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TLOMA CONFERENCE & TRADE SHOW

SEPTEMBER 16-19, 2025 **WHITE OAKS CONFERENCE RESORT & SPA**

EXHIBITOR MANUAL

The Law Office Management Association (TLOMA) is delighted to welcome your company as an exhibitor at the TLOMA 2025 Conference & Trade Show, taking place at White Oaks Conference Resort & Spa in Niagara-on-the-Lake, Ontario.

This Exhibitor Manual has been designed to provide you with all the essential details and guidelines to ensure a smooth, enjoyable, and productive experience. Inside, you'll find important dates, logistics, booth information, marketing opportunities, and answers to frequently asked questions.

We value your participation and the important role you play in bringing innovative products, services, and solutions to our community of legal management professionals. We look forward to working with you to make this year's trade show a valuable and rewarding opportunity for all.

If you have any questions along the way, please don't hesitate to reach out - we're here to help!

Karen Gerhardt

Director of Administration, TLOMA

Telephone: 416-410-1979 ext. 200

Email: kgerhardt@tloma.com

Courtenay Brodie

Administrative Coordinator, TLOMA

Telephone: 416-410-1979 ext. 300

Email: cbrodie@tloma.com

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QUICK ACCESS LINKS

- ▶ [Equipment & Name Badge Form](#)
- ▶ [Book Hotel Accommodation](#)

CONFERENCE & TRADE SHOW VENUE

White Oaks Conference Resort & Spa

253 Taylor Road SS4
Niagara-on-the-Lake, Ontario
L0S 1J0
1-800-263-5766



ACCOMMODATION

TLOMA has reserved a block of rooms which will be available to Business Partners requiring overnight accommodation for Tuesday and/or Wednesday evening. Booking must be made by **August 27, 2025**, to qualify for the reduced rate.

All arrangements made with White Oaks Conference Resort & Spa are between the Business Partner and the Hotel. Please ensure you notify the Hotel of any special room requirements you may have. All guest room costs are the responsibility of the Business Partner.

REGISTER ONLINE

Click the [on-line Booking Registration](#) for Business Partners to book your hotel reservation at White Oaks Conference Resort & Spa. Enter the desired check in and check out date.

REGISTER BY PHONE

Reservations can also be made by calling the hotel directly at + 1 800 263 5766 and requesting the special conference rate "**TLOMABP**".



EXHIBITOR SCHEDULE

DATE	TIME	ACTIVITY	LOCATION
Tuesday, September 16th	4:00 pm – 6:00 pm	Registration	Registration Desk (Lower Concourse)
	6:30 pm – 10:00 pm	Welcome Networking & Dinner	Grand Event Room A/B/C
Wednesday September 17th	7:30 am – 8:30 am	Breakfast	Sunhill Dining Room
	9:00 am – 11:00 am	Set up for Exhibitors	Exhibition Hall
	11:15 am – 11:30 am	Business Partner Information Session	Exhibition Hall
	11:15 am – 12:00 pm	Business Partner Lunch	Exhibition Hall
	12:00 pm – 5:00 pm	Trade Show	Exhibition Hall
	5:00 pm – 9:00 pm	Booth Teardown	Exhibition Hall
	6:00 pm – 6:30 pm	Travel to Dinner	White Oaks Lobby
	6:30 pm – 10:00 pm	Business Partner/Delegate Networking & Dinner	Jackson Triggs Winery

The Delegate Schedule is published on the TLOMA Conference Website.

PLEASE NOTE:

- ▶ Booth setup will begin at 9:00am and must be completed by 11:00am.
Tear-down must be completed following the Trade Show, between 5:00pm – 9:00pm.
- ▶ Breakfast for all exhibitors will be available in the Sunhill Dining Room from 7:30am – 8:30am.
Name badges must be worn.
- ▶ A Business Partner Information Session will be held from 11:15am - 11:30am in the Exhibition Hall.
At least one representative from your company must attend this session.
- ▶ A Business Partner Luncheon will be available between 11:15am - 12:00pm in the Exhibition Hall.

EXHIBITOR POLICIES

1. Sub-Leasing Policy:

Trade Show booths, once assigned and confirmed, cannot be transferred. Exhibitors are not allowed to sublet or sell their booth space without the written consent of TLOMA.

Only products or services your company regularly deals with can be displayed in your booth. Exhibitors without assigned booth space are not allowed to attend the Trade Show, solicit business, or promote their organization outside of the Trade Show area.

2. Cancellation Policy:

If you cancel your Trade Show space on or before Friday, August 15th, TLOMA will refund your payment, minus a 25% deposit. No refunds will be given for cancellations made after Friday, August 15th, 2025.

