



2026 PROFESSIONAL  
DEVELOPMENT & CLAIMS  
CONFERENCE  
Exhibitor Handbook

**PLEASE READ** carefully as changes have been made.  
This Handbook answers all of your questions. Hyperlinks  
are included to order from Service Contractors directly.

March 25, 2026 (Booth set up)  
March 26, 2026 (Main event)  
Metro Toronto Convention Centre  
Constitution Hall

## OIAA CONTACTS

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## 1 – GENERAL INFORMATION

NAME OF SHOW: OIAA 2026 PROFESSIONAL DEVELOPMENT & CLAIMS CONFERENCE

LOCATION: METRO TORONTO CONVENTION CENTRE  
Constitution Hall, Lower Level  
255 Front Street West  
Toronto, ON M5V 2W6

SHOW DATE: Move-in March 25, 2026 12:00 PM – 4:00 PM  
Exhibit opens March 26, 2026 10:00 AM – 4:00 PM  
Seminars Start March 26, 2026 9:30 AM

SHOW OWNERSHIP AND SHOW: ONTARIO INSURANCE ADJUSTERS ASSOCIATION  
720 King Street West  
Suite 465

MANAGEMENT: Toronto, Ontario M5V 3S5  
Tel: (519) 200-2739 E-mail: [info@oiaa.com](mailto:info@oiaa.com)

SHOW PERSONNEL: Jennifer Brown, OIAA President  
Christine Andrews, OIAA, Chair - Conference

EXHIBIT INCLUDES: 1. 1 Draped 8' deep x10' (ft) wide booth (blue & white curtain)  
2. 2 chairs  
3. 6' draped table (blue drape)  
4. 10"x 44" sign (with company name)

EXHIBITOR PERSONNEL: Please check with the show office at the front of the exhibit hall prior to set up.  
Exhibitor badges must be ordered online by clicking here:  
<https://www.microspec.com/exreg/login/OIAA26>

REGISTRATION & ATTENDEE PASSES:

Each Exhibitor is allowed a total of **5 participants**, per booth, to attend at no cost. Please note that each individual attending needs to be registered prior to the event. To register the names of your booth attendees, please go to:

<https://www.microspec.com/exreg/login/OIAA26>

To avoid congestion on the day of the event, if possible, it is strongly recommended that exhibitors pick up their attendee badges at the show office **during move-in after 1PM on March 25, 2026**. Otherwise, they will be available at the general Registration Desk during show hours. Badges must be worn at all times and are required for entry to the exhibit floor and seminars.

Should you require any further employee name badges beyond the first 5, you will need to register additional attendees through registration – [www.oiaa.com](http://www.oiaa.com). Please note there may be a fee associated with additional registrations if the individual does not meet the definition of insurance professional or a member/social member in good standing with the OIAA. Additional passes can be purchased at the following link:

<https://www.microspec.com/reg/OIAA26/>

**PARKING:** The Metro Toronto Convention Centre has indoor, multi-level parking. The entrance to the parking garage is located at the East end of the Centre on Simcoe Street. **PRE-ORDERING OF PARKING PASSES IS STRONGLY RECOMMENDED.**

Please order parking passes online at [www.mtccc.com/order](http://www.mtccc.com/order)

**MTCC COMPLIANCE:** OIAA Management reserves the right to refuse the use of space to exhibitors whose exhibit does not meet MTCC regulations as outlined in the Exhibitor Guide, or whose exhibit display materials are deemed to be a possible disturbance to other exhibitors. **---PLEASE NOTE THAT NO OUTSIDE FOOD OR DRINK CAN BE GIVEN OUT AS SWAG AT THE EVENT.---**

## 2 – MOVE-IN

**DATE & TIME:** **March 25, 2026 - 12:00 PM – 4:00 PM**

**All exhibits must be completed and ready for visitors by 4:00 PM on March 25, 2026 THERE ARE NO EXCEPTIONS.**

Morning set-ups **will not** be permitted on March 26, 2026, as the exhibit hall will be locked for security reasons and exhibitors will be given entry at 9:30 (**NO ACCESS TO DROP OFF BOXES PRIOR TO THIS TIME WILL BE ALLOWED**) for last minute preparation on March 26, 2026. It is important that you be there for 9:30AM as security will not be on the floor after this time.

