 1 – 6' x 2' skirted table, Blue
- 2 – padded chairs
- 1 – waste basket

Exhibit space rental does not include any of the following: additional furniture, electricity, internet connection, labour, shipping or any other services. These items should be ordered through the forms provided in the

[Exhibitor Order](#) Forms section of this Exhibitor Manual.

### E. Shipping & Customs

Levy is the official customs broker and transportation service provider for STI & HIV 2019. To ensure all shipments arrive on time, the use of the official customs brokers is highly recommended. The STI & HIV 2019 Secretariat cannot be responsible for any delayed or lost shipments. Customs broker and transportation services can be ordered here: <https://bit.ly/2llp6yl> (Show Code: STIHIV2019).

Should you decide to not ship with the official transportation service provider and not take advantage of advanced materials handling, please request your time slot at the loading dock well in advance. Due to the loading dock capacities at Vancouver Convention Centre, all exhibitors will be given scheduled times to unload their shipments, they will need to be unloaded via the dock and transported to the show floor. It is of extreme importance for all to strictly adhere to their scheduled unloading times to ensure the smooth and timely set-up of each and every booth. Please contact the STI & HIV 2019 Exhibit Manager to request a time slot at the loading dock.

To **ship directly to show site** on move-in day, download the Show Site Shipping Label at: <https://bit.ly/2Oyzm01> (it includes the mandatory Material Handling Form).

### F. Move-In & Construction Limitations

Move-in times must be adhered to and will be enforced. The exhibition hall will be closed evenings, during which time no one will have access to the hall. The exhibitor must complete exhibit construction within the given move-in timeframe, which is specified in the Exhibition Schedule above.

If the exhibitor has not commenced exhibit construction/decoration one hour prior to event opening, the STI & HIV 2019 Secretariat has the right to dispose of the exhibit space at its own discretion. Moreover, the exhibitor is then liable to STI & HIV 2019 for the agreed exhibit rental fee. The exhibitor is not entitled to damage claims.

The exhibitor and their affiliates are liable for any damage they cause to building, floors, walls, columns, and to standard exhibit equipment. Application of labels, tape, paint, lacquer, adhesives or other coatings to building columns, floors and walls or to standard exhibit equipment is strictly prohibited. Any damages made by an exhibitor and/or their affiliates will require compensation for the cost of recovering any damaged facilities to the original state. Under no circumstances may the weight of any equipment or exhibit material exceed the maximum floor load weight of the exhibit hall. The exhibitor accepts full and sole responsibility for any injury or damage to persons or property resulting from failure, knowingly or otherwise, to distribute the load of his exhibit material to



conform to maximum floor loading specifications. Floor loading in the Exhibit Hall is given as 1,400 kgm<sup>2</sup>.

All exhibits must comply with all regulation established by the safety authorities. All materials used for decorating must be fire resistant. Cartons, boxes and crates may not be stored under tables, behind displays or in any part of the exhibit area. At the exhibitor's expense, empty crates, etc. will be picked-up, stored and returned to each exhibit space after the event.

The arrangement of displayed items or structures shall not disturb other booths or hinder passage of visitors. Displayed items should not create inconveniences to visitors and be kept at least 1'-0" (30cm) away from the exhibit space line. If exhibitors fail to conform to this rule, the secretariat office may demand those items to be relocated. This restriction is designed to give an equal opportunity to every exhibitor in terms of space and visibility.

No one under the age of 15 years may be allowed in the exhibit area during move-in/out. During move-in/out, exhibit halls and loading dock areas are considered hazardous work areas. As such, there shall be absolutely no drinking of alcoholic beverages, no horseplay and in general, any and all unsafe conditions or activities are to be corrected promptly.

*East Exhibit Hall A at Vancouver Convention Centre is carpeted. However, it is recommended to install carpet in the exhibit rental unit in order to visually confine booth dimensions.*

The STI & HIV 2019 Secretariat, Vancouver Convention Centre and/or local authorities can enforce an order of dismantling of booths and exhibits that have not been approved or do not follow the regulations. Frequent inspections will be held during the exhibition period. Please adhere to the regulations strictly, for safety purposes.

