

Exhibitor's Handbook

Reference manual

The promoter is responsible for preparing and distributing the Exhibitor's Handbook. This checklist provides a useful framework for its preparation.



CENTRE
DES CONGRÈS
DE QUÉBEC

www.
[convention.](http://www.convention.qc.ca)
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REFERENCE MANUAL FOR THE EXHIBITOR'S HANDBOOK

You will find below a list of useful items for your exhibitor's handbook. It is essential to have your handbook approved by the coordinator of your event before sending it to your exhibitors. Please refer to the Client Guide for further information.

EVENT

Room 2000ABCD

Day	Date	Hours			
Friday	October 13	From	11:00	To	17:00
Saturday	October 14	From	11:00	To	15:00

SET-UP

Day	Date	Hours			
Thursday	October 12	From	8:00	To	17:00

TEARDOWN

Day	Date	Hours			
Saturday	October 14	From	15:00	To	19:00

LOADING DOCK ACCESS

Thursday	October 12	From	8:00	To	17:00
Saturday	October 14	From	15:00	To	19:00

Merchandise will not be accepted at the Centre's entrances and must be delivered to the loading docks.

The Québec City Convention Centre will accept material only as of Wednesday, October 11, 2017. Storage charges will apply for any exhibitor's material received before that date.

LOADING DOCKS

Loading Dock Level 1
875 rue Saint-Joachim
Québec (Québec) G1R 5V4

Trailers should not exceed 13 ft. 3 in. in height and 48 ft. in length.

Parking is prohibited. Only vehicles unloading and loading equipment are allowed. Vehicles violating these regulations will be towed away at owner's expense.



PARKING

Cars

There are many underground parking spaces close to the Centre. More specifically, Marie-Guyart complex (Complex G), Place Québec, Delta Hotel and finally in the Place D'Youville parking lot all linked by underground connections. These lots operate 24 hours a day, 7 days a week (see plan on our [website](#)).

Week days (daytime) it is strongly recommended to use public transport, carpooling or car-parks to reach the Centre's area. For more details, please refer to your Event Coordinator.

Please note that parking on the Promenade Desjardins is prohibited at all time.

CONVENTION CENTRE SERVICES

To order services for your booth, simply visit the Quebec City Convention Centre's website at the following link: <https://www.convention.qc.ca/en/exhibitors/order-forms/> then, select your event name. Follow the steps!

Benefit from a 20% early-bird discount for any order before the cutoff date on September 27, 2017.

- On-site, exhibitors can address their last minute requests at our services counter at regular prices. **Some services may not be guaranteed.**

Services offered by the Centre are:

- Sign and banner hanging, electricity, material handling and mandatory storage and booth cleaning. All are exclusive except for booth cleaning. If needed, exhibitors may contact our Exhibitor Services at 418 649-7711, Ext. 4066 or 1 888 679-4000 or by E-mail at services@convention.qc.ca.

BOOTH

Each booth will be equipped with pipe and drape. Back wall curtain is 8' high and side-rail curtains are 3' high. Booth size is 10' x 10'. Your booth will be carpeted and each booth will receive one (1) 6 foot table and two (2) side chairs.

Note: Electricity, plumbing (plumbing is not offered in rooms 2000ABCD), internet, extra tables and chairs, etc... must be ordered separately with GES directly.

EXHIBITION SERVICE COMPANY

The exhibition service companies accredited by the Société du Centre des congrès de Québec are:

GES Global Experience Specialist

GES Global Experience Specialist

Ms. Louise-Myriam Dallaire

Telephone: 416 877 2727 Ext. 222



Website: www.gesexpo.ca
Email: ldallaire@ges.com

GES Services:

- Booth, furniture, and accessories rental
- Sign production
- Material handling and storage (mandatory)
- Official carrier and customs broker

To order services for your booth, simply visit the Quebec City Convention Centre's website at the following link: <https://convention.qc.ca/en/exhibitors/order-forms/> then, select your event name. Follow the steps!

Benefit of a 20% early-bird discount for any order before the cutoff date on Wednesday September 27, 2017 by 16:30.

On-site, exhibitors can address their last minute requests at our services counter at regular prices. Some services may not be guaranteed.

Services offered by the Centre are:

Sign and banner hanging, electricity and booth cleaning. All are exclusive except for booth cleaning. If needed, exhibitors may contact our Exhibitor services at 416 649 7711, Ext. 4066 or 1 888 679 4000 or by E-mail at services@convention.qc.ca.

MATERIAL HANDLING AND STORAGE

Material shipped directly to the Quebec City Convention Centre before the exhibitor is onsite will be managed by GES **at applicable rate to be paid onsite**.