**SHIPPING & COURIER INSTRUCTIONS:**

As per the Exhibitor Guide sent, Exhibitors should arrange for shipments to arrive prior to noon at the Metro Toronto Convention Centre on **March 25<sup>th</sup>, 2026 ONLY**. No goods or equipment will be received prior to **March 25<sup>th</sup>, 2026**, or on **March 26<sup>th</sup>, 2026**. For more information, please refer to the Guide.

**LOADING DOCK:**

**\*\*\*\*NEW\*\*\*\***

The loading dock to be used is the **East Dock**, with entrance through **1 Lower Simcoe** (main intersection: Lower Simcoe and Front).

This year, loading dock use will be on a first come, first serve basis, and booking ahead is not permitted. There are no third-party service providers for this purpose.

Exhibitors are encouraged to hand deliver their items to booths via regular entrances, which MTCC supports.

**Please note:**

Dollies which are provided by Stronco must be unloaded and returned promptly so that others can use them.

## 3 – MOVE OUT

**DATE & TIME:** **Thursday, March 26, 2026 - 4:05 PM – 7:00 PM**

**No dismantling, removal or packing of exhibits or exhibit material is permitted prior to 4:00 PM on Thursday March 26, 2026. THERE ARE NO EXCEPTIONS.** Exhibitors are urged to remove computer equipment, small cartons and open cases or

products from the show area immediately after the close of the show for security reasons. While OIAA will take all reasonable security measures to safeguard the exhibits, we are unable to monitor items during move in and move out.

**TAKE DOWN OF EXHIBITOR**

All exhibitor material must be cleared from the building by 7:00 PM on March 26, 2026, or arrangements made with STRONCO. Exhibitor material not cleared from the building by the above deadline will be removed and stored at the expense of the exhibitor by STRONCO SHOW SERVICES.

## 4 – SERVICES

**ORDERING:**

Early-bird pricing deadline for **Parking, Internet, and Cleaning - Wednesday, March 11, 2026.**

To be a little more environmentally friendly, service and order forms involving the MTCC, are available on line – please visit <https://www.mtccc.com/exhibitors-forms-guidelines/> to download the forms you require so that Show Service Contractors are prepared to meet your needs or review the document below.



MTCC\_Exhibitor\_Forms\_Pkg\_2025-26\_re-

Please follow the instructions carefully – by doing so, you will obtain these services without difficulty and at the least expense possible (a premium is charged for on-site orders). Orders are required for on-site services for:

- MTCC Telecommunication Service – Phone or Internet (Exclusive) – [www.mtccc.com/order](http://www.mtccc.com/order)
- Showtech Electrical (Exclusive) – see link below
- Stronco Furniture and plants – see link below
- MTCC Food & Beverage (Exclusive) – Includes Samplings & giveaways - see link above
- MTCC Parking (Exclusive) – [www.mtccc.com/order](http://www.mtccc.com/order)
- MTCC Booth Cleaning (Exclusive) – [www.mtccc.com/order](http://www.mtccc.com/order)
- Microspec Lead Retrieval – see link below

**DISPLAY SERVICES:** The Official Show Service Contractor is:

**STRONCO SHOW SERVICES**

1510 Caterpillar Rd., Unit B  
Mississauga, ON L4X 2W9  
Tel: (905) 270-6767

STRONCO is equipped to provide:

- Furniture and Accessories
- Complete Booth Package
- Labor Services
- Plants

**PLACING YOUR ORDER**

Whatever your exhibiting needs, we have the products and services to give you a professional appearance and increased visibility. Place your order online by visiting <https://www.stroncoonline.com/index.cfm>

The show code for this event is: 525495928

#### STRONCO EXHIBITOR SERVICES CENTRE

Our team is here to make your exhibiting experience as easy and seamless as possible. Leading up to the show we may periodically touch base with you to make sure all your exhibiting needs are taken care of.