**Custom-Built Exhibits**

All exhibitors planning a custom-built exhibit space are required to get approval on their booth layouts /designs from the STI & HIV 2019 Exhibit Manager in written. The layout, with measurements and building material specifications, needs to be submitted in detailed drawings to the STI & HIV 2019 Exhibit Manager. If exhibit plans are revised after approval has been sent, the revised plans need to be re-submitted for approval as soon as possible. Please allow enough time for exhibit construction approval.

Deadline for submission of custom-built booth layout: June 14, 2019

Maximum booth height restrictions are as follows:		
Booths under 400 sq ft		
Back wall	8'-0"	2.5m
Side walls	3'-0"	1.0m

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**STI & HIV 2019 Secretariat**  
 International Conference Services Ltd.  
 Suite 300 – 1201 West Pender Street Vancouver, BC Canada V6E 2V2  
 Tel: +1 604 681 2153 Fax: +1 604 681 1049  
 Email: [STIHIV2019-Exhibits@icsevents.com](mailto:STIHIV2019-Exhibits@icsevents.com) Web: [www.stihiv2019vancouver.com](http://www.stihiv2019vancouver.com)





Exhibitors wishing to use a contractor other than Levy Show Service Inc. to set up and dismantle their exhibits must request permission by filling out the **Request for Set-Up by Non-Official Contractor Form** here: <https://bit.ly/2JPARZ9> and returning to Levy Show Service Inc. no later than **June 28, 2019**.

All agents representing the Exhibitor must be fully identified by the official Management badge. All agents or representatives who are performing services other than the Exhibitor's own employees must provide Levy Show Service Inc. with Certificates of Insurance by **June 28, 2019**.

If the Request for Set-Up by Non-Official Contractor form and the Certificate of Insurance from the non-official contractor is not received by **June 28, 2019**, your non-official contractor will be allowed to supervise only. All labour must then be hired from Levy Show Service Inc. for installation and dismantle of the exhibit. Please refer to the form for further important instructions.

Custom exhibit equipment is to be pre-manufactured outside the area beforehand. Only the assembled equipment is allowed inside. Electrical tools such as compressor, welder, electrical saws, electrical grinders, and electrical planes are not allowed to be used inside the hall. Also, painting besides finishing is not allowed inside the hall (fire prevention safety rule). Due to electricity lines under the floor, exhibitors must be careful not to spill water or wash the floor with water.

### G. Security & Safety

The Exhibit Hall will be locked during non-Exhibit Service Centre hours. Security will be provided during the set-up, show and dismantling period. Although 24-hour security is provided, the ultimate responsibility for displayed exhibits and equipment lies with the individual exhibitor. Exhibitors must secure, at their own expense, appropriate liability/loss insurance at all times. Exhibitors will not be allowed to enter the Exhibit Hall during non-show hours without consent of the Secretariat. The STI & HIV 2019 Secretariat and its affiliates will not be held responsible for the loss, theft or damage to exhibitor supplies at all times.

Exhibitors should take necessary safety measures prior to using dangerous equipment or parts during the show, in order to prevent accidents. Each exhibitor is responsible for the maintenance and safety of their equipment.

The first aid room at the Vancouver Convention Centre, East Building is located in the lobby. Vancouver Convention Centre security personnel are trained as first responders in fire/safety and first aid emergencies including the use of on-site defibrillators. First aid assistance is available by calling **7500** from any house phone, **[+1] 604 647 7500** from any cell phone, or by contacting Vancouver Convention Centre personnel.

Additional booth security can be ordered from VCC's online ordering platform online ordering platform at: <https://bit.ly/2rCutuv> (click on "STI & HIV 2019 World Congress").



## H. Liability Insurance

STI & HIV 2019 does not bear any insurance risk for the exhibitor. The exhibitor is explicitly referred to their own insurance. Therefore STI & HIV 2019 requires all its exhibitors to provide proof of liability insurance with a minimum of **CAD 2,000,000** for each accident or occurrence limit of liability is in place for the duration of the event. **Third party liability insurance certificate is mandatory** and must be provided to the STI & HIV 2019 Exhibit Manager no later than **June 14, 2019**. In case the exhibitor receives the invoice after June 14, 2019, the exhibitor is required to provide the certificate of insurance as soon as possible; but **prior to move-in!** Full coverage must be in effect for the event for which a contract exists.

