

K
DAYS
JULY 19-28



2019 Indoor Food Hall Vendor HANDBOOK





Table of Contents

Important Information & Timelines	1
K-Days Hours of Operation	1
Important Dates	2
Applicant Information	3
Insurance Requirements	3
Food Hall Opportunities	5
Commission	6
Mandatory Payment Systems	7
Food Hall Location Details	8
Aesthetics and Requirements	8
Food Hall Location Dimensions	9
Accreditation & Parking	10
Accreditation Pass	10
Paid Parking	10
Power	11
Water Hookup	12
Waste Management	12
Inspections & Fees	12
Edmonton Fire Department	12
Electrical Inspection	12
Food & Beverage Services	12
Onsite Suppliers	13
Showtech	13
Sysco	13
Arctic Ice	14
Coca-Cola	14
Harlan Fairbanks	15



Weston Bakery	15
Alberta Health Services	15
Crossing the Border	16
Awards	16
K-Days New Food Contest	17
K-Days Website	17
Vendor Media Expectation	18
Accommodations	18



Important Information & Timelines

This handbook will give you the information you need to prepare for K-Days and to operate your Food Hall location.

Contact us:

Courier/In-Person: Northlands 2693 Broadmoor Boulevard, Suite 132, Sherwood Park, Alberta, Canada T8H 0G1	Mailing P.O. Box 1480 Edmonton, Alberta, Canada T5J 2N5	Phone: 780.471.7118 or 780.378.7461 Fax: 780.491.3430 Email: fbexhibits@northlands.com or sanderson@northlands.com
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K-Days Hours of Operation

Food Hall – Expo Centre Hall E

- Noon – 10 p.m.
 - July 19 - July 28, 2019



Important Dates

Date	Details
February 26	Online application opens. Non-refundable deposit of \$1,000 per booth/space must be paid with the application.
May 17 4 p.m. MST	Application closes. Non-refundable deposit must be paid at this time. Late applications will be automatically placed on the wait list and only reviewed if additional space becomes available.
May 24 4 p.m. MST	All applicants will receive, by email, written notification of the status of their application(s).
June 21 4 p.m. MST	Any outstanding balances due. This includes all amounts owing as outlined in your application package and initial submission. Failure to pay the outstanding balance in full by this date, Northlands, at its sole discretion, can deem your application null and void.
June 21	Certificate of Insurance due. Failure to provide insurance by this date, Northlands, at its sole discretion, can deem your application null and void.
July 17 - 18 9 a.m. to 9 p.m.	Food Hall move-in
To be confirmed	Alberta Health Services food handling training.
July 28	Move out begins at 11:15 p.m. for Food Hall vendors

All dates are subject to change by Northlands



Applicant Information

- a. **Legal Business Name:** This is the name of the person or entity that will enter into the license agreement with Northlands, if selected. If your company is not a legally registered company, please use your personal name.
- b. **Operating Name:** This is the name that you do business as, and that appears on your exhibit.
- c. **Contact Information:** Let us know how to best reach you. Please provide the contact person, phone number, fax number, email address, and website (if applicable). We will communicate with you at these addresses and mainly through email.
- d. **Corporate Search:** If you are a legally registered company, we may ask that you provide us with a current corporate search.
- e. **GST Registration Number:** If you are a GST registrant, please indicate your valid and current GST registration number.
- f. **Canadian Association of Fairs and Exhibitions Member:** If you are not a C.A.F.E. member, we will need you to pay \$25.00 per exhibit. Northlands will remit this amount to C.A.F.E.
- g. Upon the approval of this application by Northlands, at its sole discretion, the applicant is hereby bound to the obligations contained within this handbook and the application form. **Please see application "Terms and Conditions"**.

Insurance Requirements

Northlands number one priority is safety! Appropriate insurance is required to ensure the protection of all parties involved.