Exhibitor Services team is available Mon-Fri from 8:30 am – 5:00 pm at 800-665-2621 or via email at [exhibitorservices@stronco.com](mailto:exhibitorservices@stronco.com)

#### CARPETING & DISPLAY SETUP:

The floor in the Constitution Hall is carpeted. If, for reasons of corporate image, exhibitors would prefer to lay their own carpeting, they should be using only the tapes authorized in the building, which are: Doublestick V (2-sided paper) or Rainbow (1-sided, 7mm vinyl). Exhibitors may erect their exhibits using the services of their regular employees. Display materials, including prefabricated booths, should be pre-fitted and ready for installation prior to shipment to the show. Exhibitors requiring assistance in the erection or removal of their displays should contact: **STRONCO SHOW SERVICES at (905) 270-6767.**

#### IMPORTANT SAFETY REGULATIONS

Fire Regulations and Electrical Safety Code Requirements are attached with the MTCC documents. Please review them carefully to ensure that your exhibit and booth meet the requirements. In some instances, aspects of your booth **MUST BE APPROVED IN ADVANCE by the Metro Toronto Convention Centre and the Toronto Fire Department.**

PLEASE be sure to complete the Fire Safety Reply Form **and send the completed Form to:** [FireSafetyReply@mtccc.com](mailto:FireSafetyReply@mtccc.com) prior to the event.



Fire\_Safety\_Reply\_2  
025-26\_re-aoda.pdf

If you are unable to access the embedded document please go to:  
<https://www.mtccc.com/exhibitors-forms-guidelines/>

DO NOT SEND this completed Form to OIAA staff. Thank-you.

\*\*\*Convention Centre authorization requests must be completed for helium balloons, food and animals, and show management permission must be obtained prior to set-up for items designed to draw traffic to the booth that may create noise, visibility or aisle blockages, smells, potential spills/garbage or other extraordinary circumstances.

#### INTERNET/ TELECOMMUNI- CATION SERVICES

Exhibitors requiring telephone or internet service at their booths must complete an order form. Please note: hook-ups are generally not done until most booth set-ups are complete, which is quite late in the day. Exhibitors can now easily order internet and telecommunication services online:

[www.mtccc.com/order](http://www.mtccc.com/order) . For more information or questions, call MTCC (416) 585-3596 or Email: [technology@mtccc.com](mailto:technology@mtccc.com).

MATERIAL  
HANDLING:

The exclusive materials handling contractors for the show is:  
**STRONCO SHOW SERVICES** (see above)

All transactions on work of this type are between official materials handling contractor and the exhibitor. In case an exhibitor representative is not present, OIAA reserves the right to order the equipment and/or material to be moved from the receiving door to the exhibitor's booth area. The official materials contractor will invoice the charge to the exhibitor for these services. Labor requirements for moving material and equipment, to set up and dismantle exhibits are the responsibility of the individual exhibitor.

ELECTRICAL  
SERVICES:

**Electricity is not included with your booth** - The EXCLUSIVE electrical contractor for the show is:

SHOWTECH Power & Lighting  
c/o The Metro Toronto Convention Centre  
255 Front St. West  
Toronto, ON M5V 2W6  
(905) 283-0550

**If an exhibitor has never ordered from our online ordering portal, they need to create a new account with a username and password to log in first.**

Please access the direct online ordering link below with **Google Chrome** to view pricing and/or order online. To take advantage of the discount pricing, please order online by **Wednesday, March 4, 2026.**

<https://e.showtechordering.com/ST-00071285>

SHOWTECH has a three-tier pricing structure for exhibitors as below:  
**THREE-TIER PRICING**

- **Advance:** Discount pricing available until 3 weeks before move-in.
- **Standard:** Available after the advance price date has passed and up before move-in.
- **On-site:** Available when move-in begins.

For example, here's the 2026 pricing for a basic power outlet:

- **Advance:** \$237.00
- **Standard:** \$340.00
- **On-site:** \$408.00

Please send a sketch of where they require outlets to SHOWTECH. Extension cords must be of the three-prong type (i.e. grounded) and must contain wires the proper size to carry electrical load. Cube tapes or cube tap extension cords are not permitted. The electrical contractor is obligated to refuse connections where the exhibitor's electrical wiring method constitutes a code violation. Exhibitors plugging in the existing outlets will be charged as if they had ordered power.

BOOTH CLEANING:

Exhibitors requiring booth cleaning are encouraged to order online via the link below:

[www.mtccc.com/order](http://www.mtccc.com/order)

LEAD RETRIEVAL:

Exhibitors wishing to have a list of attendees, including contact information of those who visited their booth may wish to select this option directly from Microspec.

Please note that the OIAA does not have any liability if the leads rented from Microspec are deficient, or malfunction.

**For further details on the Lead Retrieval System please go to:**

<https://www.microspec.com/mars/LRApp.cfm?Code=OIAA26>