Interest Insured: Commercial General Liability

- Inclusive Limit
- Covering Third Party Bodily Injury and Property Damage
- Including Non-Owned Automobile
- Including Host Liquor Liability, if planning on serving Liquor
- Including Cross Liability Clause

Additional insured to be named:

- International Conference Services Ltd.
- International Society for Sexually Transmitted Diseases Research
- International Union Against Sexually Transmitted Infections
- Vancouver Convention Centre

Insurance companies must submit their own form (must be in English only). Please email proof of insurance to [STIHIV2019-Exhibits@icsevents.com](mailto:STIHIV2019-Exhibits@icsevents.com) by **June 14, 2019**.

## I. Announcements/Messages

Announcements will not be permitted during the show.

## J. Parking

There are two independently operated parking facilities located within the Vancouver Convention Centre. They operate 24 hours per day, 7 days a week on a first come, first served basis. The East building has 750 stalls and is operated by WestPark (WestPark Lot #034 - Canada Place). WestPark can be reached at (604)-669-7275 or at [vancouver@westpark.com](mailto:vancouver@westpark.com). Rates can be viewed at [canadaplace.westpark.com/rates.html](http://canadaplace.westpark.com/rates.html).

## K. In-Booth Catering

The exclusive caterer for the Vancouver Convention Centre is Centerplate Food and Beverage. For more information on the menus, ordering, and other enquiries, please visit the website here (for minor orders only): <https://www.vancouverconventioncentre.com/services/exhibitor-services>. For orders over and above, please contact the Catering Manager, Craig Levido.

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### STI & HIV 2019 Secretariat

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Suite 300 – 1201 West Pender Street Vancouver, BC Canada V6E 2V2  
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Craig Levido: [+1] 604 647 7400  
[CLevido@vancouverconventioncentre.com](mailto:CLevido@vancouverconventioncentre.com)

## L. Housekeeping

The STI & HIV 2019 Secretariat is responsible only for emptying baskets along the pathways and keeping the shared space clean. Exhibitors will be responsible to keep their booths clean at all times. Housekeeping can be ordered here: <https://bit.ly/2rCutuv> (click on "STI & HIV 2019 World Congress").

## M. Advertisements, Sales Activities and Presentations

The exhibitor agrees to confine all products/services demonstrations and other sales activities to the limits of the contracted exhibit space and within the maximum height set. Distribution of any material is likewise limited to said exhibit space confines. Exceptions may be given by the STI & HIV 2019 Exhibit Manager prior to show opening in writing.

The use of games of chance, lottery devices, musical instruments and other sideshow practices is permitted only with written permission of the STI & HIV 2019 Exhibit Manager. The use of amplifiers, musical performances and any other sound generating equipment - even for advertising purposes - requires an advanced approval as well. Noisy demonstrations may be restricted or prohibited after permission if such demonstrations are considered a disruption of the general order of the event. Approval must be requested by filling out the **Booth Entertainment Request Form** (download at <https://bit.ly/2Upw2pP>) returning it to the STI & HIV 2019 Exhibit Manager by **June 14, 2019**.

Flashlights and revolving light equipment are prohibited. Lights from one exhibit should not disturb or damage other booths.

The exhibitors are not allowed to carry items, signboards and brochures for recruitment purposes.

## N. Giveaways

Giveaways should be educational in nature and must be pre-approved. Distribution of any material is limited to contracted exhibit space only. It is recommended to await approval from the STI & HIV 2019 Exhibit Manager prior to production and shipment of any Congress related giveaways. Permission to hand out Giveaways may be restricted or prohibited after permission if such giveaway is considered a disruption of the general order of the event. Please note that event bags are sponsored and therefore no bags are allowed to be handed out. Approval must be requested by filling out the **Giveaway Request Form** (download at <https://bit.ly/2CUoYKv>) and returning it to the STI & HIV 2019 Exhibit Manager by **June 14, 2019**.