3. Default of Occupancy Policy:

If you fail to occupy your contracted booth space, you are still obligated to pay the full rent for the space. If your booth is not occupied by 11:00 am on Wednesday, September 17th, TLOMA may repossess the booth and use it as TLOMA sees fit.

4. Photo Policy/Media Release:

Registration for the TLOMA Conference implies consent of any pictures taken during the Conference can be used for Conference coverage and/or for any other TLOMA promotional purposes. TLOMA can use your likeness without remuneration.

You are not permitted to publish any pictures taken at the Conference on any social media sites unless you obtain approval from TLOMA and all subjects in the photos.

Please be aware any pictures taken of our speakers during their presentation must be approved by the responsible party prior to the session to ensure no legal issues arise.

SOCIAL MEDIA

We ask all our Conference Attendees and Sponsors to support TLOMA via social media. If you are able to promote your attendance at Conference on social media, please do so. Please use the hashtag #TLOMAConference2025, and tag TLOMA as follows:



@tloma_canada



@The Law Office Management Association (TLOMA)

As a TLOMA 2025 Conference Exhibitor, you will be sent a TLOMA Business Partner sponsor logo to feature on all your conference materials. If you have any questions, please contact [TLOMA](#).

BOOTH POLICIES

- 1. Booth Boundaries:** All exhibit materials must be confined within the designated booth boundaries. For safety, nothing may extend into the aisle space.
- 2. Audio/Visual Equipment:** Use of radios, televisions, motion pictures, or other audio/visual aids must not inconvenience other exhibitors. Sound levels must be restricted to the immediate vicinity of the booth.
- 3. Equipment Regulations:** TLOMA reserves the right to prohibit any equipment that does not comply with these regulations.
- 4. Exhibit and Exhibitor Standards:** TLOMA reserves the right to decline or prohibit any exhibit or exhibitor that does not align with the character of the Conference or Trade Show. This includes all persons, items, conduct, printed materials, souvenirs, and emblems.
- 5. Booth Operation:** Each booth must operate as a separate business entity registered with TLOMA. Booth designs cannot be combined, modified, or altered without TLOMA's permission.
- 6. Giveaways & Prizes:** Prize draws are NOT permitted at your booth during the Trade Show. Any promotional gifts should be available to all Delegates, not “client-only”.
- 7. Cleaning:** Booth space should be left in the same condition as it was found. All garbage, packing materials and crates should be removed or properly disposed of. Failure to do so will result in a post-event cleaning fee invoiced to the Exhibitor.
- 8. Alcohol Policy:**
For the safety and comfort of all participants, no alcohol is permitted to be served or consumed on the trade show floor at any time. This policy applies to all exhibitors, sponsors, and attendees, regardless of any arrangements that may be available through the venue. We appreciate your cooperation in maintaining a professional and welcoming environment for everyone.
- 9. Smoking Policy:** Smoking is strictly prohibited anywhere within the facility.

