

# BCFT SUPPLIERS' NIGHT 2020 F.A.Q.

## FOR EXHIBITORS

### BEFORE THE EVENT

#### **Q: When is the day of the event?**

The event will be held on February 26<sup>th</sup>, 2020 at the [Delta Burnaby Hotel & Conference Centre](#)

#### **Q: When is the early bird registration cut-off deadline?**

The early bird registration deadline is November 30<sup>th</sup>. Following this date, tables will be charged at regular price.

#### **Q: I have purchased invitation cards or advertising posters and would like to know when I will receive them.**

Invitation cards and posters are typically mailed out through Canada Post in January. Once mailed, you may expect the ordered materials to arrive at your chosen address in approximately two weeks. (Note: delivery time will vary by location)

#### **Q: How are the pre-paid invitation cards used?**

There are two methods to using the pre-paid invitation card:

##### **1. Online**

Fill out the attendee registration form normally. When prompted “do you have a supplier invitation card?”, select “Yes” from the drop box.

Event Registration & Ticket

**Do you have a supplier invitation card? \***

Please select one of the following choices ▼

After selecting “Yes” a text box will allow you to enter the invitation card’s unique ID

Event Registration & Ticket

**Do you have a supplier invitation card? \***

Yes ▼

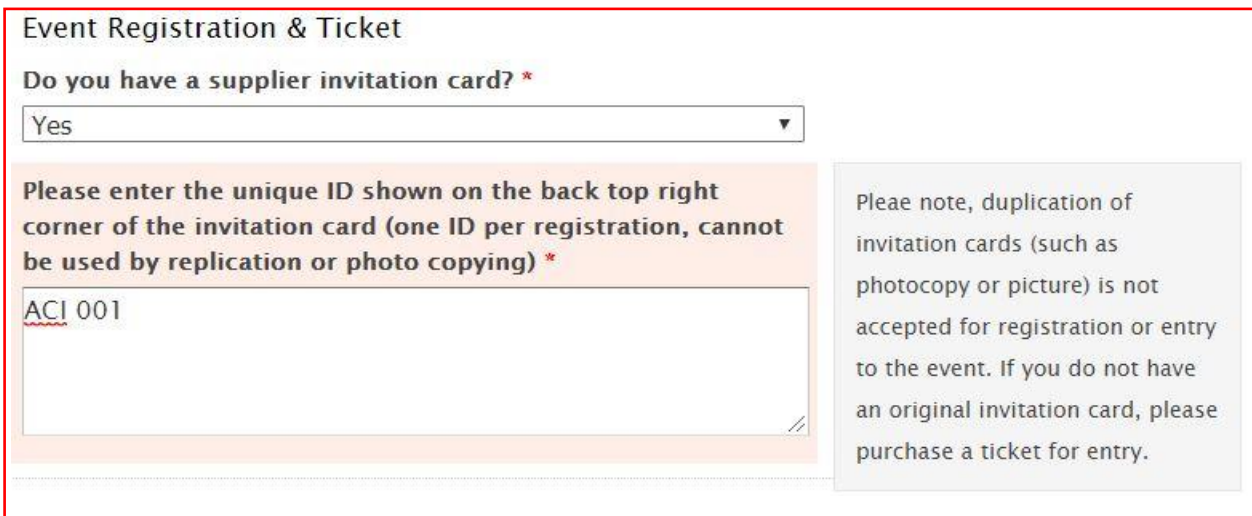
**Please enter the unique ID shown on the back top right corner of the invitation card (one ID per registration, cannot be used by replication or photo copying) \***

Find the unique ID shown on the upper right-hand corner of the pre-paid invitation card



The image shows a pre-paid invitation card for the BCFT 2019 Supplier's Night. The card features the BCFT logo (British Columbia Food Technologists) and the event title. A unique ID, 'ACI 001', is circled in blue in the top right corner. Below the title, there is a welcome message and two fields for attendee information: 'Attendee name (in full):' and 'Attendee company name:'. The card is framed with a red border.

Simply enter the unique ID into the box and continue filling in the rest of the form



The image shows a web form titled 'Event Registration & Ticket'. It includes a dropdown menu for 'Do you have a supplier invitation card?' with 'Yes' selected. Below this is a text input field for the unique ID, with 'ACI 001' entered. A note on the right side of the form states: 'Please note, duplication of invitation cards (such as photocopy or picture) is not accepted for registration or entry to the event. If you do not have an original invitation card, please purchase a ticket for entry.' The form is framed with a red border.

## 2. In person\*

Simply present the completed registration card at the Suppliers' Night registration desk on the day of the event.

