



Quebec Marketplace Expo 2019

Québec City Convention Centre

March 24-26, 2019

## TABLE OF CONTENTS

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

# EXHIBITOR'S HANDBOOK

## EVENT

*Quebec Marketplace Expo*  
**The Trade Show Room 400A**

Day	Date	Hours			
Sunday	March 24	From	9 :00	To	5 :00 pm
Monday	March 25	From	9:00	To	5 :00 pm
Tuesday	March 26	From	9:00	To	3 :00 pm

## SET-UP

Day	Date	Hours			
Friday & Saturday	March 22-23	From	8:00	To	6 :00 pm

**N.B. : ON SUNDAY MARCH 24, NO DOLLIES WILL BE ALLOWED IN THE EXHIBIT HALL. HANDCARRY ONLY.**

## TEARDOWN

Day	Date	Hours			
Tuesday	March 26	From	3:00pm	To	10 :00pm

**N.B. : OUT OF RESPECT FOR THE VISITORS, EXHIBITORS ARE NOT ALLOWED TO START TEARDOWN BEFORE THE OFFICIAL CLOSING TIME.**

*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 *Friday, March 22*, 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.

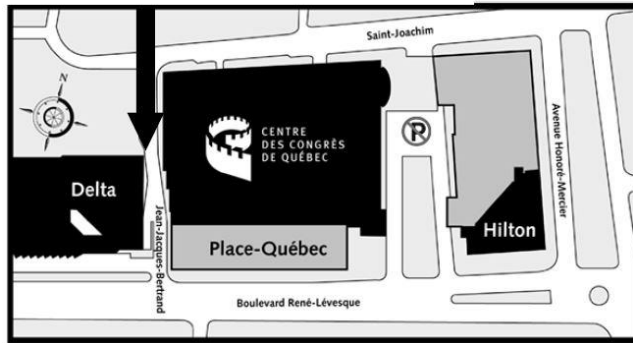
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855 rue Jean-Jacques-Bertrand  
Québec QC G1R 5V3

## Parking

### Cars

There are many parking spaces close to the Centre. More specifically, the Delta, Place-Hotel, Place-Marie-Josée and D'Youville lot all linked by underground parking connections.



are many underground spaces close to the Centre. More specifically, the Guyart complex (Complex G), Québec, Delta and finally in the D'Youville 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](mailto: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 Friday – March 8<sup>th</sup>, 2019 before 4:30pm.**

- 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](mailto:services@convention.qc.ca). Contact: Cristel Loredo

## **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](http://www.brunotessier.com)

E-mail: [marylie@brunotessier.com](mailto: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 empty boxes and crates themselves. 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](mailto: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**

**Ms. Maryse Roy**

Telephone : 418 649-5212

Fax : 418 649-5202

E-mail : [maryseroy@convention.qc.ca](mailto:maryseroy@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](mailto: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](http://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](http://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 31<sup>st</sup> 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 2019**  
**Booth number: \_\_\_\_\_**  
**Québec City Convention Centre**  
**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).

