



# **EXHIBITOR MANUAL**

**2024**

[www.ofvc.ca](http://www.ofvc.ca)

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## Ontario Fruit & Vegetable Convention Safety Policy

The Ontario Fruit & Vegetable Convention is committed to providing a safe workplace for all.

We consider the health and safety of each of our guests/contractors/exhibitors to be of primary importance. Our objective is to conduct our business in the safest possible manner consistent with the Occupational Health & Safety Act, applicable regulations, and good construction practices.

Management recognizes the right of workers to work in a safe and healthy work environment. All employees, subcontractors, supervisors, and visitors will be held accountable for their health and safety performance. Remember, think first, use common sense, and don't take chances.

Your attitude and cooperation in the promotion of accident prevention will assist in achieving our goal to make the Ontario Fruit & Vegetable Convention a better place to work.

## Welcome to the Ontario Fruit & Vegetable Convention

The Ontario Fruit and Vegetable Convention is an annual gathering of horticultural crop producers involved in the production of fruits and vegetables. The annual gathering is attended by a cross section of the horticultural sector including government, industry, business, consultants, producers, associations, researchers, and educators. The 2-day convention features a comprehensive speaker's program, large trade show and social events.

### The Basics ...

#### Contacts

Glenna Cairnie, General Manager (Primary)  
P- 905.966.3338 | glenna@ofvc.ca

Ross Parker, Trade Show Manager  
P- 905.562.4136 | ross@redtrac.ca

- Convention Dates: February 21 & 22, 2024
- Location - Niagara Falls Convention Centre, 6815 Stanley Ave., Niagara Falls, Ontario L2G 3Y9
- Convention Hours:
  - Wednesday: 8:30 am to 5:00 pm (Followed by Farmer's & Friends Reception on trade show floor)
  - Thursday: 8:30 am to 4:00 pm
- Complete exhibitor Information posted on our website [www.ofvc.ca](http://www.ofvc.ca)

### 2024 OFVC Exhibit Fees

#### Booth Space

- Sold in 10' x 10' units (multiple spaces available)\*
- Price includes: 6' Skirted table, 2 chairs, backdrop curtain, 1—1500 watt 110 volt electrical outlet
- 4 staff badges per booth space to a maximum of 8 badges. Additional badges available at additional cost

#### Pricing

- Before November 10, 2023      \$1250 + HST per 10' x 10' Booth Space
- After November 10, 2023      \$1475.00 + HST per 10' x 10' Booth Space
- 15% discount for 3 or more booth spaces\*\*
- 20% discount for 6 or more booth spaces\*\*

\* Booth assignments are managed by committee. Placement requests are taken into consideration but not guaranteed.

\*\* Restrictions apply

## TIMELINE

- September 2023  
Exhibitor/sponsorship promotional package released & tradeshow registration open. Download form(s) from <https://www.ofvc.ca/pricingE.html>
- November 10, 2023  
Early bird exhibitor booth pricing expires. Booth placement committee assigns space to early registrants.
- Early December 2023  
Exhibitor booth assignments posted on OFVC website. Email newsletter sent to all registered exhibitors.
- January 4, 2024  
Exhibitor registrations received after this date will not be included in the OFVC Show Guide or on-site signage.
- Early January 2024  
Review your booth requirements and order services to ensure early booking rates. Deadlines vary by company, check individual order forms carefully.
- Mid-January 2024  
Exhibitor newsletter issued via email with move-in information and instructions for registering booth staff online.
- January 22, 2024 to February 13, 2024  
Advanced shipments are accepted at Stronco warehouse. (Order deadline is January 31, 2024)
- February 20, 2024  
Niagara Falls Convention Centre Niagara (NFCC) site shipping acceptance. No advance shipments accepted prior to this date.
- February 20, 2024  
Trade show move in 9:00 am to 6:00 pm. Specific times may be assigned based on booth requirements.
- February 21 & 22, 2024  
Ontario Fruit & Vegetable Convention Show dates.
- February 22, 4 pm – 7 pm. Exhibitor move-out.