**\*Note: Registration for the free seminars must be done using the online method**

*No photocopies of the prepaid postcards will be accepted at the Suppliers' Night registration desk on the day of the event. Only attendees with printed pre-ordered prepaid postcards will be granted entrance to the show.*

**Q: I would like to change the names and/or number of individuals representing my company.**

Please contact the BCFT Suppliers' Night Committee through the contact form on our website, or by sending us an email directly at [suppliersnight@bcft.ca](mailto:suppliersnight@bcft.ca). It is highly recommended to request changes as

soon as possible to ensure adequate time to process and print additional representatives name badges. For late name changes or additions, a name badge can be written up on the day of the event at the Suppliers' Night registration desk.

**Q: I plan to use electrical equipment at the event that will require a plug(s) and would like to know how many I should purchase.**

The plugs are rated for lights and charger use only. The use of equipment exceeding 200 watts may result in tripping the circuit breakers at the venue. As a courtesy to your fellow exhibitors, please contact the organizing committee directly if you are using equipment exceeding 200 watts so that venue accommodations can be made.

**Q: I tried to register my company for a table but there are none left, what can I do?**

Please contact us at [suppliersnight@bcft.ca](mailto:suppliersnight@bcft.ca) to be placed on the exhibitor waitlist. Suppliers on the waitlist will be contacted on a first come first serve basis if a table cancellation occurs. Since table cancellations are rare, we will regretfully not be able to accommodate all requests for a spot.

#### **DAY OF THE EVENT**

**Q: I am an exhibitor at the event and want to find my table number and table location.**

Your company table number can be found on the display board near the BCFT Suppliers' Night registration desk.

**Q: Where can I find my exhibitor name badges and package? Do I need to check-in at the registration desk?**

You will not need to wait in line at the Suppliers' Night registration desk, your company representative name badge(s) and package can be found on top of your table. Please consult the display board next to the registration desk for your respective company name and table number.

**Q: I am having technical issues with accommodations available at the venue and need assistance.**

Please contact the hotel floor manager or associated hotel staff for assistance with immediate technical problems. Questions regarding overall event layout and organization can be addressed towards BCFT Suppliers' Night organizing staff.

#### **AFTER THE EVENT**

**Q: I need my materials shipped out after the event, what process is involved and whom should I contact?**

Shipping and handling at the event is governed by *Delta Hotels by Marriott™*, please see their [shipping policy](#) for more information.

**Q: I have undistributed postcards and would like a refund for them.**

If you have undistributed postcards you may return them back to the Suppliers' Night registration desk on the event day for a partial refund of \$7.00 per card. A cheque will be issued and mailed following the event. Please note that the physical cards must be returned at the event, postcards that are mailed back will not be eligible for refund.

### FOR ATTENDEES

**Q: How do I register with my pre-paid invitation card?**

Simply select the "pre-paid invitation card" option from the drop-down box. You will then be prompted to enter the unique identification code for your pre-paid card which can be found in the upper right corner of the card. Please note that any duplication of this identification code is strictly prohibited and will void your registration. (see "**For Exhibitor**" section for step-by-step illustration)

**Q: Are photocopies of pre-paid invitation cards accepted on the day of the event?**

No, we will not accept any photocopies of pre-paid invitation cards on the day of the event. If you did not use it to register online, you must present an original physical pre-paid invitation card at the registration desk.

**Q: I did not manage to register online in time, can I still attend the event?**

Yes, we still allow registrations at the door on event day. Admission price on the day of the event is \$10.

**Q: I have chosen to attend one of the complimentary seminars and would like to know where they will be held.**

Seminar rooms are located on the hotel's 3<sup>rd</sup> floor which can be accessed by elevators on the ground level or near the Suppliers Night registration desk on the 2<sup>nd</sup> floor.

### FOR SPONSORS

**Q: I have chosen to be a sponsor this year, how are sponsors recognized at Suppliers Night?**

Sponsors are acknowledged through print materials at the event and through our monthly newsletter *TechTalk*.

**Q: For print materials is there anything I need to provide as a sponsor?**

Yes, all sponsors are required to submit a high-resolution image of their company logo that will be displayed alongside other sponsors for the event.

**Q: I have chosen to sponsor lanyards, how does this process work?**

As a lanyard sponsor your company will be required to provide and ship to us approximately 300 finished lanyards. During the event your lanyards will be distributed to attendees by our volunteers.

**Q: I have signed up to sponsor giveaway bags, how does this process work?**

As a giveaway bag sponsor your company will be required to provide and ship to us approximately 300 finished giveaway bags. During the event your bags will be distributed to attendees by our volunteers.

**Q: I have chosen to sponsor lanyards and/or giveaway bags, when and where should I ship them to?**

Lanyards and giveaway bags may be shipped to **BC Tweed, 349 264 St, Aldergrove, BC V4W 2K1,** **attention to Karl Li** at least one month before the event day. In the case where you are unable to ship your lanyards and/or giveaway bags, you must bring them with you to the event in a timely manner. If your lanyards come with plastic sleeves, please ensure that 4" x 3" sized name tags fit inside them.