Vendors must have in force a minimum of:

- Commercial General Liability (CGL) insurance with limits of not less than two million dollars (\$2,000,000.00) per occurrence, covering liabilities for bodily injury, personal injury, death and property damage including products and completed operations liability. Northlands may, in its sole discretion, request that you have in force CGL in excess of \$2,000,000, ranging from \$5,000,000, \$10,000,000 or other depending on the risk of your operations. This insurance shall name "Edmonton Northlands" and the "City of Edmonton" as additional insureds.
- Standard automobile insurance providing third party liability coverage for bodily injury and property damage insurance for limits of at least two million dollars (\$2,000,000.00), inclusive and in respect of any one claim for the injury to, or death of, one or more persons or damage to, or destruction of, property.



- Any other form of insurance which Northlands may reasonably require from time to time in the form, for the amount, and for the insurance risk against which, a prudent party under similar circumstances would insure.

You must provide to Northlands a certificate of insurance confirming that the minimum insurance is in place at the time of application or by no later than the June 21 deadline. Any additional insurance requirements will be conveyed to you and a reasonable deadline to provide certification of this insurance will be set.

If you do not already have the required insurance coverage, you can contact the following insurers who are familiar with our operations and may be of some assistance:

- Insight Insurance
Rob Spanach
Phone: 780.455.3412 Extension 206

The Canadian Association of Fairs and Exhibitions - C.A.F.E.

Northlands participates in the levy fee program by collecting, on behalf of C.A.F.E., a levy of \$25.00 per exhibit, from all Licensees who are not C.A.F.E. members (in good standing). Northlands remits the levies collected directly to C.A.F.E.

If you have any questions regarding C.A.F.E. or the levy fee, or to become a C.A.F.E. member, please contact:

- C.A.F.E.
Phone: 1.800.663.1714
Email : info@canadian-fairs.ca



Food Hall Opportunities

Every effort will be made to accommodate requests for specific Food Hall locations; however final placement will be at the sole discretion of Northlands. Northlands reserves the right to relocate as required.

Size	Booth Price	Commission
10' X 20' Gem wall prebuilt location	\$25/sq.ft	30%* - see sliding scale of commissions below

*Commission will be based on 30% of gross sales or booth minimum of \$5000, whichever is greater.

Northlands will collect 30% of gross sales from the vendors in commission each day. Following the conclusion of K-Days, Northlands will reconcile all costs incurred to be passed back to the vendor against all commissions received from the vendor. Included in that reconciliation will be the deposits and balances owing paid to Northlands prior to the K-Days event plus the differential in commissions owing based on the initial schedule of gross sales (the % based on sales):

Sales Range	Commissions
< \$25,000	27%
\$25,001 - \$30,000	25%
\$30,001 - \$35,000	23%
\$35,001 - \$40,000	21%
\$40,001 +	19%

For Example: \$33,000 in gross sales

\$25,000 @ 27% = \$6750

\$5,000 @ 25% = \$1,249.75

\$3,000 @ 23% = \$689.77

Commission owing = \$8,689.52

Commission collected: \$33,000 @ 30% = \$9,900

Difference of \$1210.48

Any costs incurred by Northlands on behalf of the vendor would be transferred from this difference.



Commission

Commission payments are due by **3 p.m.** on the second day of K-Days and every day after that. You must provide Northlands:

- The previous day's opening and daily Z-tape from your cash register with the previous day's total gross sales;
- The percentage payment report & receipt form with the previous day's total commission payable;
- The previous day's commission amount;
- A copy of all receipts related to the ingredients purchased the previous day;
- An inventory of the products available for sale on the previous day and an inventory of the products not sold at the end of the previous day;
- Northlands understands that vendors may experience or process a high volume of transactions through debit/credit between Friday and Sunday. We understand that those transactions may not be processed by the banking institution into the vendors accounts until Monday. With prior approval, those commissions may be paid on that Monday in full.