## TERMS OF EXHIBITING

### TRADE SHOW & CONVENTION HOURS

- Wednesday: 8:30 am – 5:00 pm (followed by “Farmers & Friends” reception 5 pm – 7:00 pm)
- Thursday: 8:30 am – 4:00 pm The Trade Show is open during the Speaker Sessions.

### LIABILITY & INSURANCE

- Exhibitors must carry appropriate liability insurance. Proof of insurance is required prior to booth space assignment.
- The company or individual whose name appears on the exhibitor registration form takes responsibility for all individuals representing the company or himself while at the Conference. Neither the Ontario Fruit & Vegetable Convention nor any persons representing the conference, Stronco, Conexsys, nor the NFCC shall be responsible for any loss, damage or injury that may occur to the exhibitor or exhibitor’s employees or property, from any cause whatsoever, prior to, during, or after, the period covered by the exhibit contract.
- The exhibitor, on payment of registration fees, expressly releases the OFVC from liability & agrees to indemnify same against all claims due to carelessness of other exhibitors. Any such claims must be paid for by the exhibitor causing same.
- The OFVC shall not be responsible for any damage to the exhibitor, for failure to provide space for the exhibit, for the removal of the same or for failure to hold meeting as scheduled.

General Liability insurance providing coverage of at least \$2,000,000 inclusive of bodily injury and/or property damage for each occurrence is mandatory. A certificate of insurance must be provided. No booth spaces will be assigned until such proof is received.

#### OPTIONS FOR COVERAGE

Liability insurance can be acquired according to two options:

**Option # 1** - Provide a certificate of insurance from your liability insurer **adding Ontario Fruit & Vegetable Convention, the Niagara Falls Convention Centre Niagara and the Corporation of the City of Niagara Falls as additional insureds**. Send copy of certificate to [glenna@ofvc.ca](mailto:glenna@ofvc.ca)

**Option # 2** - If you are not covered through your regular insurance policy, obtain insurance coverage from the OFVC preferred insurance provider, Vendor Insurance Inc. This company specializes in special event insurance and offers cost-effective short-term exhibitor insurance. A form is available for download on the OFVC website. Complete and forward with payment as directed. This is a third-party service provider. Do not send payment to the OFVC.

### BOOTH SPACE

#### Registration

- Payment is required before booth space is assigned.
- 15% discount for those taking 3 or more booth spaces and 20% discount offered for 6 or more booth spaces. Discounts apply to a single company only. Payment may be made by cheque, International Money Order in

Canadian Funds, Visa/MasterCard, e-transfer, or direct deposit. Out-of-country exhibitors are encouraged to pay via credit card.

### **Cancellation**

- All cancellation requests must be made in writing. If written notice is received prior to January 15, a \$200/booth space administration fee will be deducted from funds paid. There are no refunds for cancellations made after January 15.

### **Subletting**

- Under no circumstances shall space be sublet, without written permission of the Ontario Fruit & Vegetable Convention Trade Show Manager.

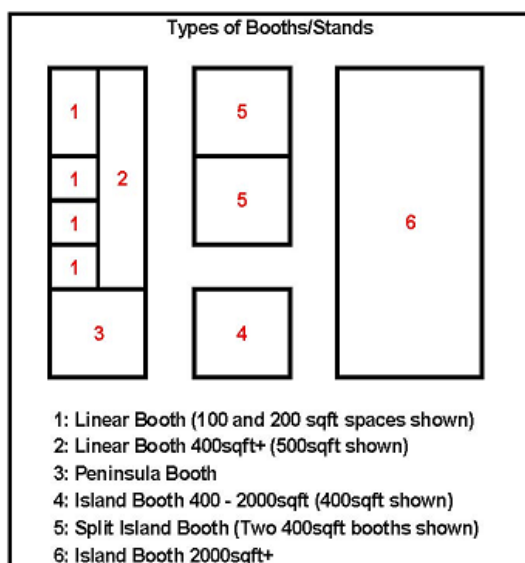
### **Included in Basic Booth Package/Furnishings**

- One electrical outlet is provided to a maximum of 2 for multiple booths (1500 watt 110 volt electrical outlet) Additional service may be ordered through NFCC using the electrical order form available on their website.
- One 6' skirted (white) table, 2 chairs, backdrop curtain. Pipe and drape backs are 8' high and side rails are 3' high.
- Two drink tickets for redemption at the "Farmers & Friends" reception held on the trade show floor Wednesday afternoon.

