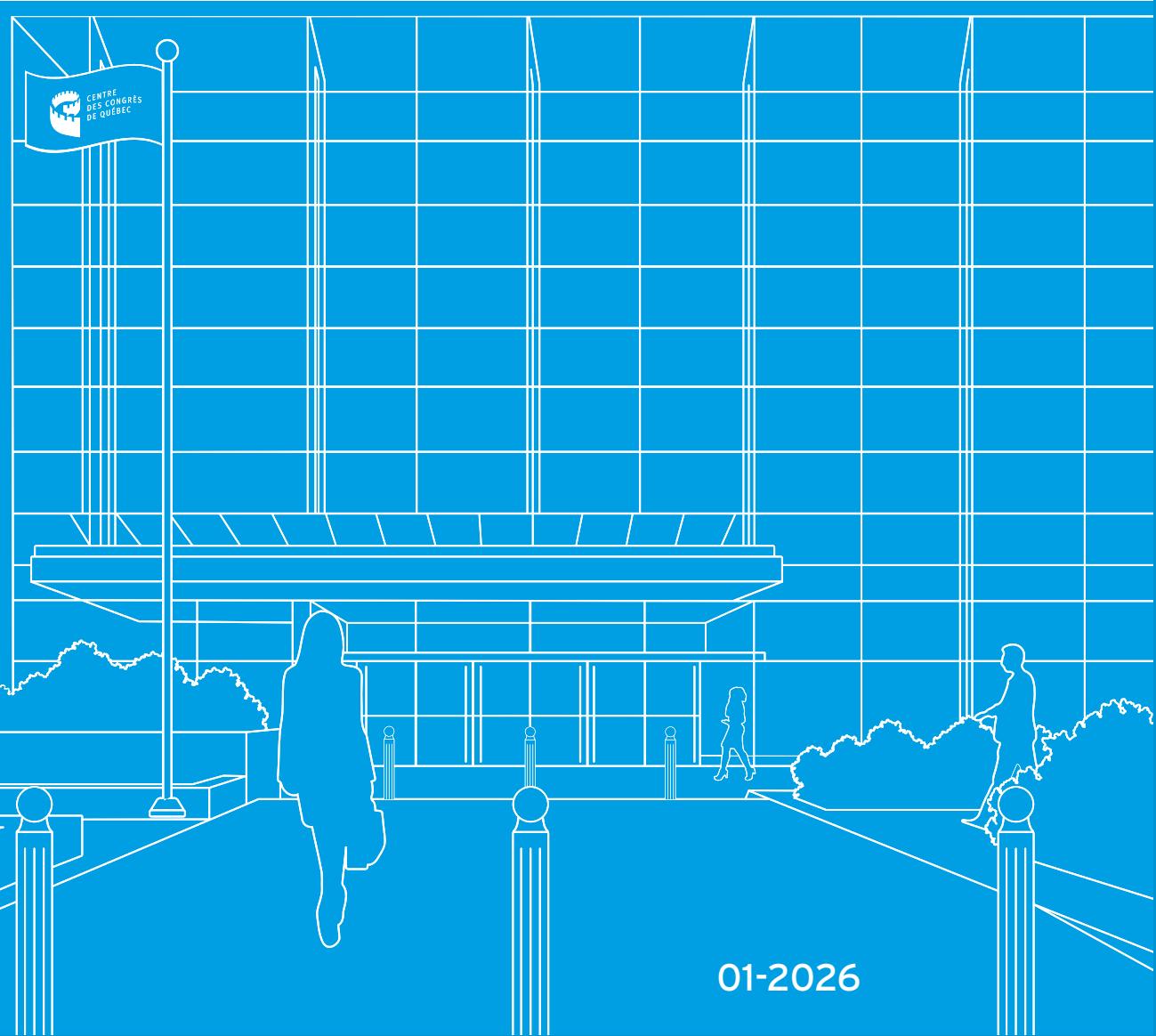


# Client Guide

[www.  
convention.  
qc.ca](http://www.convention.qc.ca)



01-2026

# Welcome to the Québec City Convention Centre!

You have chosen the Québec City Convention Centre and are therefore ensuring the success of your event. This decision was not a stroke of luck; you had good reasons to select our unique venue. By choosing the Centre, you can ensure that your delegates will receive an impeccable welcome within inspiring and comfortable surroundings—all of which are designed to bring people safely together.

Did you know that our anything-but-conventional team has a solution-driven mindset that is aligned with your needs? We are dedicated to offer you step-by-step assistance and extensive expertise. You will not be disappointed!

This Client Guide will give you a great deal of important information regarding the Convention Centre's procedures and services.

A real key player in your upcoming event experience is your event coordinator. Your event coordinator will guide and offer you every step of the way. Our mission: to team up with you and pull off an amazing event!

Need more information? Contact your event coordinator today and carefully read this guide.

*The Québec City Convention Centre Team*

*Here's to a  
successful event!  
We look forward  
to serving you!*

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# Included in Your Contract

## Meeting Rooms

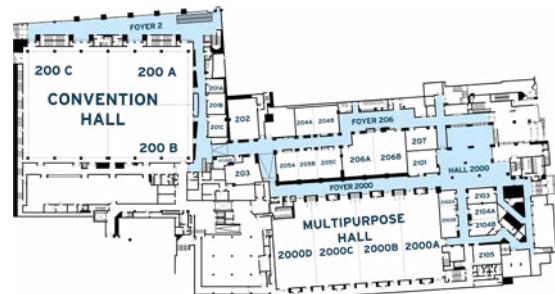
Want to visit the spaces reserved in your contract? Take advantage of the interactive [plans and virtual tours](#) on our website, or visit the premises in person. Your event coordinator will be happy to show you around our facilities.

## Capacities

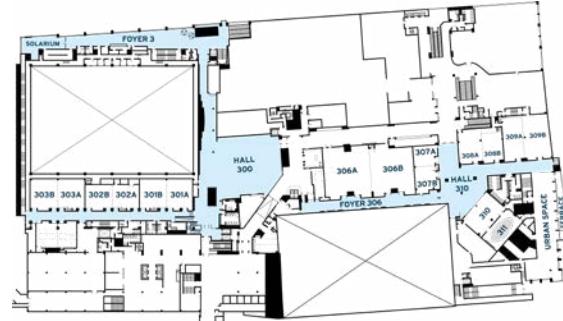
Capacity is based on the selected room setup. For example, using rear projection and/or a large stage will greatly reduce the maximum capacities listed in our documents, especially. Your event coordinator can provide you with basic plans to help you choose between the basic setup styles (theatre, classroom, round table, banquet, etc.) and help you easily assign rooms for your event. Learn more about our [meeting room capacity](#) by visiting our website.

Maximum capacities are always determined based on laws, standards, and regulations in force.

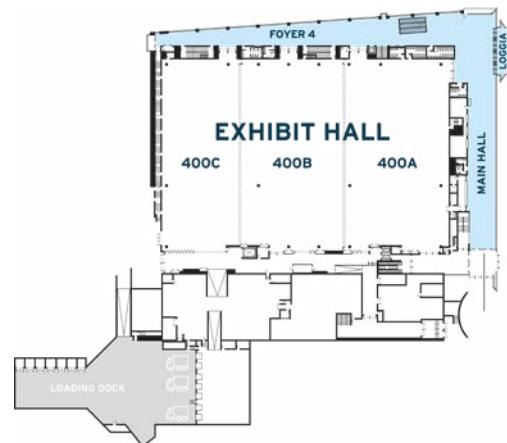
Level 2



Level 3



Level 4



# Room Layout Plans



The Québec City Convention Centre offers a layout plan production service for its rooms in order to clearly determine the intended furniture, catering, or audiovisual setups. However, any modifications to previously drafted plans are billable based on the number of versions requested during the planning process. Please contact your event coordinator to learn about the current pricing policy.

Without any exceptions, layout plans (setups and hanging items) must be approved by the Convention Centre's head of security before setup in the room.

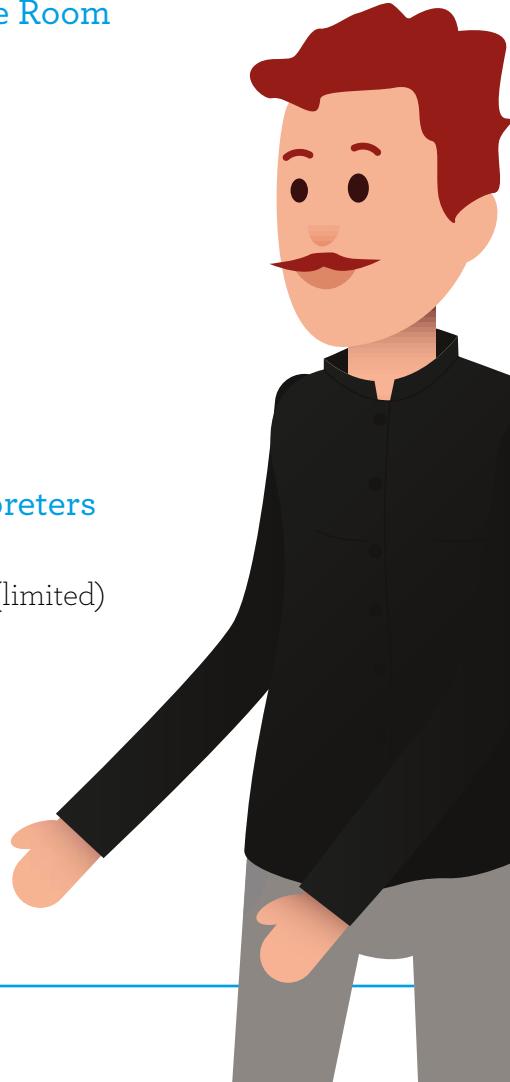
All exhibition hall layouts will be prepared by the official exhibition service provider and will be validated by our head of security before the promoter can start selling booth space.

Important: The **PDF** file (including architectural dimensions) must be accompanied by the corresponding **DWG** file and submitted to the Centre for approval by the official exhibition service provider upon creation of the initial floor plan and for all subsequent **updates**.

AutoCAD plan files are available upon request, at no charge, for clients or their official exhibition service providers that want to design special layouts.

# Services Included in Basic Package

- Support from an event coordinator
- Basic greeting services for welcoming and directing visitors (see details in the [Greeting Staff/Temporary Personnel](#) section)
- Basic 24/7 security service (see details in the [Security](#) section)
- Daily housekeeping of public areas, meeting rooms and circulation areas of the premises in the locations included in your contract (including aisles, conference areas, rest and eating areas used for exhibition purposes)
- One standard setup per room based on the layouts shown in the Room Assignment Table, in Annex A, for the duration of the event
- One stage per room in breakout rooms: 12 ft wide x 6 ft deep (except rooms 200ABC, 400ABC and 2000ABCD)
- Skirted tables and chairs for registration (limited number)
- Skirted tables and sufficient number of chairs for head tables
- Water service with pitchers and glasses for speakers and interpreters
- One lectern (without microphone) per room subject to availability (limited)
- Directional signage (see [Digital Signage](#) section for details)





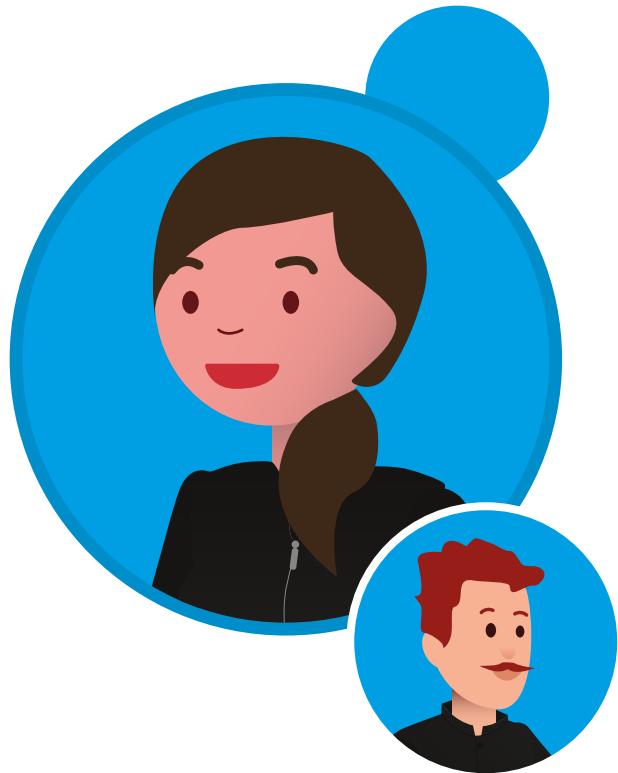
- If required, a room used for the event office and equipped with a predetermined tables and chairs setup for the duration of the event  
(For a personalized setup in this room, room rental charges will apply)
- One water cooler per room for the duration of the event  
(all rooms except rooms 200B and 400ABC)
- Free wall-to-wall Wi-Fi throughout the facility with up to 15 Mbps per connection (device) and unlimited data transfer
- Lighting, heating, ventilation, and air conditioning  
The Centre provides these standard services in the areas included in your contract, at the activity times of your event. Dimmed lighting is provided during setup and teardown. If your activities require additional lighting, it will be provided at your expense. Encore, our official audiovisual services provider, will be able to help you with any questions you may have.
- Water and drainage  
Rooms 400ABC and 2000ABCD are connected to a water, drainage and sewer system. Limited water supply is also available in room 200ABC. Requests to the Centre for connections and disconnections are subject to charges and based on current rates
- Non-exclusive storage spaces  
Non-exclusive storage spaces may be temporarily provided based on availability for the packing and storing of goods during the rental period. Charges may be applied.