BOOTH ALLOCATION

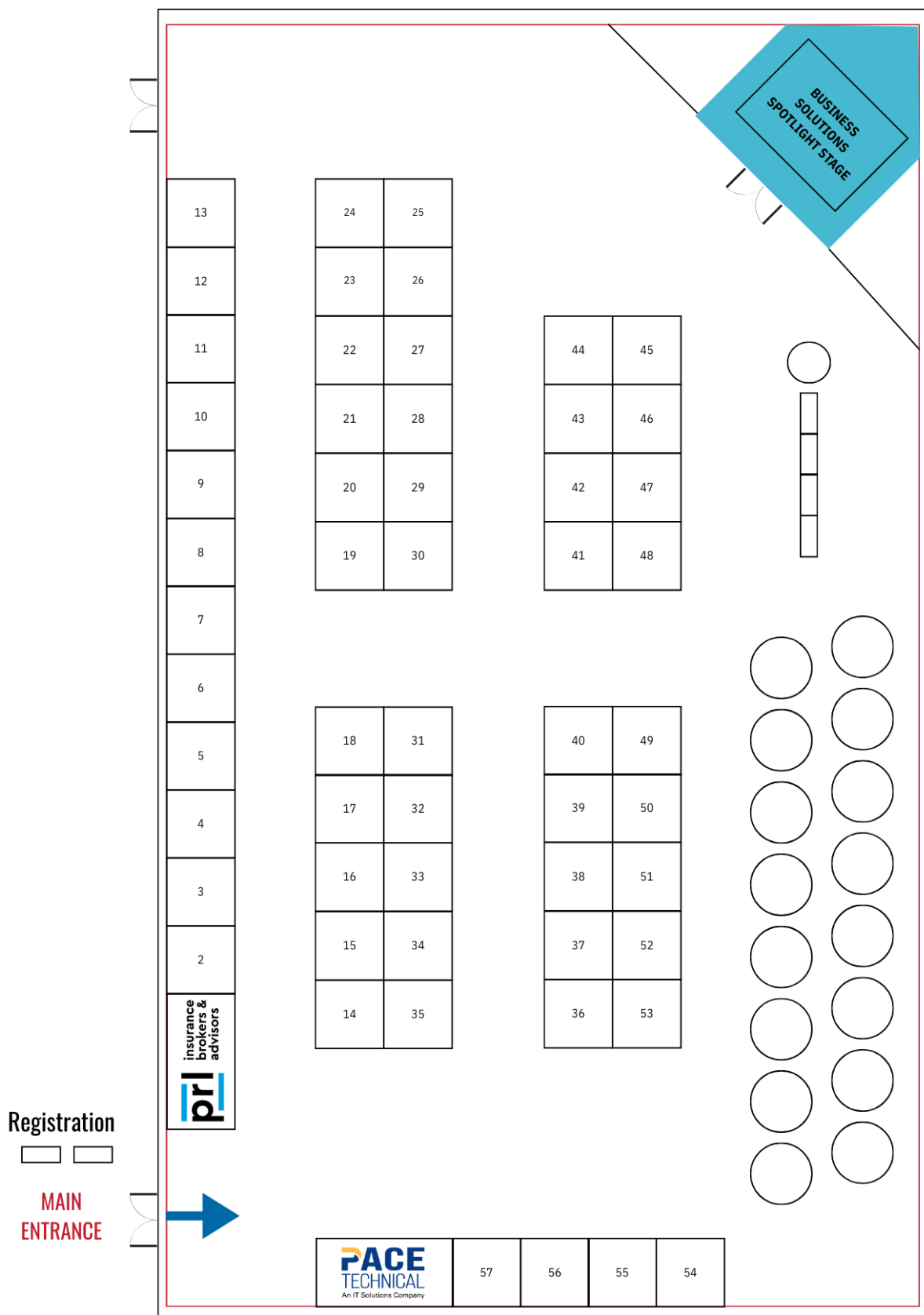
TLOMA reserves the right to determine final booth allocation for all participants.

Allocation of booths is based on the Exhibitor level of sponsorship and the order in which registration and payment is received and accepted.

A copy of the floor plan will be sent to all exhibitors requesting their booth preference. While not guaranteed, the Conference Committee will do their best to accommodate the indicated requests.

Once finalized, the floor plan will be published to the Conference website.

FLOORPLAN (CLICK TO DOWNLOAD)



SHIPPING & HANDLING

Ship to: White Oaks Conference Resort
253 Taylor Road, SS4
Niagara-on-the-Lake, ON L0S 1J0
Canada

Goods will be received no earlier than **Tuesday September 16, 2025**. Please notify [Matt Lyon](#), Conference Planner of the size of the shipment & date expected.

- ▶ Goods shipped earlier than Tuesday September 16, 2025 are subject to storage and handling fees based on the size of the shipment.
 - Approximate cost for drayage for 10x10 booth is \$125.
 - Cost per skid is \$250 (subject to change).
 - Costs subject to service charges and HST.

All incoming shipments must be labeled with the [approved shipping labels](#).

Please recommend to your carrier that trucks should be maximum length 41' and should be equipped with a tailgate lift. Shipping & Receiving entrance is at ground level.

NOTE: *If shipping from outside Canada, you must note on your customs/carrier/courier paperwork "FREE DOMICILE" - this can be found under the billing options. White Oaks will not accept billing for duty & taxes - please ensure your paperwork is filled out correctly. Proper paperwork must also accompany outbound shipments. Consult your Broker with any questions.*

If you would like to verify the arrival of your shipment, please contact Purchasing & Receiving.

Conference Planner
Matt Lyon
mlyon@whiteoaksresort.com
(905) 704-5639

Purchasing & Receiving
Jones Terte
jterte@whiteoaksresort.com
1-800-263-5766 ext 5260

Return Shipments

Assistance with return shipping can be made by contacting:

The Business Centre
xeroxcentre@whiteoaksresort.com
(905) 688-2550 x 5765

A representative will personally visit each booth to confirm shipping out arrangements while you are on site. Ensure that you have the following information available:

- ▶ Shipping Company Name
- ▶ Return Labels
- ▶ Account Number
- ▶ Customs Broker (for international shipments)

If you require storage after the show until your carrier can pick up your goods, arrangements must be made in advance and are subject to storage fees.