### **Use of Booth Space**

- Exhibits must not obstruct the view of, or interfere with, other exhibits.
- Exhibits can be built to, but not exceeding, the perimeter of the booth. Display material cannot exceed 8' in height for interior linear booths. Display material cannot exceed 12' in height for in-line perimeter booths. Display materials may be the maximum height for 8' of the booth sides but no higher than the side rail for the 5' nearest the aisle.
- All exposed parts of a display must be finished so as not to be objectionable to other exhibitors or attendees.
- Crates and other packing materials may not be stored behind the pipe and drape.
- There can be no covering over your exhibit space. Fire Marshal regulations require the ceiling sprinkler system to penetrate the entire booth area.
- Exhibitors will not conduct demonstrations, sales activities, distributions of promotional materials, etc., in a way that interferes with or detracts from adjacent exhibits or annoys other exhibitors / patrons.
- No Flammable Material (i.e., Gasoline, acetylene, polish, explosives, or inflammable material) will be allowed in any part of the building and no goods or materials that conflict with the rules of the Fire Department may be exhibited or brought into the building. No tissue paper, crepe paper, bunting, etc. may be used in decoration or advertising, unless first treated with flame-retardant. Oils, burning fluids, liquid oxygen, ethylene, propane, naphtha, etc. cannot be used except for illuminating the building.
- No Toxic Materials. The display and storage of pesticides or products containing pesticides by exhibitors at the Ontario Fruit & Vegetable Convention Trade Show is not permitted in keeping with the regulations of the "Pesticide Act" Section 27 & 28.

- All products and equipment must be in compliance with Canadian standards and legal for sale in Canada.
- Helium balloons, animals, birds, or pets of any description require written authorization. Please contact the NFCC Event Manager for the authorization form.
- All activities must be within the accepted bounds of good taste. Behavior in a disorderly, abusive, or other manner, not acceptable to the Organizing Committee of the Ontario Fruit & Vegetable Convention, will not be permitted.
- You are required to report any unsafe condition or accident of which you have knowledge to a security guard or event management employee.
- To maintain a professional appearance, booth must have back sides of displays covered when visible from the aisle. Crates and other packing materials may not be stored behind the pipe and drape. Storage space is available.



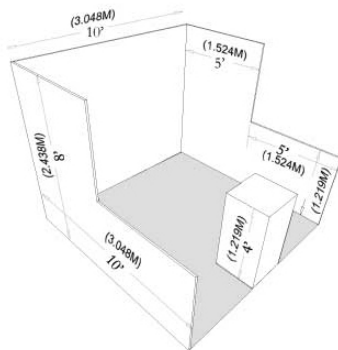
The OFVC trade show floor plan offers booth spaces in single (10' x 10') or multiples. Linear booth configuration may be in multiples of up to 5. For block configurations, even multiples only.

The floor plan is posted on our website [www.ofvc.ca](http://www.ofvc.ca)

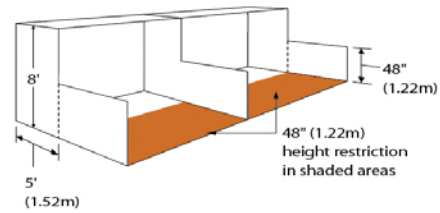
Booth assignments are made by committee.  
 Placement requests are taken into consideration but not guaranteed.

A standard booth space is 10'x10'. Pipe and drape backs are 8' high and side rails are 3' high. Display material cannot exceed 8' in height for interior linear booths. Display material cannot exceed 12' in height for in-line perimeter booths. Display materials may be the maximum height for 8' of the booth sides but no higher than the side rail for the 5' nearest the aisle.