# Event Coordinator

A PARTNER FOR YOUR EVENT'S SUCCESS!

Once your contract has been signed, an event coordinator will be assigned to be your main contact for organizing your event at the Québec City Convention Centre. Your event coordinator will advise you on the services we offer and guide you with our team of experts and official suppliers through every step of the process to ensure the success of your event. For your peace of mind, they will work with you from start to finish, assisting you at the Centre during your event and throughout the billing process.

During your initial contacts, your event coordinator will invite you to a kick-off meeting to introduce you to the various stakeholders, explain some of our procedures, and discuss the timelines to be included in your planning.



## Greeting Staff

### TEMPORARY PERSONNEL

Greeting attendees is a priority for us and key to our customer service. This is why we provide basic greeting services in your contract, such as monitoring access to the building and directing guests to the areas provided for in your room rental contract. Our qualified team has received special training to meet our quality standards and respond promptly in the event of an emergency.

Our versatile staff can also help you with additional staffing needs for registration, assembling delegate packages and crowd management. We can also offer a personalized service based on your specific needs. This additional staff will be billed to you based on current rates found in our main price list.

# Security

The Québec City Convention Centre is proud to have an experienced, efficient, and well-trained security team that knows the Convention Centre and its surroundings acts with the utmost discretion while keeping an eye on the premises. The Centre provides general security on a 24/7 basis as specified in your room rental contract. Our team plans the resources based on your activities and the number of attendees so that it can respond rapidly in any situation.

If you want to take advantage of the services of our security team for specific tasks, such as close surveillance, a first responder designated contact for your event, surveillance during a tradeshow, etc., let us know as soon as possible.

Note that if you plan on hiring an external security team, daily supervision fees will apply.

**Please inform us of any protest that may be expected during your event. Note that circulating with signs on wooden sticks is prohibited in all Centre spaces.**

See the attached Fire Safety and Prevention Regulations for additional details on the standards and rules enforced. Detailed instructions on safety measures for your participants are also available from your event coordinator.



## First Aid



The Québec City Convention Centre offers a first responders service. Our security personnel have received specialized training in paramedical care (oxygen therapy, EpiPen administration, defibrillator, etc.).

In order to effectively deal with any eventuality, the Centre has two infirmaries equipped with all the necessary equipment and accessories. They are located in sectors 200 and 2000. A light care room is also accessible through the public corridor. In addition, a stretcher and two cardiac defibrillators are strategically located according to events.

At any time, for emergency situations, heart attack, allergy crisis or other, assistance can be obtained by dialling 4911 from internal telephones. For all other security requests, please dial 4900 on our wall-mounted phones or call 418 644-8796.

Under no circumstances should you call the ambulance yourself. In the event of an emergency, the security service of the Québec City Convention Centre must follow a very strict government intervention protocol (preliminary assessment, first aid, instructions for the ambulance, etc.) and act accordingly. An outside intervention could inadvertently interfere with communications and delay these urgent operations.

Have any special first aid needs for your event? We can assign one or more first responders. Current rates apply.

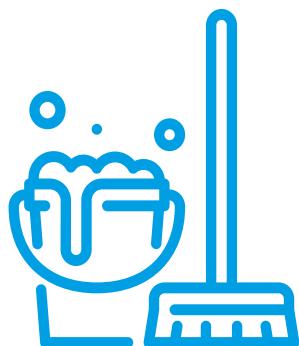
# Housekeeping Services

Housekeeping of the building is provided by the Centre and is part of the basic services included in your room rental contract. For the rented premises, this consists of daily cleaning of meeting rooms and circulation areas as well as the premises (aisles, conference areas, rest and food service areas) used for exhibition purposes.

Exhibitors are, however, responsible for cleaning inside their booths. This service is available to exhibitors for a fee. Exhibitors need only fill out the **Stand Cleaning Service** order form available on our website. In the event that you would like to take charge of this service for your exhibitors and include it in the cost of space rental, our exhibitor Services Manager will be able to propose a service contract to this effect. This service includes: vacuuming (or mopping), dusting of free surfaces (tables and counters) and emptying of garbage and recycling cans.

The final cleaning of the showroom is at the expense of the event planner (or promoter). It includes the collection of flyers, cardboard boxes, packaging and any other material littering the floor, as well as the sorting and processing of recyclable materials.

When the condition of the rooms requires it, and when deemed necessary by your event coordinator, a final cleaning fee may also apply at the end of certain convention-type events (e.g., confetti pick-up).



# Digital Signage and Broadcasting

The Centre has a digital signage network that consists of a group of screens strategically placed in traffic areas and at the entrance to meeting and exhibition halls.

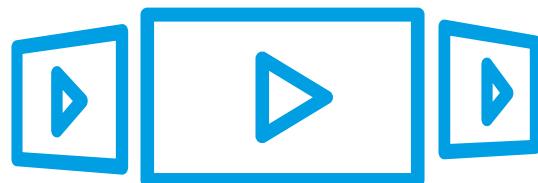
It allows you to broadcast information on the various activities of your event and direct participants to them. Directional signage is a basic service included in the contract. It includes directional signage and basic room programming.

For an additional fee—and for maximum impact—it is possible to customize the backgrounds with the colors of your organization. By customizing your screens, you will also feature the schedule of your activities (date/room/time/title) and more customized signage for the titles of your workshops. Your event programming, personalized visuals and logos must be sent to us two weeks before the event begins. Our team will take care of the rest.

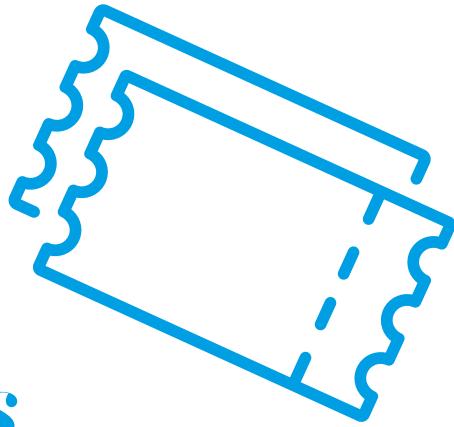
Technical specifications for submitting logos and visuals:

- Full screen 16:9 (1366 x 768 px)
- Visual in editable Photoshop format (.PSD)
- Logo in vector Illustrator format (.AI, .EPS) or Photoshop (.PSD)
- Same background for all screens

It is also possible to program the broadcasting of video images (without audio) and display your sponsors' logos.



# Ticket Office • Registration Areas



If you are organizing a public exhibition, Annex B of your contract will provide you with all the terms and conditions related to the operation of our ticket office.

For all other types of events, the ticket office space at the Centre's main entrance is designed specifically for registration and available at no charge, with priority given to events held in the rooms on Level 4. The availability of this space will be confirmed to you at least one month before your event.

If your registration must take place at another location, it will be planned according to visitor traffic, especially when multiple events are being held simultaneously. Your event coordinator will provide you with additional details when the time comes.

# Water Service

We provide a free water service for speakers and interpreters.

For attendees, water fountains, which are connected to the city's water supply, are available in all breakout rooms 201 to 207, 301 to 311, 2000ABCD, and 2101 to 2105. Additional water fountains are available for rental in rooms 200B and 400ABC.

[Contact us to learn more!](#)



# Billing

The Québec City Convention Centre's (Société du Centre des congrès de Québec) billing process consists of four invoices sent out to the client at different stages during the event planning and after the event has been completed. The following table lists the content of each invoice and when they are mailed to the client.

TYPE OF INVOICES	CONTENT	MAILING DATE
<b>ON ACCOUNT</b>	Instalments due according to the dates and amounts specified in the contract (generally exclusively room charges)	Stated in the contract
<b>CONTRACT</b>	Balance due as per the initial total rental cost	If balance due on instalments
<b>SCENARIO</b>	Requested services as well as room additions and modifications (scenario previously approved by the client)	In the week preceding the event
<b>ADJUSTMENTS</b>	Addition and modification of services and rooms, as well as any other fees (lost keys, long distance calls, etc.) and adjustments related to special clauses stated in the contract (meal, attrition, etc.)	Within 10 working days after the even ends



# 2 Convention Centre and Partner Services

## Auxiliary Services

All other services that are not mentioned in the [\*\*Services Included in Basic Package\*\*](#) section are subject to additional fees. In order to facilitate the preparation of your budget, and to take advantage of the preferential rates offered through our tiered pricing structure, we invite you to send your needs to your event coordinator **21 days or more** before the first day of your event setup.

Tiered pricing structure in effect:

- **More than 21 days before** the first setup day: Preferential rate
- **Between 21 and 7 days before** the first setup day: +30% on the rate
- **Less than 7 days before** the first setup day or on-site: +50% (minimum) on the rate, depending on labor and equipment availability as well as processing time

*Pssst!* To make sure you benefit from our best prices, we encourage you to discuss these timelines with your various suppliers so you can plan when you'll need to communicate your requirements to them, allowing them in turn to help you meet the deadlines.

The prices of auxiliary services are reassessed in January of each year based on market conditions. For further information and access to our price list, please contact your event coordinator.

### **CANCELLATION CONDITIONS FOR PRE-REQUESTED SERVICES**

To ensure an exceptional event experience, we carefully plan our operations and dedicate the necessary human and material resources to your project. This planning also involves allocating material and human resources to your event. In case of service cancellations made 48 hours or less before delivery, the following conditions apply:

- **Personnel** (including forklift handling): 100% chargeable, even in case of reduction of hours.
- **Items with a high labor component** (drapes, stages, trusses, motors, etc.): 100% chargeable, even if they were not delivered.
- **Other services:**
  - **Not delivered:** 50% chargeable.
  - **Delivered:** 100 % chargeable.

# Accessing the Centre

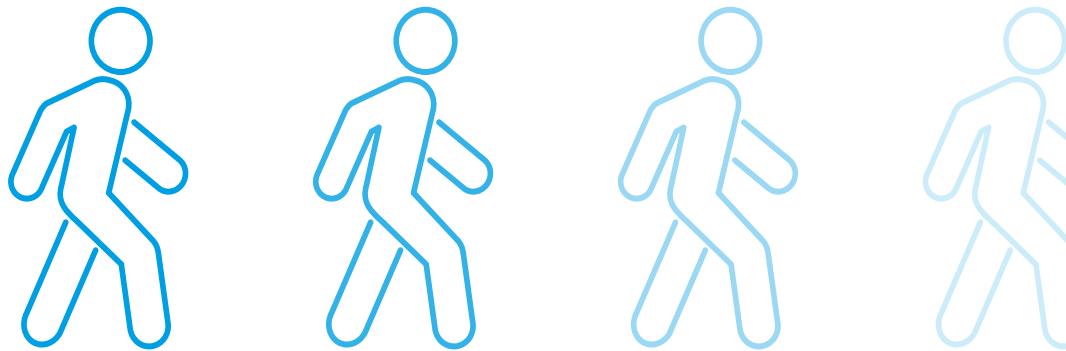
The Québec City Convention Centre, located at 1000, boulevard René-Lévesque Est, is linked to the Hilton Québec and Delta Québec by Marriott hotels as well as adjacent parking lots linked by pedestrian tunnels.