The exhibitor carrying his material himself to the centre may handle it from the dock to his booth and back using the Centre's carts which are available at the loading dock.

GES will manage storage spaces near the exhibit room. The storage during the event is mandatory and must be confirmed by each exhibitor by completing the appropriate order form or at the GES service counter during set-up. Onsite storage includes material labelling and storage space. **Handling charges apply** for moving empty boxes or crates from the exhibit room to the storage area and their return to the exhibit room at the end of the event.

For security reasons, exhibitors are not allowed to store their own material. Neither an empty box nor an empty crate will be allowed inside or at the back of a stand.

Important information:

After the teardown of the exhibition on **Saturday October 14, 2017 at 19:00**, any material not recovered by the exhibitor's carrier will automatically be recovered by the official carrier of the event, GES, and **all charges will be billed** to the exhibitor. Refer to the document "Move out procedures at the closing of the exhibition".



CUSTOMS BROKERS

The U.S. customs broker for the Québec City Convention Centre is:

Mendelssohn Commerce

Mr. Stephan Paquin

Telephone: 514 987-2700, ext. 2122
Fax: 514 849-3446
Direct line: 514 799 7090
E-mail: spaquin@mend.com

Important: Exhibitors who use courier companies such as FedEx, UPS, DHL, or others must ensure that the costs of customs, taxes and so forth are paid in advance. All goods sent COD will not be accepted by the Centre.

In some cases, the courier companies do not declare that the costs are paid by the consignor at delivery. Consequently, the Québec City Convention Centre receives a bill sometimes 30-90 days after the event. In these situations, the exhibitor will be re-invoiced with administrative fees.

OFFICIAL CARRIER

For your information: The official carrier for the Québec City Convention Centre is:

GES Global Experience Specialist

GES Global Experience Specialist

Ms. Louise-Myriam Dallaire
Telephone: 416 877 2727 Ext. 222
Website: www.gesexpo.ca
Email: ldallaire@ges.com

AUDIOVISUAL SERVICES

The official supplier of all audiovisual equipment at the Québec City Convention Centre is:

FREEMAN Audio Visual

Mr. Éric De Lafontaine

Telephone: 418 649-5225
Fax: 418 649-5224
E-mail: eric.delafontaine@freemanco.com

INTERNET SERVICES AND COMPUTER RENTAL

The exclusive Internet services supplier and computer rental official supplier at the Québec City Convention Centre is:

Miro Informatique

Telephone: 418 649-5219
Fax: 418 780-3358
E-mail: support@miroinformatique.com

LIABILITIES AND RESTRICTIONS



The following liabilities and restrictions apply to exhibitors and their employees during exhibition setup and teardown.

Liabilities

Insurance Exhibitors must have their own liability insurance. In the event of fire, flooding or theft, no matter how caused, the Centre and its representatives assume no liability for any bodily harm or material damage to products, booths, equipment or decorations occupying any rented space within the building or being moved in or out of the building.

Recycling and Residual Waste Management The exhibitor has the obligation to use the equipment provided at his disposal for recycling (paper, paperboard, glass, plastic) for the duration of the event (including setup / dismantling and during the exhibition). Additional selective collection may be added to those mentioned above.

Each evening, at the closing of the exhibition, trash bins should be placed outside the stand in the alleyway. They will be emptied by the Convention Centre's staff at no charge. Any bins inside the booth will not be emptied.

Restrictions

Adhesive Tape The only adhesives allowed at the Centre are listed below, and may be purchased on site:

- Walls: 3M wall mounting tabs, no. 7220
- Floors: Echo Tape CL-W6300 or VI-N6120 or equivalent
Double Face Echo Tape DC-W188F
- Brick walls: 3M wall mounting tabs, no. 7220

Alcohol drinking during Setup and Teardown To minimize the risks of accidents, and unless otherwise agreed with the Convention Centre, the Centre's caterer will not sell alcohol during the setup and teardown activities.

Animals With the exception of assistance dogs, the client must not bring any animals into the Centre without prior written authorization, nor allow any to be brought in.

Balloons and Confettis The use of helium balloons must be preauthorized by your Event Coordinator. Charges apply for taking balloons down from the ceiling after your event. The use of confettis and sequins is prohibited.

Children For safety reasons, the presence of children at the loading dock is not advised during set-up and dismantling.

Common Areas Exhibitors must keep hallways, elevators, escalators, entrances, halls, lobbies, plasma screens, stairways, video monitors and building emergency exits free from obstruction at all times.

