



EXHIBITOR'S HANDBOOK

Quebec Marketplace Expo 2018

Québec City Convention Centre

March 27-29, 2018

TABLE OF CONTENTS

EVENT	3
SET-UP	3
TEARDOWN.....	3
LOADING DOCK ACCESS	3
LOADING DOCKS.....	4
PARKING	5
Cars	5
Heavy vehicles	5
CONVENTION CENTRE SERVICES	5
Exhibition Service Company	6
MATERIAL HANDLING AND STORAGE	6
OFFICIAL CARRIER AND CUSTOMS BROKER.....	7
FOOD AND BEVERAGE SERVICES	7
AUDIOVISUAL INTERNET AND COMPUTER RENTAL SERVICES.....	7
LIABILITIES AND RESTRICTIONS.....	8
Liabilities	8
Restrictions	8
LABEL EXAMPLE FOR DIRECT SHIPPING TO VENUE.....	9

EXHIBITOR'S HANDBOOK

EVENT

*Quebec Marketplace Expo
The Trade Show Room 400A*

Day	Date	Hours			
Tuesday	March 27	From	9 :00	To	5 :00 pm
Wednesday	March 28	From	9:00	To	5 :00 pm
Thursday	March 29	From	9:00	To	3 :00 pm

SET-UP

Sunday & Monday – March 25-26

Day	Date	Hours			
Sunday & Monday	March 25-26	From	8:00	To	6 :00 pm

TEARDOWN

Thursday 3pm – 11:59 pm

Day	Date	Hours			
Thursday	March 29	From	3:00pm	To	10 :00pm

LOADING DOCK ACCESS

Sunday and Monday – March 25-26:

Sunday	March 25	From	8:00am	To	5 :00pm
Monday	March 26	From	8:00am	To	5 :00pm

Badges will only be needed for the show days and not move-in / out

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 *Sunday, March 25*. Storage charges will apply for any exhibitor's material received before that date.

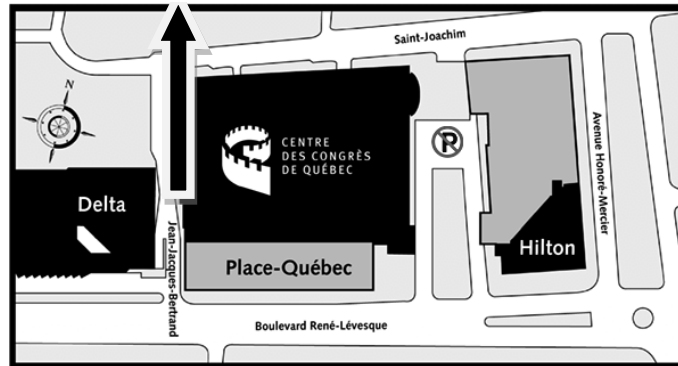
LOADING DOCKS

Loading Dock Level 4 855 rue Jean-Jacques-Bertrand Québec (Québec) G1R 5V3

Trailers must not exceed 13 ft. 5 in. in height and 53 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.

855 rue Jean-Jacques-Bertrand
Québec QC G1R 5V3



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.

Heavy vehicles

Arrangements for heavy vehicle parking in the vicinity can be made with your Event Coordinator. Nathalie Loiselle, Exhibition Supervisor, 418-649-7711 ext. 4384 or nloiselle@convention.qc.ca

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 Monday – March 12th end of the day.

- 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 418 649-7711, Ext. 4066 or 1 888 679-4000 or by E-mail at services@convention.qc.ca. Contact: Cristel Loredó

BOOTH

Each booth will include 8 ft. black drape and poles along with a company name sign. Carpet can be rented from the show decorator as well as skirted tables and other display fixtures. Call Tessier below.

Exhibition Service Company

Tessier will provide any display rentals needed.

The official exhibition services supplier of the event is :

Tessier Exhibit and Show Services:

Services :

- Custom booth rental
- Furniture, lighting and accessories rental
- Plants
- Labor for installation and dismantling
- Sign and banner production

Ms. Marylie Boyer

Telephone: 418 524-1888

Web site: www.brunotessier.com

E-mail: marylie@brunotessier.com

MATERIAL HANDLING AND STORAGE

Material handling and onsite empties storage are included in your rental booth cost.

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.

The Québec City Convention Centre manages storage spaces near the exhibit room. The storage during the event is mandatory and must be confirmed by each exhibitor at the Québec City Convention Centre service counter during set-up. This includes material labelling and space. The Québec City Convention Centre staff will move empty boxes or crates from the exhibit room to the storage area and return them to the exhibit room at the end of the event once the decorator will have removed all aisle carpeting.

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, any material not recovered by the exhibitor's carrier will automatically be recovered as forced freight by Recall Transport Services the official carrier of the event and all charges will be billed to the exhibitor.

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 AND CUSTOMS BROKER

The official carrier and customs broker for the event is:

Recall Transport Services inc.

Rob McCall

Telephone 416.509.6103

Direct line: same as above

E-mail: rmccall@rogers.com

Services :

- Advance warehouse shipping
- Return shipping

FOOD AND BEVERAGE SERVICES

Capital HRS Inc. is the Convention Centre's *exclusive* food and beverage partner.

Only Capital HRS is authorized to hold or serve alcoholic products inside the Centre. Any alcohol coming from outside the Convention Centre, even for personal purposes, is prohibited.

If you would like to distribute, sell or hand out food samplers in your booth area, you must request beforehand an authorization from Centre management and its exclusive F&B partner, Capital HRS.

Capital HRS

Mr. Michel Walters

Telephone : 418 649-5212

Fax : 418 649-5202

E-mail : mwalters@convention.qc.ca

AUDIOVISUAL INTERNET AND COMPUTER RENTAL SERVICES

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

**FREEMAN Audio Visual
Canada**

Mr. Bastien Lavoie

Telephone: 418 649-5219

Fax: 418 649-5224

E-mail: bastien.lavoie@freemanco.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, 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 FOR DIRECT SHIPPING TO VENUE

Sender's name
Address

Telephone #

Fax #

Number of boxes

Carrier

Customs broker's name and

Telephone #

NAME OF THE EXHIBITOR
C/O Quebec Marketplace Expo 2018
Booth number:
855 Jean-Jacques-Bertrand
Loading Dock Level 4
Quebec City, QC G1R 5V3

N.B.: Should you need **advance warehouse shipping**, please contact the official carrier of the event, Recall Transport Services (see above).