## ***PUBLIC TRANSIT: A FLEXIBLE AND SUSTAINABLE OPTION!***

More than 15 bus lines can conveniently drop off your participants directly at the entrance to the Québec City Convention Centre. The Réseau de transport de la Capitale (RTC) provides advantageous fares and passes, including the Event Pass. You can pre-order this pass for your participants, offering them unlimited rides on the RTC network for the duration of your event (2-day minimum).

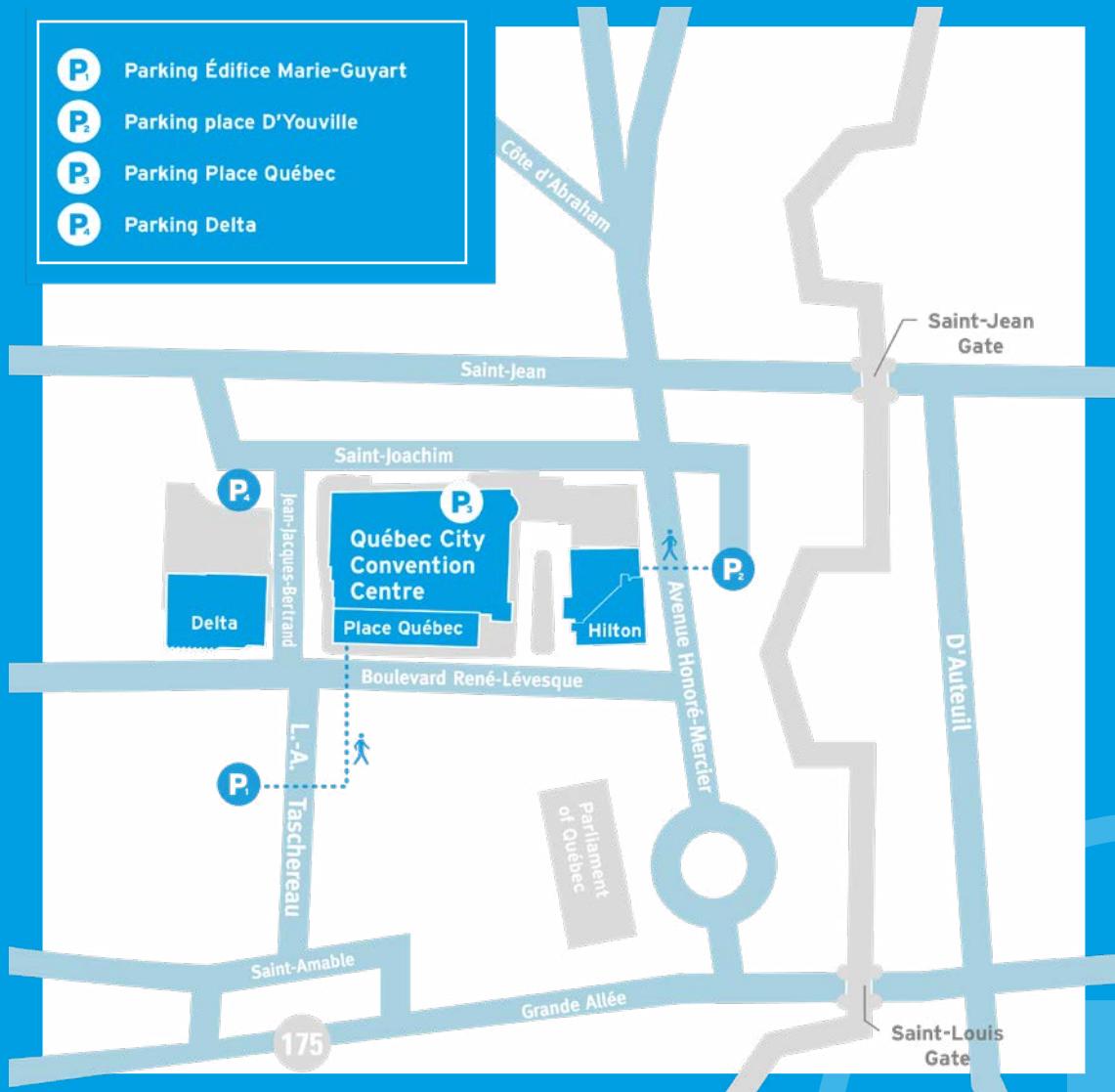
### **How it works?**

- Minimum purchase: 75 passes
- Preparation time: 10 working days before the start of your event
- Order pick-up location: RTC administrative offices (820, avenue Ernest-Gagnon, Québec, QC, G1S 3R3)
- Delivery is possible with additional charges
- Payment upon order receipt (accepted payment methods: company cheque, credit card, debit card, cash)
- To place an order: 418 627-2351 (ext. 4285)



## PARKING

There are many underground parking spaces close to the Centre, including at the Marie-Guyart building (also known as “Complexe G”), Place Québec, Place Hauteville (Delta Québec by Marriott), and Place D’Youville, all linked by pedestrian tunnels. These lots operate 24/7. Parking spaces for heavy vehicles are also available nearby.





CENTRE  
DES CONGRÈS  
DE QUÉBEC



## Remember

It is recommended to confirm the address with us before sending out invitations to your participants.

### ACCESSING YOUR EVENT

The various entrances to the Québec City Convention Centre are open at times that meet the needs of the events' schedules. Outside of these hours, you can use magnetic cards to access the Centre. In order to offer you the best experience, the door assigned to your event will be determined by your event coordinator, taking into account the rooms in your contract, as well as cohabitation with other events.

The hours of operation of the door assigned to your event will be pre-established with your event coordinator. These hours can be rescheduled up to 48 hours prior to your event.

No invitation or delivery to 900, boulevard René-Lévesque Est is allowed, since this is our administrative office. Please see the [Loading Docks](#) section for delivery addresses.

### ACCESS FOR PEOPLE WITH LIMITED PHYSICAL ABILITY

The Québec City Convention Centre is an [event venue accessible to everyone](#). It has been designed for people with limited physical ability. You'll find spaces, access, equipment, and services adapted for all visitors. We are certified by [Kéroul](#) as "accessible for people with limited physical ability."

If you have any special accessibility needs, please let us know at your earliest convenience so we can ensure appropriate strategies are in place.



# Deliveries

(See also: [Material Handling Storage](#))

Deliveries must be made as per the schedule previously drawn up with your event coordinator, who will also provide you with the address of the loading dock to use for your event.

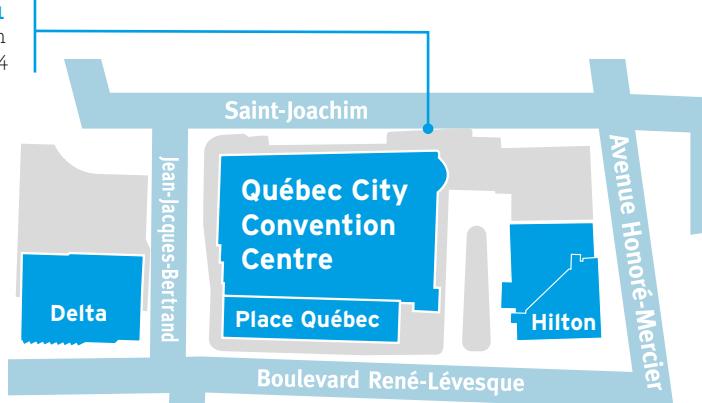


## Loading Docks

The Centre is equipped with two loading docks in order to meet the needs of its clientele. Check with your event coordinator to find out which one to use and exchange delivery details for your event.

If the event takes place in room 200A, 200B or 200C,  
To view the detailed location, [click here](#).

**Loading Dock level 1**  
875, rue Saint-Joachim  
Québec (QC) G1R 5V4

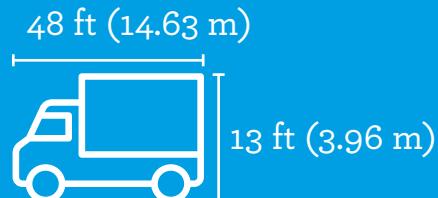


This loading dock is designed to receive a maximum of three vehicles simultaneously and requires the operation of the freight elevator by Québec City Convention Centre staff.

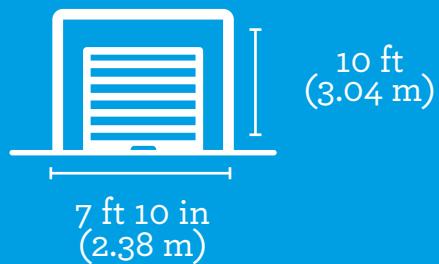


### Important

Trucks and semi-trailers must not exceed **48 ft (14.63 m) in length** and **13 ft (3.96 m) in height**.



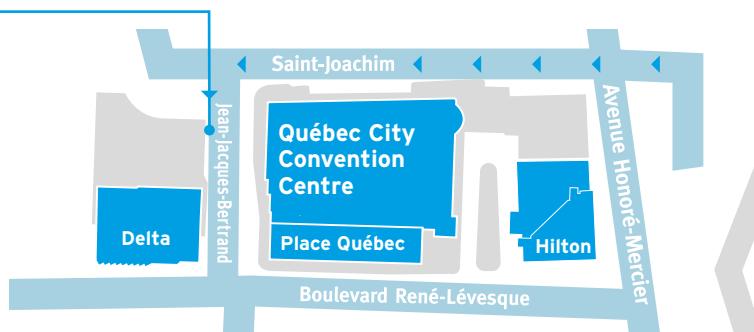
## Room 200ABC



Entrance door to the 200ABC room measures **7 ft 10 in** (2.38 m) **wide** x **10 ft** (3.04 m) **high**. It is the client's responsibility to make special arrangements in advance for the handling of any oversized transport crate.

If the event is taking place in room 400ABC,  
this loading dock will be identified.  
To see exact location, [click here](#).

**Loading Dock level 4**  
855, rue Jean-Jacques-Bertrand  
Québec (QC) G1R 5V3



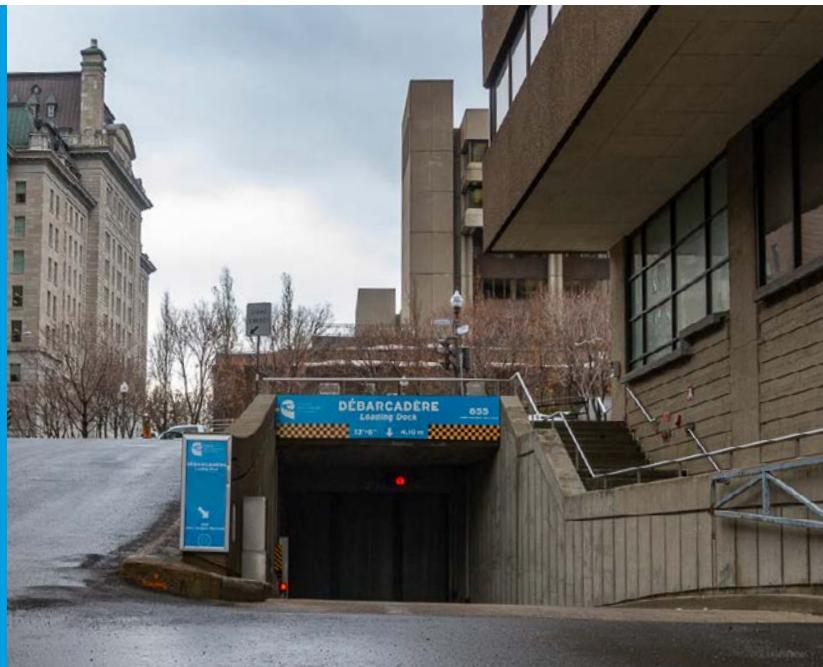
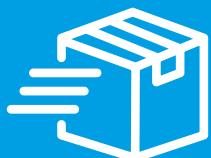
Trucks and trailers must not exceed **53 ft** (16.15 m) **in length** and **13 ft 6 in** (4.11 m) **in height**.

This loading dock is designed to accommodate seven vehicles simultaneously.



## Important

- The delivery and pick-up of material is prohibited at the entrances to the Centre and must be done through the loading dock.
- Parking is not permitted at the loading dock. Only unloading and loading are authorized. Vehicles will be towed.