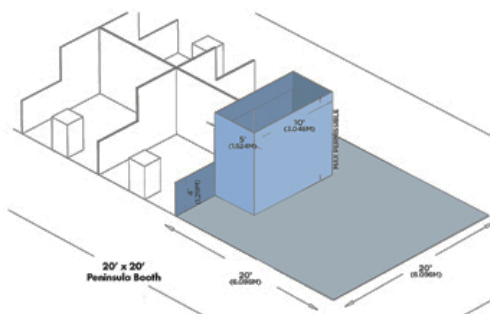
## Single Booth



## Linear Booths



## Peninsula Booth



When two or more linear booths are used in combination as a single exhibit space, the 4' height limitation is applied only that portion of exhibit space which is within 10' of an adjoining booth.

## Booth Staff

- Exhibitor name badges and lanyards must be worn at all times while in the building and are required for entry to the show. Please note that the lanyard is considered to be an integral part of the name badge for each exhibitor and attendee.
- Exhibitors receive 4 exhibitor name badges for each 10'x10' booth rented to a maximum of 8 badges.  
**Instructions for registering staff on-line will be sent in January.**
- Name badges can be picked up beginning at noon on set up day and throughout the show.
- Contact Glenna for badge related questions.
- FYI Attendee Registration - The OFVC requires full convention registration (one or two day) for admittance to the trade show on Wednesday. On Thursday, a “trade show only” pass is available.

## Food/Beverages Served in Booth

Sample food/or beverage products may not be distributed or sold by sponsoring organizations except upon written authorization by NFCC. Download application form on NFCC website. (linked on OFVC exhibitor services page)



### **Signs, Banners, Overhead Lighting**

- Display signs that are visible from the rear must have a finished image.
- Only NFCC can suspend objects from the ceiling. Download application on website.
- A minimum of 200 square feet of booth space required before any objects can be suspended from the ceiling.
- Suspended objects must be a minimum of 12 feet from the floor.
- Objects must be at least 3 feet inside the perimeter of the booth.

### **Booth Appearance**

Exhibitors are to maintain an acceptable booth appearance. Booth must have back sides of displays covered when visible from the aisle. Crates and other packing materials may not be stored behind the pipe and drape. Storage space is available.

### **Booth Assignments**

Booth location is assigned by committee. Registration must be paid in full, and proof of insurance received for a booth number to be assigned. Listings will be posted on the exhibitor page of the OFVC website.

### **Booth Carpet**

Carpet is not included in basic booth cost and is not a show requirement. However, a floor covering is *recommended* to enhance the look of the show and as a courtesy to your booth staff. Exhibitors may bring their own carpeting/floor covering or arrange for it to be provided through the show decorator, Stronco. Order forms available on the OFVC website.

### **Janitorial**

General areas and aisles are cleaned nightly. Janitorial services for individual booths may be arranged through NFCC. Order forms available on the NFCC website.

### **Products for Sale/Display**

Products exhibited or promoted for sale at the Ontario Fruit & Vegetable Convention must meet relevant Canadian regulations and be legal for sale in Ontario.

### **Care of Buildings & Equipment**

- Exhibitor agrees to comply with all the rules and regulations of the NFCC.
- Alterations to any part of the structure of the NFCC, or to items of furniture or equipment forming part of it, may not be made without prior written authorization from the event manager in each individual case. These prohibitions include the drilling of holes, mechanical fastening (nails, staples, push pins etc.), or adhesive fastening (tape, glue, sticky Velcro etc.), and the attaching in any manner of decals, promotional literature, or items. Failure to comply will result in financial penalties.
- Use of masking, clear packaging and plastic based tape are prohibited.

- Use of pyrotechnics, hazer's, fog/smoke machines, or any other special effect/activity requires NFCC approval at least 3 weeks in advance. The Event Manager will need a full production schedule including rehearsals. Labour charges will apply for a fire watch.
- Exhibitors shall not erect or operate any steam equipment, boiler, motor, or stove without the written consent of the NFCC.
- Smoking is NOT PERMITTED anywhere on the NFCC property.