Cooking Appliances The exhibitor must comply with the fire prevention rules. Please refer to "Security Measures and Fire Prevention" document on our Web site: www.convention.qc.ca/en for full details.

Fire Exhibitors must comply with the fire prevention rules. Please refer to "Security Measures and fire prevention" for full details. Also, please note



that the Convention Centre is a nonsmoking establishment.

- Food Services** Capital HRS Inc. has an exclusive agreement to sell and distribute food and beverages inside the Centre. No food or beverages may be sold or distributed without the written permission of Convention Centre management or Capital HRS Inc.
- Motorized Vehicles** The exhibitor must comply with the fire prevention rules. Please refer to “Security Measures and Fire Prevention” document on our Web site: www.convention.qc.ca/en for full details.
- No smoking policy** The Québec City Convention Centre provides a totally **smoke-free environment** to its clientele. Since May 31st 2006, according to provisions of the Law on the tobacco, smoking is strictly forbidden inside the Centre and also in the loading docks.
- Noise Limits** Equipment or devices producing noise or odors that disturb exhibitors or visitors will not be tolerated. Noise levels must not exceed 70 decibels at a distance of four feet from the sound source. The Convention Centre has sole authority in this matter.
- Security** The Centre offers general site security on a 24-hour basis. However, the Centre is not responsible for goods and property belonging to the exhibitors in rented spaces. Any additional security is a chargeable expense. Please use the order form to make your request.
- Stickers** Stickers of any kind are strictly prohibited at the Convention Centre.

LABEL EXAMPLE

Sender's name
Address

Telephone #
Fax #

Number of boxes
Carrier

Customs broker's name and
Telephone #

NAME OF THE EXHIBITOR
C/O CAMA Expo 2017
Booth(s) number: _____
Warehouse or Loading Dock Address

MOVE-OUT PROCEDURES AT THE CLOSING OF THE EXHIBITION

After dismantling you must use the loading dock to move your material out.

FOR INFORMATION:
418 644-4000

Parking by the Convention Centre's main entrance (Promenade Desjardins) is prohibited.

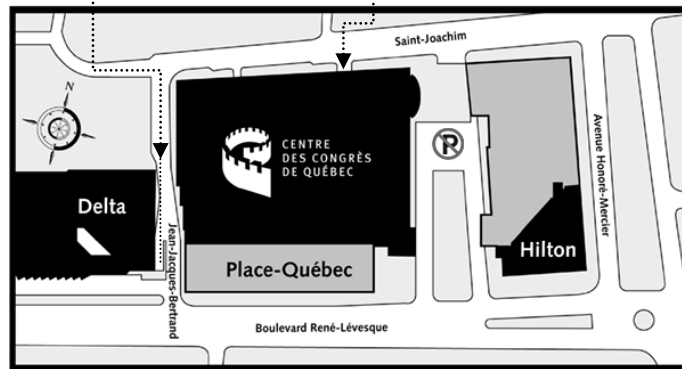
Dollies are not allowed in the Centre's main halls.

Please note that any exhibitor who wishes to use a courier service (FedEx, UPS, Purolator, DHL, etc.) must complete the waybill HIMSELF with his account number and contact the courier to order his material pick-up.

ACCESS TO THE QUÉBEC CITY CONVENTION CENTRE LOADING DOCKS

LOADING DOCK
855, rue Jean-Jacques-Bertrand
G1R 5V3

LOADING DOCK
875, rue St-Joachim G1R 5V4



CLOSING OF THE EXHIBITION

The decorator removes the aisle carpeting if applicable.

Return of empty crates for re-crating. Exhibitor wraps up and labels his material.

MOVE-OUT OF MATERIAL BY:

Show Management

Material handling is done by the Convention Centre staff.

The Exhibitor

The exhibitor handles his material himself to the loading dock.
OR
The exhibitor who has paid the handling fees asks the Convention Centre staff to carry his material to the loading dock.

The exhibitor asks the loading dock master for an **exit coupon**.

The exhibitor drives to the loading dock and shows his coupon to the traffic attendant who gives him access to the loading dock.

MOVE-OUT OF MATERIAL BY OFFICIAL CARRIER

Once all material is ready and properly labeled, the exhibitor informs the Convention Centre staff, who advises the loading dock master.

At the end of the time period allowed for teardown and move-out of the show (name of the event), the official carrier of the event (to be determined), represented by (to be determined) at telephone number (to be determined) will automatically be in charge of the remaining material.

All fees will be charged to the exhibitor.



Recycling containers are located at the entrance of the room, in the service hallway.

THANK YOU for your cooperation