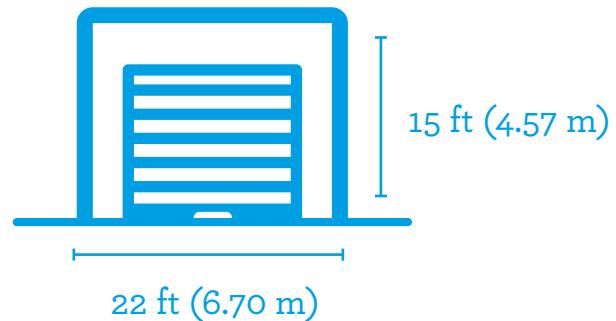
Our staff is available to greet carriers at the loading dock at 875, rue Saint-Joachim. **Shipping and customs fees must be paid in advance and the recipient's name and cell phone number must be clearly indicated.**

**Access for heavy vehicles and industrial equipment in demonstration during the event:**

Please advise your event coordinator if you require this access, as the Centre has technical requirements (presence of a security agent at the expense of the event organizer (or promoter) and verification of the floor's load capacity, etc.).

A large door opening onto rue Jean-Jacques-Bertrand is located at the western end of the service corridor on level 4. Its dimensions are **22 ft (6.70 m) wide x 15 ft (4.57 m) high.**

**Rue Jean-Jacques-Bertrand**



# Material Handling

Clients who ship their equipment directly to the Québec City Convention Centre by a carrier understand that their equipment will be automatically handled by the Centre's staff and that **handling fees will apply**.

Clients arriving at the loading dock with their own vehicles may, if they wish, handle their equipment themselves using a four-wheeled cart provided by the Centre.

A higher rate applies during holidays and at night (from midnight to 7 a.m.).

## Important

The Québec City Convention Centre has the exclusive right to provide handling services at the loading dock and in the hall. Manual and electric pallet trucks as well as external forklifts are prohibited. For all on-site handling needs, please talk to your event coordinator.

## Hanging Materials on Walls and Ceilings

**Fees apply for this exclusive service. Only the Québec City Convention Centre's personnel are authorized to operate the platform lifts.**

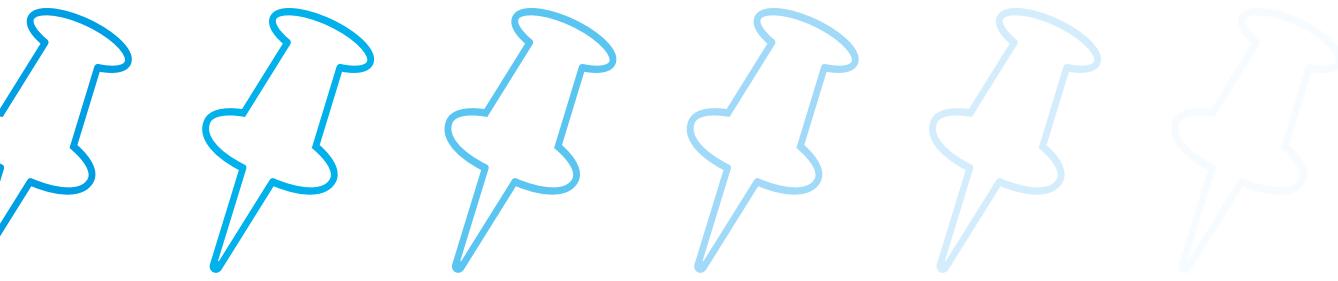
### MEETING ROOMS

Meeting room walls are equipped with metal rails for hanging decorations or other items using hooks and chains. All materials and services are provided and handled by the Centre's personnel at the rates shown in the price list.

### MAIN HALLS AND PUBLIC AREAS

Any rigging and hanging is performed by our staff. Rigging and hanging services, including the use of trusses and motors, are provided exclusively by our staff, and at your expense. All trusses and motors are the exclusive property of the Québec City Convention Centre. You may not supply, bring, install, or use its own trusses, motors, or any similar or equivalent equipment. All hanging methods and loads must be approved in advance by our team.

To ensure the safety of all!



## RIGGING POINTS

Rigging point locations are shown on our technical plans, which are available on request.

ROOM	NUMBER OF POINTS	CAPACITY
<b>400</b>	More than 440	453.6 kg/1,000 lbs
<b>200</b>	More than 850	340.2 kg/750 lbs
<b>2000</b>	More than 200	453.6 kg/1,000 lbs

## APPROVED ADHESIVES

To maintain the quality of our facilities, only the following adhesives are accepted in the Centre:

**WALL SURFACES** 3M 7220 Wall Mounting Tabs

---

**FLOOR SURFACES** Echo Tape CL-W6033 or VI-N6120 or equivalent  
Echo Tape DC-W188F Double-sided Tape

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**BRICK WALLS** 3M 7225 Wall Mounting Tabs

# Branding

## INDOOR • OUTDOOR

There are many areas in the Centre suitable to increase your event's exposure.

All signs inside and outside the Centre must be approved in advance by the Québec City Convention Centre, which can supply the required equipment and material, taking into account the needs of all events being held at the Centre.

The client must ensure the rented space remains in good condition and must not use or allow the use of nails, tacks, screws, hooks, self-adhesives, or any other fasteners.

For Canadian bilingual events, French must be predominant in size and appear before English.

Charges apply for hanging banners in the foyers, halls, and rooms. Only the Centre's staff is authorized to perform this service.

The Centre has a partner to help produce oversized banners and any other type of branding material.

*A footprint fee of \$1 per sq. ft. per event will be charged for sponsor signage in your non-rental spaces.*

# Telephony

The Québec City Convention Centre has its own telephone system and has a structured cabling system to accommodate a wide range of telephony services.

Major cellular networks have internal antennas that ensure good coverage anywhere in the Centre.

The Québec City Convention Centre's phone number cannot be published as an official number for an exhibition or conference.

For basic telephone services during a tradeshow, please use the order form. For additional needs, ask your event coordinator.

*For an estimate, please contact:  
Turgeon – Solutions d'affichage*

**Mr. Michel Carboneau**  
Director of Sales

Phone: 581 989-7225  
[mcarboneau@turgeonaffichage.com](mailto:mcarboneau@turgeonaffichage.com)



# Waste Management • Eco-Friendly Events

EVERY EVENT IS ECO-FRIENDLY AT  
THE QUÉBEC CITY CONVENTION CENTRE!

Certified LEED Silver and BOMA BEST, the Convention Centre complies with the most stringent environmental management standards. The Centre continues to implement sustainable operational, technology, and food service procedures. You can count on trained experts, state-of-the-art equipment, and a tried and tested waste collection system that even includes composting.

Is holding an eco-friendly event a priority for you? By choosing the Québec City Convention Centre for your event, you've already taken an important first step.

The Centre offers its clients tools they can use to apply good practices for managing sustainable events. See the [Eco-Friendly Events](#) page on our website to get tips and tricks on planning an eco-friendly event, evaluate your event's performance via the self-assessment questionnaire, and calculate the greenhouse gas emissions generated by attendees traveling to and from your event.

You can also use the eco-friendly event management consulting services of our partner Écologistik as well as [Conseil québécois des événements écoresponsables](#).



# Food Services

**Maestro Culinaire, the Centre's exclusive food and beverage partner, has an exclusive agreement to sell and distribute food and beverages inside the Centre. The services of Maestro Culinaire will be subject to contracts separate from that of Centre and are under the sole responsibility of the client.**

The Québec City Convention Centre is proud to offer an eco-friendly service for all food functions. Requests for food services can be made in advance by contacting the food and beverage manager at 418 649-5212 or 1 888 679-4000, during the event, by contacting the maître d'hôtel at 4675 on a house phone.



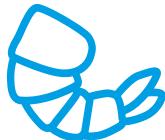
## FOOD ALLERGIES

Food safety is a priority for the Québec City Convention Centre and its partner Maestro Culinaire, which ensures all its personnel have been properly trained. All Maestro Culinaire managers and most food handlers working in the Centre's kitchen have received Bio-Contrôle training for hygiene and food safety in order to maintain a system of prevention and control to ensure food safety.

How to proceed? We suggest you collect food allergy information from your delegates using your event registration form. You will then be able to make the best menu choices and provide a detailed list that Maestro Culinaire can use to carefully prepare and monitor menus adapted to individual needs. People with special dietary needs must identify themselves with our wait staff to avoid any unpleasant surprises.

## HEADCOUNT AND GUARANTEES

The menu choice must be confirmed **five (5) weeks before** the event, with an estimated number of guests. Thereafter, a guaranteed number of guests for all food and bar functions must be confirmed with Maestro Culinaire at least ten (10) business days prior to the event date.



## FOOD SAMPLES

No food or beverages may be distributed, sold, or handed out as samples without prior written authorization from Centre management and its food service concession holder, Maestro Culinaire.

## ALCOHOL PERMITS

Our exclusive food and beverage partner, Maestro Culinaire, holds all the necessary alcohol licences. Only Maestro Culinaire is authorized to hold or serve alcoholic products inside the Centre. Any alcohol coming from outside the Centre will be immediately confiscated. Failure to comply with this rule may result in expulsion from the premises. The client is responsible for cooperating with the Centre to enforce compliance with this rule.

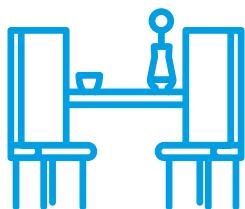


## SNACK BAR

A permanent snack bar is located in Foyer 3 for delegates to enjoy breakfast or lunch in a relaxing environment conducive to networking. Hours may vary and are based on the activity schedule of events under way.

## LOUNGE

A lounge with an intimate and comfortable decor is located in the public corridor of the Centre. It can accommodate up to 60 people. Guests can privatize this space for an evening or lunch. Contact our team for details.



# Audiovisual Services

All rooms in the Centre have separate video and sound systems, with each circuit individually controlled from a master system. Fibre optic and cable networks are also available for video needs.

For your videoconferencing, our state-of-the art room 311 may be an asset for your event.

Our ceiling speaker network offers outstanding sound quality at an affordable price.

For security reasons, aesthetics and service, no floor wires will be tolerated in rooms where the network allows it. This is why in the **meeting rooms** (other than 400, 200 and 2000), **ceiling-mounted sound systems are mandatory**. Please consult our price list for the costs related to the use of this service.

Additionally, **room supervision fees for technical setup and teardown** will be automatically included in your auxiliary services at the standard rate of \$90 per hour (with a minimum of 4 hours). For setup and teardown durations of 6 hours or more, the higher rate applies (please refer to price list). If you choose to utilize the services of our official supplier (Encore), these fees will not apply except for any technical components handled by a third-party supplier (e.g. recording, an artist's technical setup, etc.)

There are [several advantages to choosing Encore](#), our official audiovisual partner. However, in order to benefit from these advantages, you must entrust this company with all your audiovisual needs. Your sales representative or event coordinator will be able to provide you with more information.



**encore**

Event Technology  
and Audiovisual

[www.encore-can.com](http://www.encore-can.com)  
[AV-CCQ-ca@encoreglobal.com](mailto:AV-CCQ-ca@encoreglobal.com)



# Internet

## CUSTOMIZED AND COMPUTER RENTAL SERVICES

### Free high-speed Wi-Fi

Wherever you are at the Québec City Convention Centre, you will have access to free high-speed Wi-Fi at all times. We offer an impeccable Wi-Fi experience for our clients—and nothing but the very best in connectivity for your attendees!

- Up to 15 Mbps connection
- **Unlimited data transfer**
- 300 hotspots

**Please note that the use of external Wi-Fi routers is strictly prohibited in the Convention Centre. Alternative solutions are available from our exclusive Internet provider, Encore.**

### Wired Internet services and computer equipment rental

Encore is the Centre's exclusive supplier for all Internet services and official provider of computer equipment rentals. The company's team will assist you in setting up your wired Internet needs, creating internal private networks (VLANs) or renting computer equipment.

- Offices and complete inventory on site
- Rental of top-quality computer equipment
- Turnkey solutions for your secretariats, training rooms, exhibitors and Internet café
- Qualified technicians for technical assistance



For wired Internet services during an exhibition,  
please order your services online.



## VIRTUAL AND HYBRID EVENTS

The Québec City Convention Centre offers an optimal technical environment, particularly in terms of **Internet capabilities and reliability**, which allows you to successfully carry out your virtual and hybrid events. You can rely on our well-established experts who will support you and provide exemplary service.

# Media

The Convention Centre is equipped to accommodate all types of media. Permanent connections link the main regional and national telecommunications networks to our audio and video control rooms. In addition, the Centre has an outdoor connection box designed for microwave and satellite trucks for clients wishing to broadcast live. The Centre can also accommodate TV and production trucks in its loading dock area, where audio and video hookups are available. All rooms in the Centre are equipped with cable outlets.