## SET UP/MOVE-IN

- Tuesday: February 20, 2024 — 9 am until 6 pm.
- Exhibit space not occupied by 5 pm on the Tuesday, set-up day, will be forfeited. Payment will not be refunded. Booths must be paid in full prior to set up.
- Merchandise/deliveries will not be accepted at the NFCC entrances and must be delivered to the loading docks.
- The Niagara Falls Convention Centre will accept direct shipments on Tuesday, February 20, 2024. Exhibitors must ensure shipments are delivered prior to 5 pm.

Direct shipments are to be consigned to:

**Exhibitor Name/Booth Number**

**Ontario Fruit & Vegetable Convention**

**Trade Show Area, Niagara Falls Convention Centre**

**6815 Stanley Avenue, Niagara Falls, ON L2G 3Y9 CANADA**

**NFCC contact name for shipping label: Amanda Perdue, 905.357.6222**

- The Niagara Falls Convention Centre (NFCC) offers standard loading docks and ramp access. You are responsible for unloading your own equipment. If your trucks are not compatible with the docks, no alternative ramps are available.
- To avoid confusion, please ensure that your company representatives and the driver delivering your exhibit are given appropriate information. No loading/unloading from the side entrances of the NFCC. Use loading dock entrances only.
- Loading docks are located on the west side of the building with access from Dunn Street. (Dunn St. is the 1st block north of the NFCC. The Dunn St. entrance is 1/2 km west of Stanley Ave. on the south (left) side.
- Parking at the loading docks is prohibited. Only vehicles unloading and loading equipment are allowed at the loading docks. Vehicles violating these regulations will be towed away at the owner's expense.
- Protective footwear must be worn during move-in and move-out, in the loading dock area. At specific times, the Exhibit Floor (or parts therein) may be deemed as 'Construction' areas by the Show Manager. If you have been given permission to be on the floor at these times you will be required to wear an approved hard hat in the designated 'Construction' zone. When working higher than 3 meters (10 ft.) you must use fall protection.
- For insurance purposes, no one under the age of 16 years to be allowed in the exhibit area during move-in/move-out.
- During move-in/move-out, exhibit halls, loading dock areas and back of the house service areas are considered hazardous work areas. As such, there shall be absolutely no drinking of alcoholic beverages, no horseplay and in general, all unsafe conditions or activities are to be corrected promptly.

- There is storage space available at no charge for crates or other materials. Exhibitors must maintain a tidy booth space. All material must be removed upon the completion of the event.
- **Exhibitors with heavy equipment are encouraged to arrive before 1 pm on Tuesday.**

#### **Large Equipment Display Requirements**

- All equipment to be clean of debris and snow material prior to entering the convention trade show area.
- Once positioned, batter cables to be disconnected and covered with electrical tape.
- All fuel caps to be locked or taped to prevent opening. Gas tank should be full.
- Pads to be placed under tires.
- Drip pads to be placed under any equipment where leaks may occur.
- Motorized vehicles may not be started during public trade show hours. A motorized vehicle agreement must be filed with the Niagara Falls Convention Centre. Form available online.
- Exhibitors can continue to set up booth till 6 pm when building must be vacated. Aisle carpet will be laid as exhibits are completed. All aisles must be clear by 6 pm.
- Please respect the move-in coordinators – their directions have the big picture in mind.