INCLUDED BOOTH EQUIPMENT & SERVICES

ITEM	ELITE	PREMIUM	DIAMOND
Table (6ft)	2	1	1
Chairs	4	2	2
Carpet	Included		
Wi-Fi	Included		

- ▶ Additional equipment & services are provided through White Oaks and must be ordered on the Equipment & Name Badge Form.

ADDITIONAL EQUIPMENT & SERVICES

Equipment and services are provided by White Oaks Conference Resort & Spa but must be ordered through TLOMA using the Equipment and Name Badge Order Form.

- ▶ Orders must be received by **August 22, 2025**.
- ▶ All items are subject to an 18% service charge and HST. Full payment is required prior to the event.
- ▶ Any orders placed on-site are subject to higher rates and availability cannot be guaranteed.

A complete list of available equipment, services, and associated costs is provided in the tables below:

Pricelists

Equipment	Pre-ordered Price	Service Charge (18%)	HST (13%)	Total
Additional 6" Table	\$25.00	\$4.50	\$3.84	\$33.34
Additional Chair	\$5.00	\$0.90	\$0.77	\$6.67
Forklift Assistance	\$125.00	\$22.50	\$19.18	\$166.68

Services	Preordered Price	Service Charge (18%)	HST (13%)	Total
Wired Internet Access	\$150.00	\$27.00	\$23.01	\$200.01
1–15-amp circuit (standard plug at back of booth)	\$75.00	\$13.50	\$11.51	\$100.01
Power Bar	\$15.00	\$2.70	\$2.30	\$20.00
Extension Cord	\$15.00	\$2.70	\$2.30	\$20.00
208/220 electrical	\$200.00	\$36.00	\$30.68	\$266.68
46" TV Monitor (Subject to additional labour charge)	\$470.00	\$84.60	\$72.10	\$626.70

ATTENDEES

All Business Partners attending the TLOMA 2025 Conference & Trade Show must check in at the TLOMA Registration desk located in the lower concourse upon arrival to the facility to receive their badges.

Attendees must wear their name badge at all TLOMA events for which they are registered. TLOMA reserves the right to ask anyone not wearing their badge to leave the TLOMA event.

INCLUDED ATTENDEE ACCESS

EVENT	ELITE	PREMIUM	DIAMOND
Trade Show	8	4	2
Tuesday Welcome Reception & Dinner	8	4	2
Wednesday Delegate & Business Partner Dinner	8	4	2

ATTENDEE REGISTRATION

Attendee names and additional Trade Show badges and/or Event Tickets must be submitted to TLOMA on/before **August 22, 2025**. To complete the registration process, please complete the [Equipment & Name Badge Form](#).

Substitutions for attendees are permitted up to *Tuesday, September 2, 2025*. For substitutions requested after September 2nd, an administration fee of \$35.00 + HST per badge will be applied.

ADDITIONAL BADGES & TICKETS

Exhibitors may attend all educational sessions offered throughout the conference. Additional Trade Show Badges & Event Tickets can be purchased as follows:

Trade show attendee:

Cost: \$165.00 + HST (\$186.45) each.

Limit: Two additional attendees per booth

Fee includes breakfast, lunch, and non-alcoholic beverages available during the Trade Show.

Tuesday Welcome Reception & Networking Dinner:

No additional tickets are permitted for this function.

Wednesday Delegate & Business Partner Dinner:

Cost: \$170.00 + HST (\$192.10) each.

Limit: No limit on additional tickets purchased

Time: 6:30pm - 10:00pm

Location: Jackson Triggs Winery

Fee includes transportation to and from the venue, entry to the Reception/Dinner and Entertainment, and one drink ticket.

WHOVA APP

TLOMA continues to use the digital platform for the Conference called 'Whova'.

Instructions on how to use the App and set up your business profile will be sent prior to the beginning of the conference so you may explore the App and become comfortable using it.

Your digital profile will include:

FEATURE	ELITE	PREMIUM	DIAMOND
Promotional Video	4	2	1
Banner Ads	1	1	-
Main Page Ad	1	-	-

As an Exhibitor, you will be provided with a unique QR code that can be scanned by Delegates when they visit your booth. Delegates will see all the Exhibitor information including your sponsorship level, contact names, and any videos or PDF documents you upload to your booth.

The App tracks and accumulates all the eligible names and provides you with conference leads. Please feel free to also collect business cards from Delegates to further your marketing endeavors.