## *Simultaneous Interpretation*

Six soundproof simultaneous interpretation booths overlooking room 200ABC are available to you.

**Encore** the Centre's official supplier, offers complete simultaneous interpretation services.

## *Display on our screens*

The Centre has several screens specifically dedicated to displaying content and sponsors. Explore our [guides](#) and discuss available options with your event coordinator



# Carriers • Custom Brokers



## Why appoint an official carrier and customs broker for your event?

Make life easier for your exhibitors, sponsors, speakers and poster presenters! Our experts at ConsultExpo and Dolbec International offer services that will simplify and speed up the transportation and delivery process and customs formalities related to the holding of your conferences, meetings and exhibitions.

### Transport logistics and delivery of your material

To optimize transport logistics, our suppliers take care of local grouping of goods for your event (pre-event storage) and ensure not only the coordination of pick-ups and deliveries for exhibitors' materials, but also for all your partners. Using this service will simplify your work and allow for the orderly planning of deliveries to the Québec City Convention Centre, reducing traffic at the loading dock and speeding up unloading and loading operations. Our suppliers also offer North American and international transportation services (air and sea).

### Accreditation of your event and customs procedures

Our suppliers will help you get your event accredited by the Canada Border Services Agency (CBSA). This accreditation will allow exhibitors, sponsors, speakers and main speakers to import their materials without having to pay customs duties and import taxes (some exceptions apply). With the letter of recognition and customs clearance at the point of destination, customs clearance will be completed smoothly and without delay when the goods arrive in Canada.

The carriers and customs brokers accredited by the Québec City Convention Centre are the following: (please choose only one)

- **Dolbec International**
- **ConsultExpo**  
(Customs, Transportation, Taxes)
- **Synergie Canada**

### Dolbec International

Ms. **Geneviève Ferellec**  
Sales Agent, C-TPAT Services and Events Coordinator

Phone: 418 688-9115  
Direct line: 1 855 688-9115  
[show@dolbec-intl.ca](mailto:show@dolbec-intl.ca)

### ConsultExpo

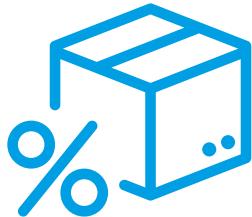
Ms. **Diane Labbé Deegan**  
Sales Director

Phone: 514 482-8886, ext. 2  
[dianel@consultexpoinc.com](mailto:dianel@consultexpoinc.com)

### Synergie Canada

Mr. **Francis Lachapelle**  
Senior Account Manager Shows, Exhibitions, Events

Phone: 1 855 939-5757, ext. 192  
Direct line: 514 442-4523  
[f.lachapelle@gosynergie.com](mailto:f.lachapelle@gosynergie.com)



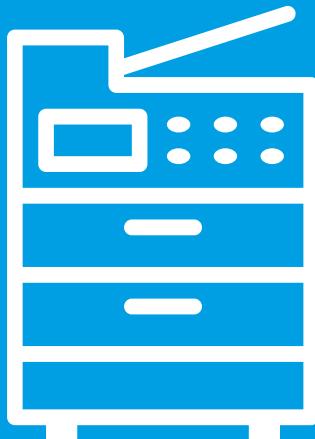
The client who uses a courier, such as FedEx, UPS, Purolator or others, must ensure that customs clearance and taxes are paid in advance. Any merchandise shipped “postage due” will not be accepted by the Québec City Convention Centre. In some cases, the courier fails to declare that charges will have to be paid by the shipper upon delivery and the Centre receives an invoice, sometimes 30 to 90 days after the end of the event. In such cases, the exhibitor will be re-invoiced by the Centre with an additional administration fee.



Whether or not the client chooses to retain the services of an official carrier and customs broker for the event, the client must ensure that clear instructions are given to the carrier used as to which customs broker will be responsible for clearing the material through customs upon its arrival on Canadian soil. Missing or erroneous information may unfortunately result in delays over which the Québec City Convention Centre has no control.

## •Photocopying

**Our partner, located on avenue Cartier and within walking distance from the Québec City Convention Centre, has worked for over 20 years in providing quality copy services. From designing to printing, they offer complete services to individuals as well as professionals.**



**Planète  
Multi-Services  
Numérisation**

**Mr. Jean Ouellet**

**Phone: 418 523-3793  
[www.planetemultiservices.com](http://www.planetemultiservices.com)  
[jean@planetemultiservices.com](mailto:jean@planetemultiservices.com)**

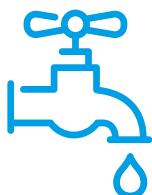
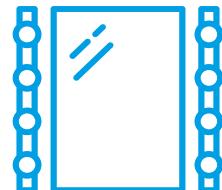


## Flags

One outdoor flagpole, located near the Convention Centre's main entrance, is available. For indoor use, the Centre can provide flags of Canada, the provinces, Québec City, and banner poles.

## Dressing Rooms

A total of four dressing rooms with showers are available for bands, artists speakers or any other guest (subject to availability). Two of these rooms are located near room 200ABC and two are near room 2000ABCD.



## Plumbing

A system of water, drainage, and sewage pipes is available in floor chases of rooms 400ABC and 2000ABCD. A limited supply of water is also available in room 200ABC. Upon request, the Centre will make any required connections. These services will be charged to the client at current rates.

## Drapes, Decorations and Animation

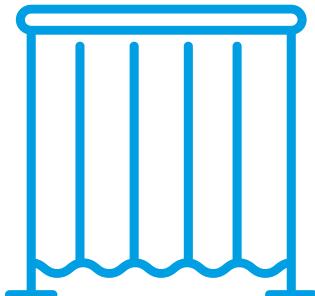
### Drapes

Pleated black velvet drapes that meet flame spread rating standards for fabric may be rented from the Centre.

If you supply your own drapes, you must ensure they meet the same safety standards. Fire retardancy testing will be required.

### Decorations

You must also ensure all decorations rented from external suppliers are non-combustible or flame retardant as per the [Security Measures and Fire Prevention](#).



# 3 Important Information

## Production Meetings • Visit

To facilitate the planning of your event, better understand your needs, and help our experts assist you throughout the process, we strongly recommend holding a production meeting that includes a visit of the Convention Centre at least six months prior to the start of the event.

## Event Planning (Scenario)

Based on meetings and discussions with you, your event coordinator will develop an event scenario summarizing all of your needs, from activity schedules to suppliers, special provisions, and so on.

The event scenario is both a work document for you and your event coordinator and a reference guide for all our operational teams assigned to your event. You must therefore send us most of the information we need to draft it no later than 15 days before the event—this will allow us to complete the scenario, allocate enough time for you to validate it, and ensure optimal planning of resources for your arrival.

See the appended [checklist](#) for the main information your event coordinator will need.

# Insurance

Please take out a policy covering your event at the Centre, based on the conditions listed in Clause 9 of your room rental contract.

Exhibitors must also have their own liability insurance, which is most likely required based on the rental space contract drawn up by the exhibition organizer (or promoter).

## STORAGE

The Québec City Convention Centre has a limited amount of non-exclusive storage space. Depending on availability, it may be temporarily available to you for packing and storing goods for the rental term provided for in your contract. The Centre reserves the right to require that the suppliers involved in your event store their empty boxes and crates elsewhere. If you expect to hold an exhibition or anticipate major storage needs, talk to your event coordinator as soon as possible.

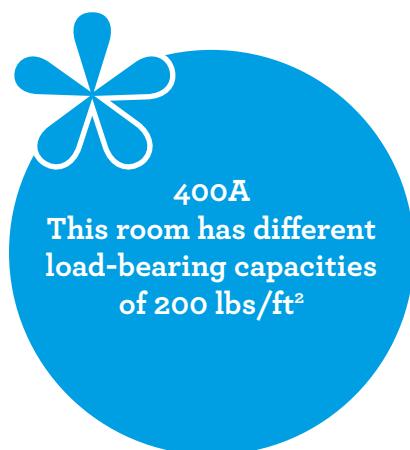
# Floors • Heavy Objects

ROOM/SECTOR	LOAD-BEARING CAPACITY	FLOOR COVERING
<b>400</b>	1,464 kg/m <sup>2</sup> (300 ft <sup>2</sup> )	Mondo Sport Impact rubber covering*
<b>300</b>	488 kg/m <sup>2</sup> (100 ft <sup>2</sup> )	Carpet
<b>200</b>	488 kg/m <sup>2</sup> (100 ft <sup>2</sup> )	Carpet
<b>2000</b>	1,464 kg/m <sup>2</sup> (300 ft <sup>2</sup> )	Carpet

Any exceptionally heavy loads must be approved by the Centre's engineer. Alternative solutions will be provided if major problems occur.

You must provide means of floor protection for nonstandard installations (vehicles, heavy machinery, organic matter, etc.). Such installations must be previously approved by your event coordinator.

**Note:** Electrical and audiovisual feeds, voice and data communications links, compressed air, water and drainage are all accessible via protected chases in the floor of room 400ABC. Some of these services are also available in Rooms 200ABC and 2000ABCD.



CONTACT US  
FOR DETAILS!

# Cloakrooms

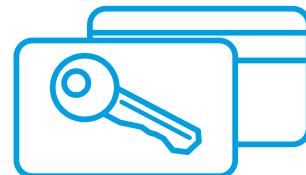
Cloakrooms are available in all areas of the Centre. Operated by Centre personnel, cloakrooms can be made available as needed depending on the nature of the event. In winter, cloakrooms are always available to our clientele on an individual basis. However, if the client would like to reserve an entire cloakroom, a charge will apply based on the number of employees required to serve the group.

In the summer months, the cloakrooms are usually closed. Clients who wish to make cloakrooms available to their delegates may do so at their own expense. A package covering staffing costs will be drawn up. A limited number of backup portable coat racks are also available.

# Keys and Magnetic Cards

To ensure the security of your property, all of the Centre's breakout rooms are equipped with an electromagnetic security system. Depending on your needs, your event coordinator can provide access cards and keys for your team members. The card lets you access the Centre outside of regular business hours for your event. The number of cards allotted depends on the nature of your event (up to 15 at no charge); fees apply for additional cards. There is also a charge for any card or key not returned after the event.

Doors can also be unlocked remotely to allow circulation during event activities. Please discuss this with your event coordinator.

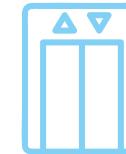
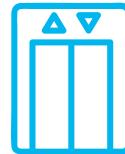
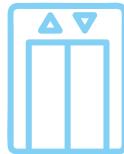


# Breastfeeding Room

A permanent breastfeeding/nursing room is located on level 3 of the Québec City Convention Centre, between Foyer 3 and Hall 300. It features three private cubicles with side tables and sofas, a changing table, a microwave, a diaper disposal bin, sanitizer, a water fountain with cups, and other useful amenities.

# Elevators • Escalators

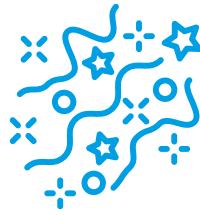
To facilitate your equipment handling and crowd management, the Centre has three passenger elevators, three freight elevators, and nine escalators. The direction of escalators can be reversed to facilitate crowd management at your event. This will be handled by your event coordinator and our greeting team.



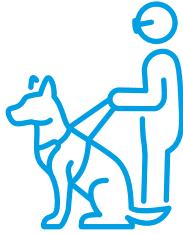
# Balloons • Confetti

The use of helium balloons is restricted and must be approved in advance. If balloons must be taken down from the ceiling after your event, charges will apply. This is also the case for the use of confetti and glitter, which may result in significant cleaning costs.

*Please make your intentions clear to your event coordinator.*



## Animals



Only assistance dogs for people with disabilities are allowed in the Convention Centre. Other animals are not allowed unless previously approved by Québec City Convention Centre representatives. The client must cooperate in enforcing this rule.

## Sponsorship

Fees may apply to your sponsorship visibility installations.

*Check with your event coordinator to confirm the terms and opportunities.*



## Alcohol Consumption During Setup and Teardown

For safety reasons, alcoholic beverages are prohibited during the setup and teardown periods.

# Copyright, Taxes, Permits and Licences

- You must obtain the rights to legally and ethically play music during your event so that the musicians and bands are properly remunerated. The Centre has to collect copyright royalties due to Re:Sound, a non-profit music licensing company dedicated to obtaining fair compensation for artists and record companies for their performance rights, and due to the Society of Composers, Authors and Music Publishers of Canada (SOCAN). These royalties must be collected for each activity involving music with or without dancing (recorded or live), unless clients can provide proof that they have already reached an agreement with SOCAN. In the event of a public exhibition, SOCAN will contact the client directly.
- Our exclusive food and beverage partner, Maestro Culinaire, holds all the necessary alcohol licences.
- The client is solely responsible for obtaining from the appropriate authorities all permits and licences required by existing laws and regulations governing the use of the building.