#### **MATERIAL HANDLING**

- The NFCC loading docks are located on the West side of the building with access from Dunn Street. Dunn St. is the 1<sup>st</sup> block north of the NFCC. The Dunn St. entrance is ½ km west of Stanley Ave. on the south side (left). A Dock Marshall will be on duty to direct traffic.
- Parking at the loading docks is prohibited. Only vehicles unloading and loading equipment are allowed at the loading docks. Vehicles violating these regulations will be towed away at the owner's expense.
- The Niagara Falls Convention Centre (NFCC) offers standard loading docks and ramp access.
- Oversized and heavy items can be accommodated at the largest bay (door frame 3.81 m/12.5' wide and 4.33 m/14.1' high) with a ramp to drive up to but not onto the trade show floor for immediate unloading only.
- Trucks are not allowed on the trade show floor.
- All materials to be moved at the loading docks must be on wheels or palletized.
- Tow motors, Pallet-jacks and dollies will be available during move-in and move-out at **no cost** to exhibitors.
  - Tow motors available:
    - 9 am - 5 pm on Tuesday, move-in day.
    - 4:30 pm - 7 pm on Thursday, move-out day.
- The coordination of trade show set-up is done primarily by volunteers. Your co-operation is appreciated.

#### **CLOSE OF SHOW/MOVE OUT**

- Move-out begins after the show closes on Thursday at 4:00 pm. No part of the booth may be removed, packaged, or prepared, nor any other form of booth dismantling prior to 4:00 pm Thursday. Exhibitors not adhering to the policy will jeopardize future exhibit possibilities, at the discretion of the OFVC. All exhibits must be removed in their entirety by Thursday, at 7 pm.
- Please wait until the carpets are removed and then single booth and walk-outs will leave first. Equipment will be moved out last.
- Volunteer staff and equipment are available to assist exhibitors if needed.

- For exhibitors using the loading docks: once your exhibit is completely dismantled and packaged, please move it to the loading dock area. Report to the supervisor on the loading docks that you are ready to load. Your truck will be allowed to access the loading dock at that time.
- All exhibits must be removed from the Niagara Falls Convention Centre (NFCC) on Thursday, February 22 by 7 pm. Exhibitors requiring post-conference storage must make arrangements in advance with Stronco.
- Exhibitors are responsible for ensuring arrangements have been made for their outbound shipments.

## Exhibitor Services

For information/order forms/contacts, visit the exhibitor resource page

[https://www.ofvc.ca/e\\_services.html](https://www.ofvc.ca/e_services.html)

These preferred service providers may be in contact with you as a courtesy to ensure all necessary arrangements are in place prior to the expiry of early pricing. You are encouraged to check the permission box on the registration form.

### ADVERTISING – Steve Watt, OFVC Communications Manager

The OFVC publishes a comprehensive Show Guide that is distributed on site and published in a digital version.

- Each conference participant receives a Show Guide containing speaker program, exhibitor list & booth # index, floor plan and general conference information.
- Special advertising rates available to our sponsors and exhibitors. Contact Steve Watt for information. [steve@ofvc.ca](mailto:steve@ofvc.ca)
- Trade Show Exhibitors with a paid booth space before January 4, 2024, will be listed in the show guide.

### LEAD RETRIEVAL

Provider: Conexsys

The list of Ontario Fruit & Vegetable Convention attendees is confidential. It is NOT for sale. However, Lead Retrieval Bar Code Scanners will be available for rent through Conexsys, the OFVC registration service provider. Attendees who allow their badges to be scanned comply with CASL implied consent regulations. You have six months from date of scan to gain express consent. Order forms available on the exhibitor page of the OFVC website.

### Audio Visual Rentals/Service

Provider: Red Tree Productions

Conference audio visual services, audience polling systems, webinars, electronic equipment rentals

### CUSTOMS BROKER, TRANSPORTATION PROVIDER, AND STORAGE

Provider: Stronco

Stronco has been selected as the preferred customs broker and transportation provider for the Ontario Fruit & Vegetable Convention. U.S. and International shipments entering Canada require specialized documentation. Stronco Logistics can facilitate all inbound and outbound customs documents and arrange customs clearance

of goods through Canada Customs if required by the exhibitor. Exhibitors will be quoted individually by Stronco Logistics if this service is required.

