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

Specify the name and room number of your exhibition, for example:
The Trade Show Room 200ABC

<table>
<thead>
<tr>
<th>Day</th>
<th>Date</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>July 21</td>
<td>From 12:00 To 18:00</td>
</tr>
<tr>
<td>Tuesday</td>
<td>July 22</td>
<td>From 9:00 To 18:00</td>
</tr>
<tr>
<td>Wednesday</td>
<td>July 23</td>
<td>From 9:00 To 18:00</td>
</tr>
</tbody>
</table>

SET-UP

Specify the set-up dates, for example:

<table>
<thead>
<tr>
<th>Day</th>
<th>Date</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>July 21</td>
<td>From 8:00 To 12:00</td>
</tr>
</tbody>
</table>

TEAR-DOWN

Specify the teardown dates, for example:

<table>
<thead>
<tr>
<th>Day</th>
<th>Date</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wednesday</td>
<td>July 23</td>
<td>From 18:00 To 24:00</td>
</tr>
</tbody>
</table>

LOADING DOCK ACCESS

Specify the dates of your access to the loading dock, for example:

<table>
<thead>
<tr>
<th>Day</th>
<th>Date</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>July 21</td>
<td>From 8:00 To 18:00</td>
</tr>
<tr>
<td>Wednesday</td>
<td>July 23</td>
<td>From 18:00 To 24:00</td>
</tr>
</tbody>
</table>

Advise exhibitors whether they must register or obtain a special pass for access to the exhibit floor.

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 (add the date as previously agreed by the Exhibition Supervisor). Storage charges will apply for any exhibitor’s material received before that date.
LOADING DOCKS

In this section specify which loading dock your exhibitors will use. Ask your Event Coordinator for this information.

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.

For your information:

This loading dock is designed to handle three vehicles simultaneously. This loading dock is for exhibitors using rooms on Level 2 and need to use a freight elevator operated by an employee of the Convention Centre.

For exhibitions held in room 200A, 200B or 200C, add the following information:
The door access to room 200ABC measures 94” W x 92” H. The exhibitor is responsible for making arrangements in advance for special handling of any oversized containers.

OR

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.

For your information:

This loading dock is for exhibitors using Room 400. This loading dock is designed to handle seven vehicles simultaneously.

If needed, add the following information:

Access for heavy or oversized items
A large door facing Jean-Jacques-Bertrand street is located at the far western end of the alleyway on Level 4. Door dimensions are 22 ft. wide by 15 ft. high.

For your information:

Please notify your Event Coordinator if you anticipate using this door since technical restrictions apply. (Security Guard at client’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.

*For your information:*

**Heavy vehicles**

*Arrangements for heavy vehicle parking in the vicinity can be made with your Event Coordinator.*

**CONVENTION CENTRE SERVICES**

*For your information:*

*The Centre can propose packages which comprise handling, storage, electricity, etc. (or a part thereof) that can be included in your booth rental rate. Please ask your coordinator for details.*

*If you choose to let your exhibitors place their own orders, please mention the following:*

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/](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 xxx.**

- 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**

Describe what is included and what is not, in the spaces reserved by your exhibitors: format and structure of the booths, table, chair, electricity, etc.

**Exhibition Service Company**

Provide the name of your official exhibition service company.
List the services offered by the exhibition service company.
Insert company order forms, if needed.

*For your information:*

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

- **Standex inc.**  
  Ms. Nancy Lachance  
  Ms. Solange Alain  
  Telephone: 418 654-0029  
  Web site: [www.standex.ca](http://www.standex.ca)  
  E-mail: exposition@standex.ca

- **GES Global Experience Specialist**  
  Ms. Sonia Villeneuve  
  Telephone: 418 877-2727, Ext 230  
  Web site: [www.gesexpo.ca](http://www.gesexpo.ca)  
  E-mail: svilleneuve@ges.com

- **Tessier Exhibit and Show Services**  
  Mr. Bruno Tessier  
  Telephone: 418 524-1888  
  Web site: [www.brunotessier.com](http://www.brunotessier.com)  
  E-mail: bruno@brunotessier.com

**Material Handling and Storage**

Write down the following information:

Material shipped directly to the Québec City Convention Centre before the exhibitor is onsite will be handled by the Centre’s staff at applicable rate to be paid onsite.

*If you have not agreed on an all-inclusive package for handling your exhibitors’ equipment, add this paragraph:*

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.

*If you have not agreed on an all-inclusive package for the storage of your exhibitors’ material, add this paragraph:*

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 by completing the appropriate order form or at the service counter during set-up. Pricing only 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, any material not recovered by the exhibitor’s carrier will automatically be recovered by the official carrier of the event and all charges will be billed to the exhibitor. Refer to the document “Move out procedures at the closing of the exhibition”.

**CUSTOMS BROKERS**

*For your information:*

The local, Canadian and International customs broker for the Québec City Convention Centre is:

**Dolbec International inc.**
Ms. Ginette Blouin  
Telephone: 418 688-9115  
Fax: 418 688-3399  
Direct line: 1 855 688-9115  
E-mail: show@dolbec-intl.ca

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

**Mendelssohn Commerce**  
Mr. Philip Lopresti  
Telephone: 514 987-2700, ext. 2126  
Fax: 514 849-3446  
Direct line: 1 800 665-4628  
E-mail: plopresti@mend.com

*If you have another customs broker, please provide their contact information.*

**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:

**Dolbec International inc.**  
Ms. Ginette Blouin  
Telephone: 418 688-9115  
Fax: 418 688-3399  
Direct line: 1 855 688-9115  
E-mail: show@dolbec-intl.ca

*If your carrier service is different, please provide their contact information.*

*For your information:*

Arrangeements can be made with Dolbec International Inc. for deliveries prior to the event. In this case, *no pre-event handling nor storage fees will be charged to your exhibitors if the storage period doesn’t exceed 5 days (certain conditions apply).*
FOOD AND BEVERAGE SERVICES

For your information:

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.

<table>
<thead>
<tr>
<th>Capital HRS</th>
<th>Mr. Michel Walters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone: 418 649-5212</td>
<td>E-mail: <a href="mailto:mwalters@convention.qc.ca">mwalters@convention.qc.ca</a></td>
</tr>
<tr>
<td>Fax: 418 649-5202</td>
<td></td>
</tr>
</tbody>
</table>

AUDIOVISUAL SERVICES

For your information:

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

<table>
<thead>
<tr>
<th>FREEMAN Audio Visual Canada</th>
<th>Mr. Philippe Dupont</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone: 418 649-5226</td>
<td>E-mail: <a href="mailto:philippe.dupont@freemanco.com">philippe.dupont@freemanco.com</a></td>
</tr>
<tr>
<td>Fax: 418 649-5224</td>
<td></td>
</tr>
</tbody>
</table>

If your audiovisual service supplier is different, please provide their contact information.

INTERNET SERVICES AND COMPUTER RENTAL

For your information:

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

<table>
<thead>
<tr>
<th>FREEMAN Audio Visual Canada</th>
<th>Mr. Bastien Lavoie</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone: 418 649-5219</td>
<td>E-mail: <a href="mailto:bastien.lavoie@freemanco.com">bastien.lavoie@freemanco.com</a></td>
</tr>
<tr>
<td>Fax: 418 649-5224</td>
<td></td>
</tr>
</tbody>
</table>

If your computer service supplier is different, please provide their contact information.
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
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.

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.


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.

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.

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 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 (Name of Event)
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.

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

LOADING DOCK
875, rue St-Joachim G1R 5V4

ACCESS TO THE QUÉBEC CITY CONVENTION CENTRE LOADING DOCKS

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