## Tobacco



The Québec City Convention is pleased to provide a smoke-free environment. Smoking and vaping is strictly prohibited inside the Centre. It is also strictly prohibited from smoking within 9 metres of any entrance or outdoor patio.

## Demo Vehicles

Inside the Convention Centre, internal combustion vehicles and equipment cannot have more than a quarter tank of gas. Batteries and ignition systems must be disconnected, unless required for demonstrations during a tradeshow. The keys must be left with the Centre's security team. In addition, gas tank caps must be locked.

Waterproof protective sheeting must be placed under vehicles, and protective plates under the tires to protect the Centre's flooring.

Prior arrangements must be made to ensure motorized vehicles can enter your room.



## *Smoke Machines*

Only water-based machines are allowed. To avoid setting off the fire alarm, the Centre's security service must be informed before smoke machines are used.

## *Lost and Found*

When appropriate, your event coordinator will talk with you to determine the best strategy for dealing with lost items at your event (registration, event office, security). After your event, all unclaimed lost items will be turned over to our security team.

All lost and found items are recorded and kept for 90 days by the security team. After this time, the Centre reserves the right to dispose of them as it sees fit.

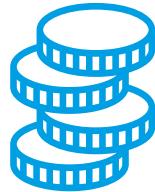
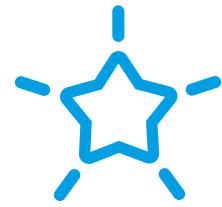


## *Obstructions in Public Areas*

For security reasons and comfort, hallways, elevators, escalators, entrances, foyers, halls, stairways, and building emergency exits must be kept free of obstructions at all times and used only as intended by the Centre or by public building safety authorities. If you have any special plans, it's best to contact us to find the best solution for your needs.

# *VIPs and Dignitaries*

Will any VIP guests and/or dignitaries be attending your event? Please provide us with their names, titles, times of arrival, lengths of stay, and any special needs. We will be happy to assist you with any planning and greetings your guests.



## *Gratuities*

The Centre's Code of Ethics prohibits any of its personnel or its subcontractors' personnel from accepting or soliciting any benefit or financial gain other than the salary paid by their employer. Gifts valued at \$50 or less may be accepted. Please contact the Centre's management if you would like to express your appreciation of an employee.

## *Interpreters*

Upon request, and based on the needs of your participants during your event, we can connect you with a translation company that offers interpretation services for individuals who are Deaf or hard of hearing. Please ask your event coordinator for more details.

## *Customer Satisfaction and Economic Impact*

At the Québec City Convention Centre, our goal is to offer you a unique experience from the first steps of planning to the successful completion of your event. After your event, you will receive two questionnaires to fill out. First, to better gauge your level of satisfaction, we will ask you to fill out an online satisfaction questionnaire within two weeks following the end of your event. Second, we will send a questionnaire to measure your event's economic impact. This questionnaire is an invaluable tool to help our team measure the impact of events held at the Convention Centre. We would like to thank you in advance for your answers and comments.



# 4 Exhibition

*HOSTING A SHOW OR EXHIBITION AT  
THE QUÉBEC CITY CONVENTION CENTRE*

## Exhibition Hall Layout Plans

Exhibition hall layout plans will be prepared by the official exhibition service provider selected by the event organizer (or promoter). They will then be validated by the Québec City Convention Centre, prior to booth space being sold by the organizer (or promoter).

AutoCAD plan files are available upon request, at no charge, to clients or their official exhibition service provider.

Please note that if you are planning to hold food functions in your showroom, the space required to service them must be provided and confirmed by the Centre during the plan validation process. Planning this element of the plan too late could impact the choice of menu or require modifications to the booth space.

Our policy for rooms layout creation and updates (large rooms) also applies to exhibition plans updates.

### *Important*

The **PDF** file (including architectural dimensions) must be accompanied by the corresponding **DWG** file and submitted to the Centre for approval by the official exhibition service provider upon creation of the **initial** floor plan and for all subsequent **updates**.

In order to ensure the safety and fluidity of operations surrounding your exhibition, the Centre must be able to approve the final floor plan no later than 10 business days prior to the first setup day. The plans must be drawn to scale on AutoCAD and contain the following information:

- Name and number of the event, date and venue
- Approximate daily attendance
- Entrances and exits clearly identified
- Width of aisles
- Dimensions of booths or exhibition modules

All plans without exception (room layout and ceiling mounting) must be approved by the Centre's technical production manager and security manager before the room is set up.

## **EXHIBITION HALLS 400ABC, 200ABC AND 2000ABCD**

All of our exhibition halls are different. Please refer to the following grid to know the specificities of each of them.

	<b>400ABC*</b>	<b>200ABC</b>	<b>2000ABCD</b>
<b>SUGGESTED BOOTH DIMENSIONS</b>	10 ft x 10 ft	10 ft x 10 ft	8 ft deep x 10 ft wide
<b>FLOOR COVERING</b>	Rubber covering - Carpeted booths suggested	Carpet - Carpeted booths optional	Carpet - Carpeted booths optional
<b>AVAILABLE SERVICES FROM FLOOR CHASES</b>	Electricity, audiovisual, water and drain, telecommunications, Internet, compressed air, natural gas	Electricity, audiovisual, telecommunications, Internet	Electricity, audiovisual, telecommunications, Internet, water without drain
<b>USUALLY ASSOCIATED LOADING DOCK**</b>	855, rue Jean-Jacques-Bertrand, Québec, QC, G1R 5V3	875, rue Saint-Joachim, Québec, QC, G1R 5V4	875, rue Saint-Joachim, Québec, QC, G1R 5V4

### **NOTES:**

**\* Wall-to-wall carpeting (over gutters) in the 400ABC exhibition hall must be pre-approved by the coordinator and planned with the official exhibitor service provider in order to adequately meet your needs and those of your exhibitors, since all services are distributed from gutters in the floor.**

**\*\* The loading dock assignment will be established by your event coordinator, taking into account all current operations.**

# Exhibitor's Manual

In order to provide all the logistical information required for your exhibition, please make sure you prepare an Exhibitor's Manual for all organizations and companies that will be exhibiting at your event.

This guide is intended to provide all the logistical and practical information to your exhibitors and promote an enjoyable experience for everyone at the Québec City Convention Centre.

Available on our website, the [\*\*Exhibitor's Handbook Reference Manual\*\*](#) will help you in the preparation of your manual. **Your event coordinator must approve your manual before it is sent to exhibitors.**

Your event coordinator will give you a heads up six months prior your event regarding your manual. It will then be the appropriate moment to confirm with the official exhibition services supplier: the official carrier and customs broker, the setup and dismantling schedule, and the services included in your booth contracts.

## OPTIONAL SERVICES PROVIDED BY THE CENTRE FOR EXHIBITORS

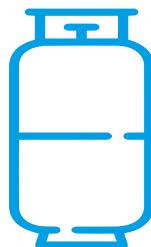
The Centre is the exclusive provider of the following services:



Hanging signs  
and banners



Electricity



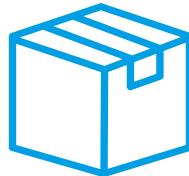
Compressed air



Plumbing



Telephony



Material handling  
and storing  
(mandatory)

## THE CENTRE ALSO OFFERS THE FOLLOWING NON-EXCLUSIVE SERVICES:

- Temporary staff
- Security
- Booth cleaning

### Our partners offer the following services:

- Food services - [Maestro Culinaire](#)
- Internet services and computer equipment rental - [Encore](#)
- Audiovisual Services - [Encore](#)

Even before you sell your booth space, a few decisions need to be made about exhibitor services. Do you wish to include certain services in the cost of renting your booth space, such as electricity, handling and storage (mandatory), booth cleaning, etc.? If so, we can establish a preferred rate for group orders.

Otherwise, these services, when applicable individually to exhibitors, can be ordered by means of order forms on our transactional site. These will be available on the Centre's web site in the [Exhibitor Services](#) section approximately six months prior to the start of your event.

**Ask your event coordinator for details.**

## OFFICIAL EXHIBITION SUPPLIERS

The exhibition service providers accredited by the Convention Centre are as follows:

### *ABP - Expo*

Ms. **Mélanie Des Ormeaux**

Phone: 418 659-2520, ext. 3213

[www.groupeabp.com](http://www.groupeabp.com)

[exposition@groupeabp.com](mailto:exposition@groupeabp.com)

### *Tessier Services d'Expositions*

Ms. **Mireille Tessier**

CEM

Phone: 418 524-1888

[www.brunotessier.com](http://www.brunotessier.com)

[mireille@brunotessier.com](mailto:mireille@brunotessier.com)

### *GES Canada*

Ms. **Sonia Villeneuve**

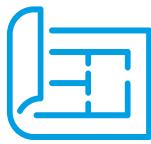
Phone: 418 877-2727, ext. 230

Direct line: 418 990-4533

[www.ges.com/ca](http://www.ges.com/ca)

[svilleneuve@ges.com](mailto:svilleneuve@ges.com)

These companies provide specialized services,\* such as:



Room layout design



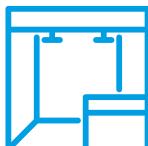
Rental of turnkey booth



Creation of special event layouts  
(entrance arches, conference areas, registration counters, etc.)



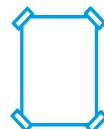
Rental of aisle mats



Rental of customized booths



Rental of furniture, carpets, accessories and plants



Production of posters and banners



Labor for assembly and disassembly

The exhibition service provider must perform the floor marking, setup and teardown within the periods provided for in the contract, which begins at 7 a.m., and ends at midnight, unless an exception is made (see Annex A of your contract).

**It is important to evaluate, with the exhibitors, the duration of their installation, before fixing the date and time of entry of all exhibitors.**

Any damage, rental or other costs incurred by the exhibition service provider are the responsibility of the client.

With the exception of services provided exclusively by the Centre.

## EXHIBITOR SHIPMENTS

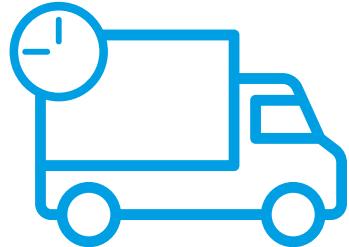
To facilitate coordination of deliveries, the client must provide the event coordinator with an exhibitor move-in schedule no later than **10 working days**

**before the event.** The schedule must indicate delivery times and equipment requirements. The same applies for the teardown and moveout schedule.

The Centre cannot accept deliveries or store materials before scheduled move-in dates. The storage of boxes during the event is mandatory and a fee applies.

All material must be removed by exhibitors before the end of the rental period specified in their contracts. At the end of the time period allowed for teardown and move out, the official carrier of the event will automatically be in charge of the remaining material. All fees will be charged to the exhibitor.

Delivery trucks cannot directly access the exhibition hall, except for previous special arrangements.



# Material Handling • Storage

If you **have not** agreed on a package deal with the Québec City Convention Centre for all your exhibitors, for material handling and mandatory storage of their empty containers, the following rules apply:

- Exhibitors will be invited to order this service, at their own expense, through the Centre's website. In this case: Any exhibitor arriving at the loading dock with their own vehicle may, if they wish, handle their own material using a four-wheel cart provided free of charge by the Centre.
- However, if you have designated your official exhibition service to also offer handling-and-storage services (billed to the exhibitor), please indicate this in the Exhibitor Manual. Certain conditions may apply. In this case: Any exhibitor arriving at the loading dock with their own vehicle is allowed to hand-carry their material to their booth in one (1) trip. Fees apply for the services of a material handler using a four-wheel cart.

### Important

All exhibitors that ship their material directly to the Québec City Convention Centre by a carrier understand that their material will automatically be handled by the Centre's staff and that handling fees, payable on site, will apply.