## O. Non-Smoking

Smoking, including e-cigarettes is prohibited in the Exhibition Hall and the Vancouver Convention Centre.

## P. Move-out & Removal

Dismantling of exhibit construction and décor may only commence on the last day of the event after the end of the event. The STI & HIV 2019 Secretariat reserves the right to charge the exhibitor a



contract penalty fee if this clause is violated. The exhibit space has to be left in its original condition not later than outlined in the Exhibition Schedule.

After the exhibition, when the subcontractors remove the furniture, exhibitors should pay attention not to leave behind any belongings in the drawers and the shelves. The STI & HIV 2019 Secretariat does not take the responsibility for any damages and losses as a consequence. Exhibitors are required to remove all materials upon completion of the event. This includes, but is not limited to, all printed materials, equipment, furniture, carpet, and construction waste. All of the participants must return the equipment and tools that are leased from STI & HIV 2019.

## 5. Floor Plan

The Floor Plan is a “working draft” and changes may be made up until one (1) week prior to the event. Every effort has been made to ensure the accuracy of all information contained on the Floor Plan. However, no warranties, either expressed or implied are made with respect to the Floor Plan. It is the sole responsibility of the exhibitor to verify all dimensions and locations. This includes the location of building columns, utilities or other architectural components of the facility.

“Freight-Free” aisles may be shown on the Floor Plan and will be strictly enforced due to logistic and safety reasons.

**Link to the live interactive Exhibit Floor Plan:** <https://bit.ly/2S6sw6c>

## 6. Exhibitor Order Forms

Please find the official Order Forms of STI & HIV 2019 using the links provided below:

### A. General Services

#### **Levy Show Service Inc.**

Furniture | Equipment | Material Handling | Accessories | Carpet  
Customs & Shipping

- Link to order online: <https://bit.ly/2llp6yl> (Show Code: STIHIV2019)
- Instructions for ordering online: <https://bit.ly/2Ozk7UP>
- Shipping Label (Advance Warehouse): <https://bit.ly/2WzZp9M> (it includes the mandatory Material Handling Form)
- Shipping Label (Show Site): <https://bit.ly/2Oyzm01> (it includes the mandatory Material Handling Form)
- Request for Set-Up by Non-Official Contractor (form & instructions): <https://bit.ly/2JPARZ9>

### B. Venue Services

Electrical | Plumbing | Rigging | Booth Security | Housekeeping | Telecom/Internet  
**Vancouver Convention Centre**

- Link for ordering online: <https://bit.ly/2KseXr8>





- Rigging (separate link): <https://bit.ly/2V7cKFQ>
- Instructions for ordering online: <https://bit.ly/2VClnr8>

### C. Audio Visual Services

#### **Freeman Audio Visual**

- Order form: <https://bit.ly/2CGSfZc>

### D. Lead Retrieval

#### **CONEXSYS**

- Link for ordering online: <http://www.conexsysleads.com/> (show order code: **SHCW0719W**)

### E. CBSA Letter of Recognition

Border-to-Show privileges have been granted for STI & HIV 2019. The Canada Border Services Agency (CBSA) has advised its ports of entry to allow your goods to move directly to the show site (once they have been reported to CBSA at the first port of entry) where officials will perform the necessary clearance procedures.

Please attach a copy of the letter to any boxes or packages being shipped to Canada for this event.

Download here: <https://bit.ly/2Z3AYTF>

### F. Other Documents of Interest

- WestPark Parking at East Building: [canadaplace.westpark.com/rates.html](http://canadaplace.westpark.com/rates.html)
- General Parking Information: <https://bit.ly/2SCPJ16>
- Exhibitor Reference & Safety List: <https://bit.ly/2WYyAgE>
- Food Sampling Guidelines: <https://bit.ly/2TP2a6b>
- Liquor Sampling: <https://bit.ly/2GFmH9Q>
- Product Preparation Information Sheet: <https://bit.ly/2tkV4uE>
- On-site Water Treatment System: <https://bit.ly/2IfL7IM>

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