### **FACILITY - NFCC**

Niagara Falls Convention Centre Niagara (NFCC)

Physical Address:

6815 Stanley Avenue

Niagara Falls, ON Canada L2G 3Y9

Tel: 905-357-6222 OR 1-888-997-6222

To book event services (Food & Beverage, space rentals etc.) Contact Amanda Perdue, NFCC Account Manager for the OFVC [aperdue@fallsconventions.com](mailto:aperdue@fallsconventions.com)

### **ELECTRICAL - NFCC**

Niagara Falls Convention Centre is the exclusive supplier of:

- \* Electricity
- \* Compressed air (due to noise and power drain, no personal air compressors are allowed)
- \* Water, drain
- \* Natural gas connections
- \* Hanging banners & overhead lighting

### **FOOD AND BEVERAGE**

#### **Farmers & Friends Reception (Networking Event)**

Wednesday, 5 pm – 7:00 pm on the tradeshow floor.

- Exhibitors have the option of staffing their booth(s) or securing any valuables and enjoying the event away from their booth.
- Complimentary light refreshments served. Drink tickets are available for purchase at the Information Desk.

#### **Food Onsite**

- Food is available for purchase at two locations onsite. An excellent selection of salads, sandwiches, beverages and hot food will be available.
- If you plan to offer ANY food, beverages or samples in your booth it is necessary to make appropriate arrangements in advance with the NFCC. Forms available on the Exhibitor Resources page and/or by contacting the NFCC Event Manager, Amanda Perdue Tel: 905-357-6222 x 7230 Email: [aperdue@fallsconventions.com](mailto:aperdue@fallsconventions.com)

### **HOTEL ACCOMODATIONS**

**Embassy Suites by Hilton, Niagara Falls-Fallsview** (0.4 km) from the SCC)

6700 Fallsview Boulevard, Niagara Falls

1.905.356.3600 <http://www.ofvc.ca/hotel.html>

The hotel is located within easy walking distance to the Convention Centre.

### SHUTTLE SERVICE

Complimentary bus shuttle service to and from the Niagara Falls Convention Centre Niagara and the Embassy Suites Hotel Fallsview is provided.

Tuesday	noon to 6 pm (set-up day)
Wednesday	7:00 am to 7:00 pm (Convention day 1)
Thursday	7:00 am to 5:30 pm (Convention day 2)

### INTERNET

- Free wireless internet access is available in the pre-function space. It is suitable for checking email. If you require a more robust connection in your booth, you must purchase that from the NFCC.

### PARKING

- Niagara Falls Convention Centre parking is conveniently located next to our facilities and is easily accessed from the intersection of Stanley Avenue and Livingston Street. (see map below).
- A designated off-site area for parking large trucks is available complimentary to our exhibitors. Contact Ross Parker to reserve your space. Limited space available.
- OFVC has arranged for free parking at the NFCC lot for the duration of the show. Exhibitors are encouraged to leave their vehicles parked at the hotel lot(s) to allow ample space for attendees. A shuttle service is available from 7 am on show days.



### SALES SOLICITATION

Direct sales solicitation at the Conference will be limited to exhibitors and their agents.

#### OFVC POLICY - NO SUITCASING

Please note that while all meeting attendees are invited to the trade show, any attendee who is observed to be soliciting business or distributing materials in the aisles or other public spaces, in another company's booth, or in violation of any portion of the Exhibition Policy, will be asked to leave immediately. Additional penalties may be applied. Please report any violations you may observe to Show Management.

### SECURITY

Security is provided; however, exhibitors should ensure that valuable items are not left unattended in their booth area. All exhibitors are responsible for their own property.

**SMOKING POLICY**

No Smoking is allowed anywhere on the Niagara Falls Convention Centre Property.

**TRANSPORTATION**

There are 3 airports convenient to Niagara Falls, Ontario:

- Toronto's Lester B. Pearson International Airport (YYZ)
- Buffalo-Niagara International Airport (BUF)
- John C. Munro Hamilton International Airport (YHM)

An Airport Shuttle Service from each of these airports can be booked with Niagara Airbus.

- Special OFVC rates have been arranged with Niagara Airbus for airport shuttle service. Instructions and link posted on the hotel page of the OFVC website.