Handling includes the following operations:

**1**

Unloading the material  
at the loading dock stage  
upon delivery

**2**

Routing of the material  
from the loading dock stage  
to the stand

**3**

Moving empty containers from  
the booth to the storage area

**4**

Moving empty containers from  
the storage area to the booth

**5**

Moving material from the  
booth to the loading dock

**6**

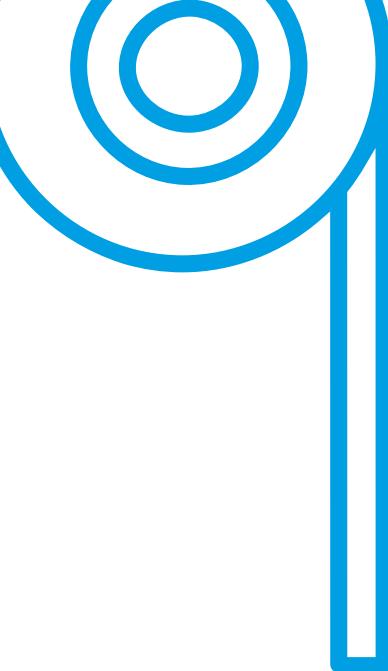
Loading material at the loading  
dock at pick-up

# Important

**Handling charges apply, even if the exhibitor  
handles its own material at delivery and pick-up,  
for moving empty containers from the booth to  
the storage area and returning them to the booth  
at the close of the exhibition.**

- Storage of empty containers during the event is mandatory and must be confirmed by each exhibitor by filling out in advance the [Handling and Storage order](#) form available online on the Centre's website or at the service counter during exhibition setup.
- This service includes storage tags, available free of charge at the Centre's service counter, for the identification of empty containers. Please write the booth number in large letters.

- For security reasons, exhibitors are not allowed to store exhibition material themselves.
- In accordance with the regulations of the Service des incendies de la Ville de Québec, no cardboard boxes or empty transport crates will be tolerated inside or behind the booth.
- Exhibitors who do not wish to pay for the storage of their empty containers inside the Centre are responsible for handling them themselves for removal and storage outside the Centre and for bringing them back for dismantling.
- The Québec City Convention Centre has exclusive handling services at the loading dock and in the hall. Manual and electric pallet trucks as well as external forklifts are prohibited. For all on-site handling needs, see the dock supervisor or contact the exhibition manager.



## FLOOR MARKING

Marking the floor of the 400ABC room can be done with chalk or tape, model Echo Tape CL-W6033 or VI-N6120 or equivalent. For rooms 200ABC and 2000ABCD, only Echo Tape model CL-W6033 or VI-N6120 is allowed.

It is important to avoid interventions that could cut, tear or stain floor surfaces. The staff at the Convention Centre may advise you on measures to be taken in such cases.

## FINAL CLEAN UP

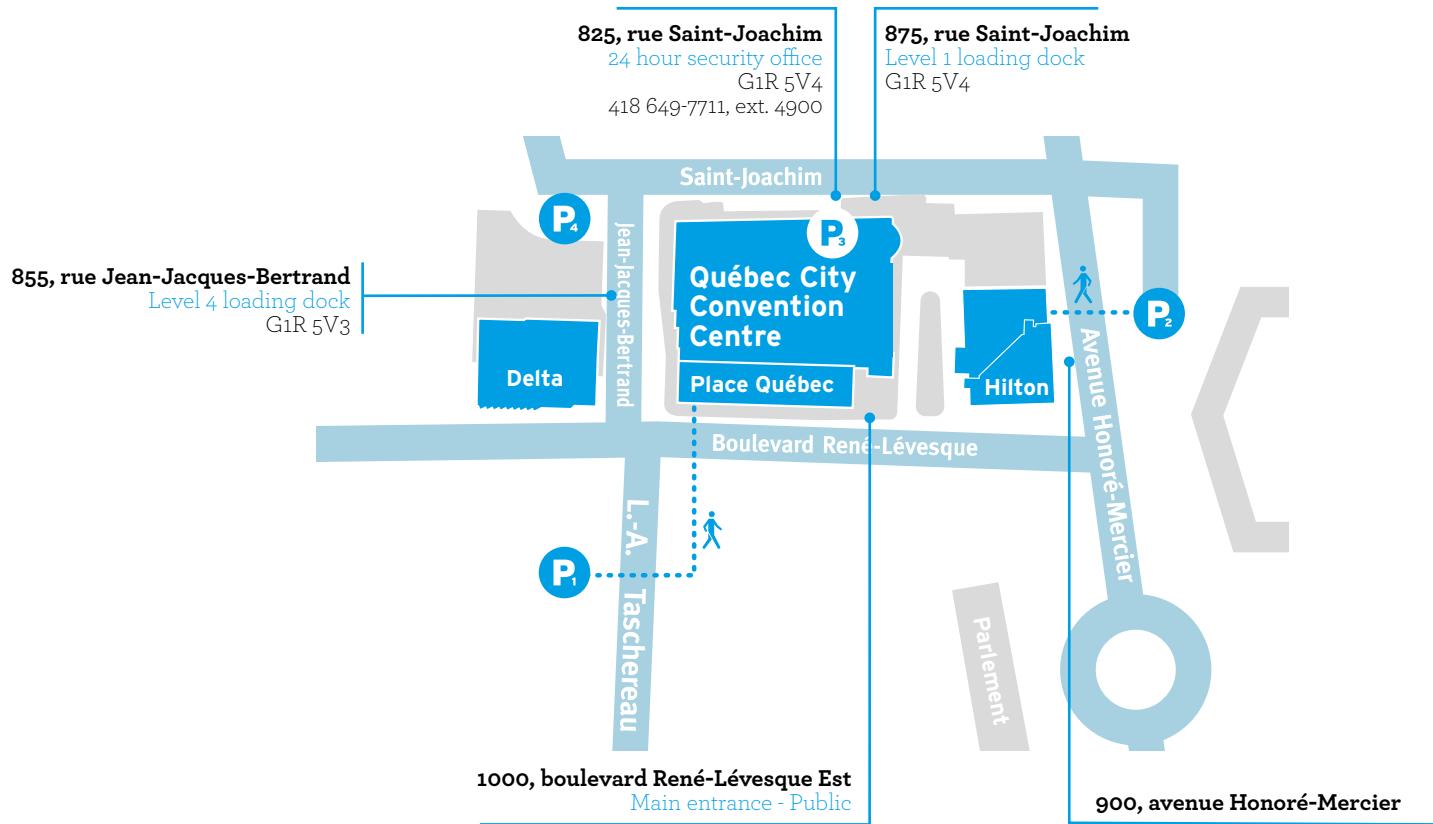
With regards to the amount of waste generated by exhibition operations, final clean up fees will be charged onto your final pro forma after an exhibition. The fees vary along with the period of time required to clean the room.

*Estimated costs can be provided, if required.*



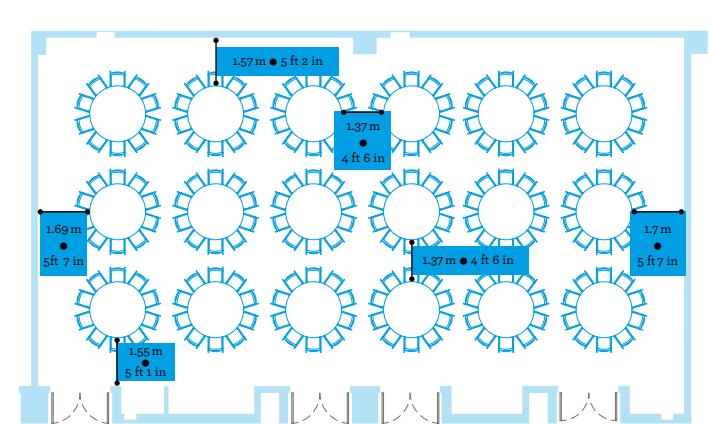
# 5 Annexes

## Access to the Québec City Convention Centre and Loading Docks

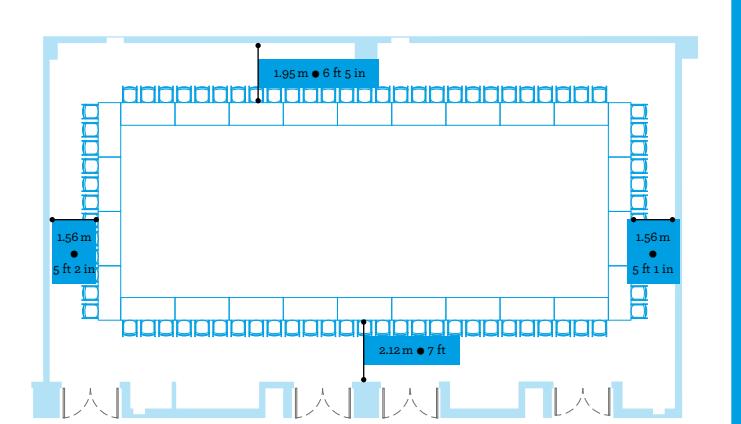


# Layout Plans

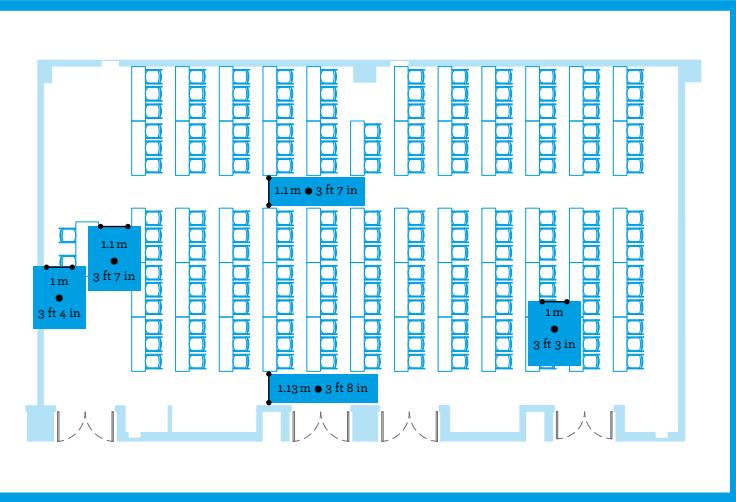
## BANQUET STYLE



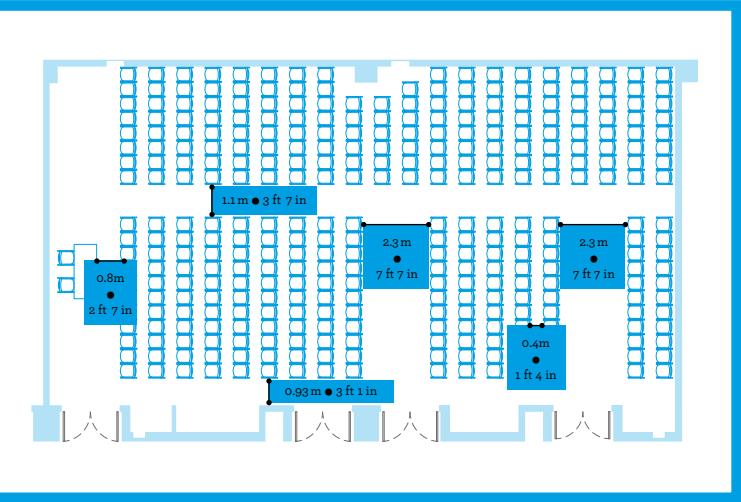
## OPEN SQUARE STYLE



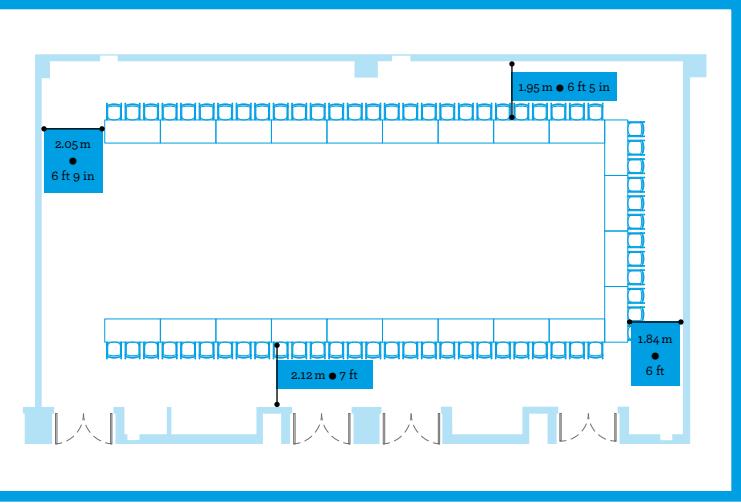
## CLASSROOM STYLE



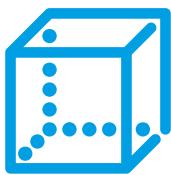
## THEATRE STYLE



## U SHAPE STYLE

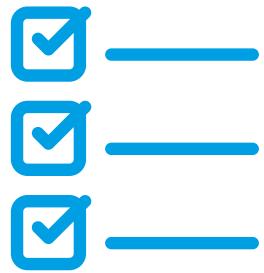


For more information room capacity and setup, please refer to [this document](#).