You will also need to provide these items for the last day of K-Days to Northlands' cashier prior to **2 a.m.** on the morning after the last day of K-Days. On the final day of K-Days, we understand exhibitors will want to vacate the grounds as soon as possible; however, this information is highly important and crucial for us to have. We thank you in advance for your cooperation!

All Food Hall vendors will be subject to inspection by Northlands internal auditing team. Please go to the Edmonton EXPO Centre, Hall C show office to make your commission payments and to reconcile the commission and rent payments

Northlands cashier will be open from **10 a.m. to 3 p.m.** from the second day of K-Days to the last day of K-Days and from **11 p.m. to 2 a.m. on the last day of K-Days.**



Mandatory Payment Systems

If you are selling a product in exchange for money, you must use a cash register that meets these requirements:

- Non-resettable Z totals and Z counter
- Consecutive transaction numbers
- Detail tape with time, date and till I.D.
- Pricing screen for customers
- Preset pricing keys
- After transaction receipt
- Cash drawer must be closed after totaled

It is up to the individual vendors to provide their own system. Northlands may, at their sole discretion, institute technology driven hardware and software for processing payments. As a vendor, if you have your own payments processing system (square, other) we can discuss the use of that system as long as it meets the requirements above



Food Hall Location Details

Aesthetics and Requirements

We require that you:

- Display the exhibit in a professional manner and in good structural condition.
- Maintain the products presentable, clean and free of damage.
- Have professionally created and clear signage (**hand-written signs will not be permitted**).
- Prominently display signs showing the products and the price of the products. All signage must be contained within the exhibit designated area and will be prohibited from being on the midway line.
- Be respectful of the other licensees by not encroaching on their space or blocking their sightlines.
- Keep the exhibit clean and free from packing boxes and papers. Storage is permitted for certain exhibits but must not be visible to the public. Northlands will ensure that the aisles are kept clean. Any coolers, propane tanks, sinks and product must be contained within the exhibit designated area and not accessible or visible to the public. This can be achieved through the use of temporary fencing or professionally erected tenting. Food products are to be kept off the ground by means of dunnage racks or pallets.
- Keep the exhibit fully stocked and staffed at all times during the hours of operation.
- Have staff that is alert and professional, and that maintain a professional appearance and attitude with guests at all times. Your staff is not permitted to work outside of their allocated exhibit space.
- Conspicuously display the permits required by any government agency.
- **Important Note:** All concessionaires need a working grease trap which will be inspected by health officials for cleanliness, operation and capacity.

We encourage open concept exhibits.

Failure to adhere to these guidelines, at Northlands discretion, may lead to fines or exhibits not being accepted to future Northlands events.

We may adjust any aspect of your exhibit which does not comply with our requirements or regulations, or which encroaches on the rights or other licensees. We may also require that certain materials be used in the construction of your exhibit, signs, show cards or tabloids of your exhibit, and may regulate the dimensions and positions of your exhibit.

Signage

Northlands requires that vendors submit their final menus and pricing for approval. To create consistency within the hall Northlands will print the menus on behalf of the vendors and install. Other menu signage, banners, etc. are permitted but require approval by Northlands in advance. Northlands reserves the right to ask signage be taken down, removed or adjusted as required. The deadline for these submissions will be May 17, 2019.

Food Hall Location Dimensions

Food Hall space is limited as always. A location will be setup prior to your arrival.

The space plan given MUST include your locations footprint when fully setup. You must include any space needed for prep, storage, signage, coolers, kitchen equipment and any other space you might need.

If you do not account for all the space you need at the time of application, there may have to be adjustments made to your setup to fit within the dimensions outlined. All exhibitors and concessionaires will be held to the space that is outlined at the time of application and there will be no allowance for additional space once setup has begun.



example of Food Hall structures 2018



Accreditation & Parking

With your application you will receive one **(1) General Parking Pass** and **two (2) Accreditation passes** per booth purchased. The complimentary parking pass will provide vendors access to park off site at a location to be determined by Northlands.