PASSPORT PRIZE DRAW

The Passport Prize Draw is a fun and engaging way to drive booth traffic and connect with delegates during the Trade Show. Delegates who visit all exhibitor booths and have their QR codes scanned will be automatically entered into the draw for a chance to win one of the generous prizes provided by participating Business Partners.

The Prize Draw will take place during the Business Partner / Delegate Dinner on Wednesday evening.

HOW TO PARTICIPATE

If you would like to participate in the Passport Prize Draw by offering a prize, please follow the steps below:

1. Indicate Your Prize

When completing your exhibitor registration, confirm your intent to contribute a prize and include a description of the item you are offering.

2. Prize Drop-Off at Registration

Upon arrival at the conference, please bring your prize to the registration desk and check it in.

- ▶ Physical Prizes should be handed in directly.
- ▶ Non-Physical Prizes (e.g. tickets, gift certificates, experiences) must be accompanied by a clearly marked envelope containing prize details and redemption instructions, including contact information.

You will receive a claim ticket that matches your prize, which will be handed to the delegate winner when determined.

3. Designate a Representative

At registration, you must confirm the name of the representative who will attend the Wednesday night dinner and present your prize in the Winners Circle.

- ▶ If no one from your organization will be attending the dinner, TLOMA will assign a volunteer to connect with the winner and deliver the claim ticket on your behalf.

4. Connect With the Winner

Winners will be notified via the conference app. A display at the Wednesday night Business Partner / Delegate Dinner will list the winners and the Business Partner whose prize they have won.

Winners will be directed to the Winners Circle in scheduled intervals based on the alphabetical order of Business Partner company names:

- ▶ **7:30 PM – 7:45 PM:** Business Partners A–L
- ▶ **8:00 PM – 8:15 PM:** Business Partners M–Z

During your assigned window, your representative should be present in the Winners Circle to meet and congratulate the winner and hand them the prize claim ticket. All physical prizes will be available for winners to collect from the TLOMA Office on Thursday morning.

The Passport Prize Draw will take place after the Trade Show, between 4:30pm-5:00pm.

PARTICIPATION TERMS

- ▶ Prizes should not be for services provided by the Business Partner if it requires the Delegate/Firm to sign an agreement with the Business Partner or involves an implementation process.
- ▶ Prizes should be brought to the Trade Show or present a gift voucher to the winning Delegate who may pick up their prize when they return to their office.
- ▶ TLOMA Delegates must be in attendance to accept their prize. If a name is drawn, and the Delegate is not present, another name will be drawn.
- ▶ Private prize draws are NOT permitted at your booth during the Trade Show.



POST-CONFERENCE MARKETING

TLOMA

All Business Partner exhibitors involved in our Trade Show will be listed in our newsletter, TLOMAToday, and displayed on our website. Your listing will indicate your level of sponsorship at the TLOMA Conference & Trade Show. We also encourage you to provide an educational editorial article or advertise in our newsletter.

Further details regarding our newsletter can be found at: [TLOMAToday](#).

To further market your company to our membership, we encourage your company be listed in the [TLOMA Business Partner Directory](#).

DELEGATES

A list of Conference Delegates will be published to the TLOMA Conference Website, and a password will be forwarded to all Exhibitors and Sponsors with a Sponsorship package of \$1,500.00 or more, prior to the Conference.

The directory will include:

- ▶ Company name
- ▶ Contact person
- ▶ Job title
- ▶ Phone number
- ▶ Email address (with permission)

To maximize your marketing efforts, it is beneficial to follow up with Conference delegates after the Trade Show. This allows you to connect with the right person for your goods and services.

When contacting delegates, please be mindful of their availability to respond. Conference delegates are typically very busy just before and immediately following the Conference, as they prepare to leave their positions or catch up on work after being away for three days.

TERMS OF USE

The Delegate List is *copyrighted and confidential*, to be used only by 2025 Business Partner exhibitors. Sharing or distribution of the Who's Attending Delegate List with any other third party or other Business Partner is strictly prohibited.

As an exhibitor who received the delegate list, it is your responsibility to ensure you comply with all the CASL Regulations as outlined in the three CASL enforcement agencies (the [CRTC](#), [Competition Bureau](#) and [Office of the Privacy Commissioner](#)).

TLOMA assumes no responsibility for any non-compliance.

TRADESHOW CHECKLIST

	ITEM	DEADLINE
	Pay remaining balance (if outstanding).	August 1, 2025
	Complete Equipment & Name Badge Form.	August 22, 2025
	Book Hotel Accommodation	August 27, 2025
	Complete setup of your company page on Whova App	September 2, 2025