If you need to purchase additional Accreditation passes, please add additional passes when filling out your application form. Once on site, if you require additional Accreditation passes, please contact fbexhibits@northlands.com.

If you would like to purchase any additional 10 Day parking passes, a link will be provided within the Exhibitor tab on K-Days.com at a later date. There will be a limited number of parking passes available and will be allocated on a first come, first serve basis.

Accreditation Pass

If you are selected to operate Food Hall location at K-Days, each of your staff must have a valid, nontransferable, Accreditation Pass for each day that he or she is operating the exhibit. Staff with an Accreditation Pass may enter the K-Days grounds prior to the K-Days gates opening and must leave when K-Days closes each day.

- You may choose to purchase additional 1-Day Accreditation Pass (\$12 per pass).
- You may choose to purchase additional 10-Day Accreditation Pass (\$78 per pass).

Paid Parking

10-Day General Parking Pass (\$160.00 + GST per Pass): The General Parking area is located beside the K-Days grounds. As availability is not guaranteed, the General Parking Pass is best for vendors who park before the K-Days gates open and do not require access to and from this parking lot during the day. Overnight parking is not permitted.

Power

\$14/amp – **Vendors must provide a sufficient amount of cable and proper connection indicated below. They will not be supplied by Northlands.**

When applying, please reference the possible power outlets below. **Note:** the cost affiliated with each power outlet is a flat rate fee, calculated by the amps required, to cover the costs associated with necessary equipment, hook-ups and service/usage for the 10 day event. This is a direct cost for services provided by Showtech.



15 Amp, 120 Volt
Wire size: #14-12 AWG
\$210.00



20 Amp, 120 Volt
Wire size: #12-10 AWG
\$280.00



**30 Amp, 120/240 Volt
4 wire twist lock**
Wire size: #10-8 AWG
\$420.00



30 Amp, 120 Volt straight blade
Wire size: #10-8 AWG
\$420.00

**50 Amp, 120/240 Volt
4 wire twist lock**
Wire size: #8-6AWG
\$700.00



**50 Amp, 120/240 Volt 4 wire
straight blade (range plug)**
Wire size: #8-6 AWG
\$700.00



Cam-locks:

These are used typically on our site for stage lighting and sound power (200 amps or <). We do not have any to accept in our regular distribution transformers.



Others (Direct tie-ins):

60 Amp, Wire size: #6-4 AWG

100 Amp, Wire size: #3-2 AWG

80 Amp, Wire size: #4-3 AWG

125 Amp, Wire size: #2-1 AWG

**If larger wire is being brought out, Northlands will need to be advised so we can make special provisions to accommodate. Please contact Commercial Exhibits team with necessary details.*



Water Hookup

We offer water and sewer services for the majority of exhibit spaces. To facilitate this service to vendors a onetime fee of \$300 will be collected for each booth requiring hookups. You will have already requested water and sewer services with your application form. If you need an exhibit space with water and sewer but did not request this on your application form, please contact our exhibits team.

Waste Management

Due to waste volume produced by exhibits, a fee of \$50 is collected for each exhibit.

Inspections & Fees

Edmonton Fire Department

Your Food Hall location will be inspected by the Edmonton Fire Department to ensure you are meeting all fire safety requirements. The interpretation and enforcement of applicable laws and regulations will be conducted by the fire marshal and must be complied with. There is a mandatory fee of \$60 per booth inspection.

Electrical Inspection

If you are a Food Hall vendor your location will be inspected by electricians / inspectors to ensure proper cords and connections are provided. There is a \$60 fee for all booths.

Food & Beverage Services

If you are a Food Hall vendor, you must order all of your food and beverage products through our on-site suppliers listed below. **You cannot bring any food or beverage products on to the grounds before, during or after K-Days**, that is not from an approved supplier, unless we have given you prior written approval.



Onsite Suppliers

Showtech

Showtech is our official contractor for Power and Lighting services within the Expo Centre.

Phone: 780.429.1162

Fax: 780.424.4715

www.showtech.ca

GES

GES Canada is our official show services contractor. Please contact GES Canada directly for display and show equipment for your Exhibit. (Tables, chairs etc.)

Phone: 877.505.7767

Fax: 877.469.1619

www.gesexpo.ca

Sysco

If you are a Food Hall vendor, you must purchase all food and beverage products including all Coke products (except ice, non-alcoholic beverages other than hot coffee, hot tea, hot chocolate and milk, Harlan Fairbanks products and bread) from our exclusive food service distributor, Sysco.

On-site Sysco representative:

- Kailey Stross
Phone: 780.977.8556
Email: stross.kailey@edm.sysco.ca

Sysco's requirements:

Ordering Forms

Sysco asks that vendors fill-out order forms completely and legibly. Forms will be available on-site.

Ordering Procedure

Sysco orders must be placed between 9 a.m. and 7 p.m. for next-day delivery. Cut-off for orders on Saturdays for Sunday delivery is 3 p.m.

- Vendors may drop off their orders at the Sysco trailer on site.
- Vendors may phone the on-site sales representative at: 780.977.8556 between 8 a.m. and 6:30 p.m.



Pre-Orders

All Food Hall vendors who wish to pre-order supplies must submit information to Sysco three weeks prior to the beginning of K-Days. All pre-orders can be done directly through Sysco.

Deliveries

Sysco will deliver the orders daily between 7 a.m. to 11 a.m. to each location within the food hall. Vendors must ensure someone is present to receive the order when it is delivered to their location.

Returns/Discrepancies

Vendors must carefully inspect, with the Sysco driver, all orders delivered. Any item(s) signed for at the time of the delivery may not be returned. Discrepancies with the order including short shipments, quality, etc. and must be documented by the driver in the form of a credit memo, at the time of the delivery, and accompany payment.

Payment Terms

Please make Sysco payment to Northlands banker while paying commissions. **Full payment is due by Sunday, July 28.**

Arctic Ice

Arctic Ice is the exclusive ice supplier at K-Days. Arctic Ice representative:

- Matt Sisco
Phone: 780.699.1045

Coca-Cola

Coca-Cola is the exclusive supplier of all non-alcoholic beverages on Northlands' grounds, except hot coffee, hot tea, hot chocolate and milk. This includes lemonade which must be made with Coca-Cola syrup based product unless fresh squeezed. All product will be purchased and delivered through Sysco..

Vendors must use Coca-Cola refrigerators or coolers to refrigerate these non-alcoholic beverages and must only place Coca-Cola products in these refrigerators or coolers. Please contact Coca-Cola directly to rent the refrigerators or coolers.

There will be a \$150 charge for a single door and a \$300 charge for double door fridges. Unless specified by the vendor Northlands will automatically order a double door fridge on your behalf and the vendors will be charged accordingly.

Vendors will automatically receive a mandatory initial minimum order from Coke with their single or double door fridge order. This minimum order will be determined by Coke and will be determined based on the size of the fridge and previous sales figures. There are no substitutions to this initial order, but reordering is at the vendors discretion.



There is fixed pricing on all Coke products, set by Coke, for K-Days. This price will be charged regardless of any other pricing contracts a vendor may have with Coke outside of K-Days. This ensures that all vendors will pay the same for product through Sysco.

Coca-Cola representative:

- Joseph Sereda
Phone: 780.868.2300
Email: jsereda@coca-cola.com

Harlan Fairbanks

Harlan Fairbanks is the exclusive supplier of any “typical fair type” products at K-Days. Harlan Fairbanks representative:

- Ian Woods
Phone: 780.454.3333 ext. 210

Weston Bakery

Weston Bakery is the exclusive bread supplier at K-Days. Weston Bakery representative:

- Trevor Molloy
Phone: 780.982.1134
Email: trevor.molloy@westonbakery.com

Alberta Health Services

As a Food Hall vendor, you are required to meet all Alberta Health Services (“AHS”) regulations.

You may be required to submit a booth layout plan to AHS, to take a Food Handlers course, and to undergo Exhibit and staff inspections. You will also be required to comply with all regulations, and AHS will have final say over what is required for the operation of your Exhibit.

As a Food hall vendor, you are required to have a triple sink at your exhibit and be placed on a drain. This service will be provided to each vendor by GES and charged back to the vendor accordingly.

An AHS representative will be reaching out to all approved vendors and we recommend at that time vendors ask any questions they may have regarding food safety.



Northlands Internal Food Auditors

Northland takes Food Safety seriously and will be looking to improve upon our current Policies and Procedures in 2019.

Crossing the Border

If you are planning on entering Canada to operate your exhibit at K-Days, you may be required to obtain necessary immigration paperwork, including, but not limited to, a Work Permit, Labour Market Opinion (LMO) and a Labour Market Impact Assessment (LMIA), for yourself and any workers that will be traveling with you.

Please check with www.cic.gc.ca for more information about these processes and the associated costs.

Awards

Best Exhibit Awards

By participating as a vendor at K-Days, you have a chance to win the Best Exhibit Award.

The Best Exhibit Awards are presented to any vendors or concessionaires who exemplify exceptional exhibit appearance and customer service and whose exhibit surpasses the expectations of a temporary booth set-up. Northlands will review exhibits during K-Days and the winner will be announced **Friday, July 26**.

In awarding the Best Exhibit Awards, Northlands may consider the following:

- Unique concession
- High standards in cleanliness
- Professional customer interactions
- Additional products such as customer matting, benches, decorations, custom built displays/counters, plants, professional signage, flags, lights, music, display of product, and other embellishments to enhance the product and to attract customers



K-Days New Food Contest

Get Creative! Showcase your new food!

If you are operating a concession at K-Days, you are eligible to enter the K-Days New Food Contest! We encourage you to develop a new food product to enhance our guest experience and expand the menu selections. K-Days New Food items are a highly anticipated list and consistently receives high exposure by local media (radio, print and online). This is your opportunity to stand out!

***NEW** for this year, to participate, entries for the K-Days New Foods contest will be completed upon completing the online exhibitor application form (instead of completing a separate application form). You will be required to include the name of the new food item, a description and a photo of the new food. Licensees will be required to present their new food to a panel of judges on the first day of K-Days.

Are you up for the challenge? All entrants will receive a 'K-Days New Food Item Here' identifier to be placed on their booth as well as inclusion on K-Days.com. The winner will be awarded a prize and a sandwich board sign stating, 'New Food Contest Winner.'

The K-Days New Food Contest will be subject to Northlands standard contest rules and regulations.

K-Days Website

Let us help promote you!

The K-Days website is a helpful tool for our guests to navigate our site, to highlight key elements of our programming and schedules, to provide information on sales, discounts and must-see action.

If you want to elevate your exposure at K-Days or have specials on your product sold at K-Days, you should submit your promotion to Northlands as follows:

- Submissions should specify what type of special is being offered and how many days the special will be available for.
- Submissions must be received by Northlands on or before June 1.

We will review the submissions and will contact you if your submission is selected. To get involved or for more information, contact exhibits@northlands.com and title your email: **K-Days Exhibitor Promotion**



Vendor Media Expectation

Northlands' vendors are not permitted to illicit, provide statements and/or opinions pertaining to any of Northlands' business operations to any members of the media without first requesting written approval from a Northlands PR representative. If you are approached by media asking for a statement, please call 780.471.8103. Northlands has designated staff to speak to media groups.

Accommodations

Looking for a place to stay during K-Days? Please visit the Edmonton Destination Marketing Hotels website.

- www.edmh.ca