# Checklist

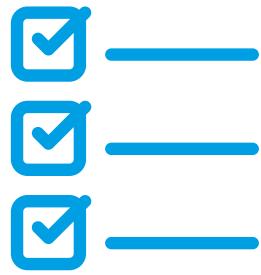
We know that there are many details to review when organizing an event. That is why we have put together the following checklist to help you make sure everything runs smoothly. Your event coordinator will be pleased to discuss the following points, throughout your event preparation.



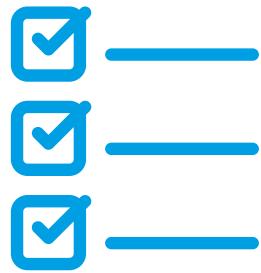
## *SETUP*

- Deliveries: make sure you have the right address, label your packages carefully, and let us know about all deliveries.
- Are there banners to be hung inside or outside the Convention Centre?
  
- Style of setup (theatre, classroom, round table, etc.)
- Number of people vs what was initially indicated in the contract
- Stage (size, stair rental, drapes for the back of the stage, etc.)
- Stage layout (head table, lectern, decor, etc.)
- Office equipment (printer, photocopier, etc.)
- Needs for easels, flipcharts, extra tables for documents, water fountains, etc. (see price list)
- Internet, phone lines, walkie-talkies

## EXHIBITIONS



- Exhibition supplier or decorator
- Number of exhibitors
- Floor plan provided by exhibition supplier with booth numbers  
(*get Convention Centre approval*)
- Setup and teardown schedule
- Access hours for exhibitors  
(*including access to the loading dock and room*)
- Show schedule
- Services included in the booth rental  
(*electricity, handling, booth cleaning, etc.*)
- Advertising spots you would like  
(*get approval from Convention Centre beforehand*)
- Show office requirements (*Internet access, telephone, etc.*) and ticketing/registration desks
- Security requirements in the exhibition hall
- Your official carrier and customs broker
- Hanging of directional or themed signage in aisles
- The presence of standard or heavy vehicles in the hall
- Delivery of badges for exhibitors
- Delivery and assembly of bags for visitors  
(*exhibition or exhibition program, flyers and promotional items*)
- Rest and eating areas within the exhibition or exhibition
- Food functions during the exhibition or lounge  
(*buffet, cocktail, barista or other*)



In order to respond to all exhibitor requests, we will produce customized purchase orders on behalf of the event for services that will **not** be included in the cost of their space rental.

#### **What services will your exhibitors require?**

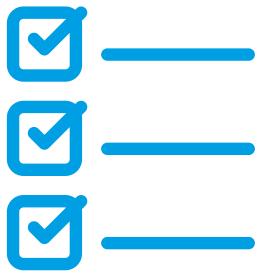
- Hanging
- Electricity
- Handling and storage (mandatory)
- Booth cleaning

Also available, upon request only: electricity other than 120 V 15 A, temporary staff, plumbing, security and telephony and any other related services.

We strongly recommend that you prepare an Exhibitor's Manual, which must be approved by our event coordinator prior to distribution to exhibitors. Please refer to the [\*\*Exhibitor's Handbook Reference Manual\*\*](#) on our website or ask your event coordinator for a list of items to include.

A delay of one week should be expected for the preparation of customized purchase orders and their uploading on our website.

## SHOWS AND ENTERTAINMENT



- Companies involved in your event (*decoration, sound, lighting, etc.*)
- Setup and teardown schedule
- Specific electrical and/or telecommunications requirements for the event
- Activity schedule, program and/or script
- Size of stage
- Do you need a dance floor?
- Number of guests
- Reserved tables for special guests, do you need numbered tables?
- Performers: dressing room requirements, performers' needs and contact person
- Deliveries related to the event (*table centerpieces, decorative items, etc.*)

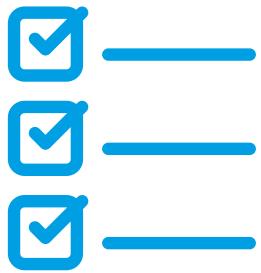
Indoor pyrotechnical effects are strictly regulated. Any pyrotechnics must receive approval from both the Convention Centre and the Service des incendies de la Ville de Québec, at least two weeks before the event date.

## FOOD AND BEVERAGE

- Specify your needs, meal time, place, number of participants, etc.
- Coffee break
- Banquet
- Snack
- Meals for production team, technicians, performers
- Please refer to the Food and Beverage clause, if included in your contract

For more **information** on food and beverage, please contact a member of the Maestro Culinaire team, our exclusive partner, at  
**418 649-5226 or at 1 888 679-4000**  
A food and beverage service guide is also available.

## AUDIOVISUAL SERVICES



- Name of your supplier for audiovisual services
- Technical requirements for each meeting room  
(*projector, screen, microphone, smoke machine, etc.*)

The official Québec City Convention Centre in-house audiovisual service provider is Encore Canada.

For more information, contact the team at

[AV-CCQ-ca@encoreglobal.com](mailto:AV-CCQ-ca@encoreglobal.com).

## DIGITAL SIGNAGE SERVICE

- Digital directional signage is provided as a basic service in your contract. Digital signage includes directional signage and basic signage for meeting rooms. If you want to customize the workshops' titles and add your logo, certain fees apply.

## GREETING SERVICE AND PARKING

- Access hours to the Centre for your attendees. Outside business hours, only card holders will be able to access the Centre.
- Cloakroom service requirements and payment policy for users.
- Do you need a concierge service?
- Do you have special requirements for the arrival of large groups?
- Do you need busses?  
(*parking and special rates are available*)

### Important

Use of the ceiling speaker network is mandatory in our breakout rooms (see our **Audiovisual Services** section).

# Security Measures • Fire Prevention

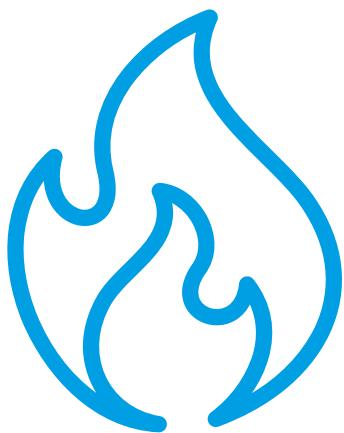
Fire prevention is subject to very strict laws, standards and regulations. The rules of fire prevention implemented at the Québec City Convention Centre help minimize the risks inherent during conventions and exhibitions which are being controlled by the fire protection systems. They must be respected at all times.

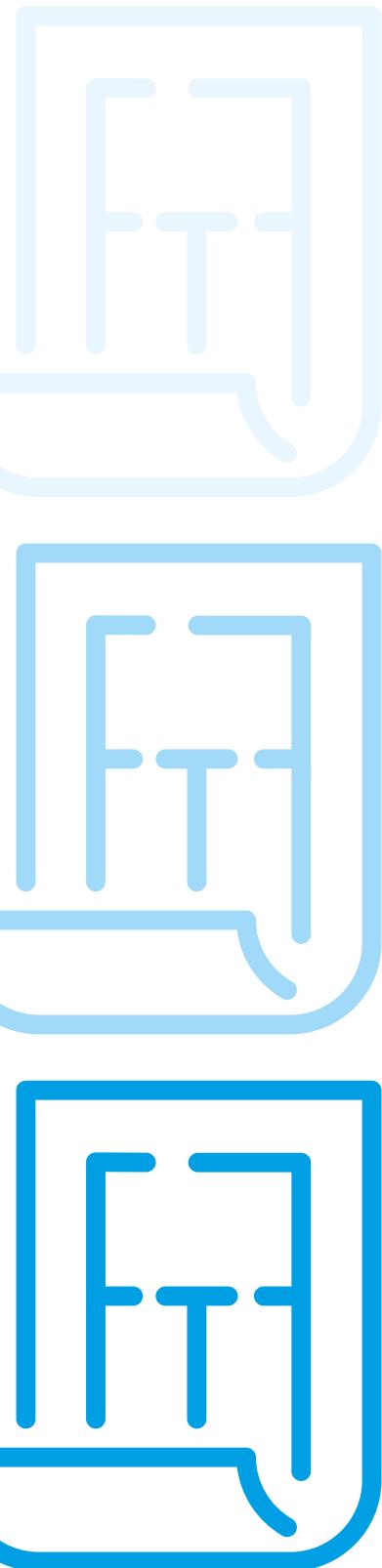
All installations must be approved by the head of security of the Québec City Convention Centre.

## ***LAWS, STANDARDS AND REGULATIONS***

The requirements mentioned herein are only a brief summary of the Québec City municipal fire protection regulations, the National Building Code, the National Fire Code, The Public Buildings Safety Act (S-3, r.4), and other applicable regulations.

For additional information, contact the Québec City Convention's Centre building management team at 1 888 679-4000 or security at 418 649-7711, ext. 4900 at any time.





# Room Layout Approval

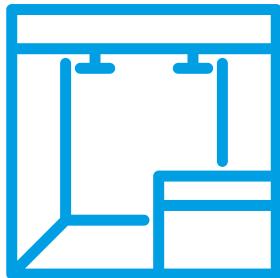
Promoters are responsible for having final room plans approved by the Québec City Convention Centre's building management team no later than 10 working days prior to setup.

## ROOM LAYOUT

- Exits and access to exits must be free of obstructions at all times.
- Exit signs must be visible and easily identified.
- Firefighting equipment must be visible and readily accessible.
- Main hall and exit areas must remain free of obstructions and accessible at all times.
- Aisles and traffic areas of at least 3 m (10 ft) wide must be accessible at all times.
- All exit doors must be accessible by an aisle providing access to at least one other exit.
- Traffic aisles must provide access to exits in at least two directions.
- The maximum distance to an exit door must not exceed 45 m (150 ft) from any given point.
- Two exits must be provided for meetings or closed booths with over 60 people.
- Boxes, crates and other combustible materials must be stored in a space inaccessible to the public. Storage will not be tolerated inside the booth, with the exception of promotional and exhibition material up to a maximum area equal to 10% of the total area of the booth and a maximum height of 1 m.
- Storage behind or between booths will not be tolerated.
- Only electrical extensions equipped with a grounded circuit are allowed.
- Use of fireworks must be approved by the Service des incendies de la Ville de Québec and the Québec City Convention Centre's building management team.

## BOOTH CONSTRUCTION

- Booths must be built of inflammable or fireproof materials.
- Wooden booths are authorized only if they are built with 7 mm ( $\frac{1}{4}$  in) hardwood. Lathes must be tongued and grooved. Particleboard panels are forbidden.
- Fireproofing of displayed merchandise is not required, but quantities must be limited to one sample per color, texture or level of quality.
- Structures, including recreational vehicles, with roofs exceeding  $37.16\text{ m}^2$  (400 ft<sup>2</sup>) must be equipped with 90 dB smoke detectors. The Québec City Convention Centre reserves the right to require that certain structures be protected by automatic sprinkler systems or qualified fire-fighting personnel at exhibitor's expense.
- Closed booths must be equipped with an emergency lighting system.
- Acetate paper, cardboard boxes, corrugated paper boxes, polystyrene, natural conifers,  $\frac{1}{8}$  in thick pre finished panel, jute, any paper and cardboard, synthetic grass carpets, artificial trees and plants are strictly forbidden.

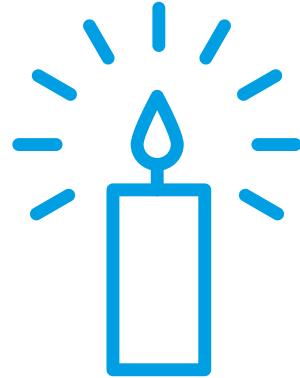


## FLAMMABLE LIQUIDS AND GASES

- Use of propane is limited to one cylinder of 16 fl. oz.
- During exhibits, the use of propane is authorized for a maximum of 5% of the total number of booths.
- All cylinders of other types of flammable liquids and gases must be approved by the Québec City Convention Centre's building management team.
- New containers that have never been filled with flammable materials may be displayed.
- When not in use, flammable liquids and gases must be stored in a room specially designated for this purpose by the Centre's security. There is no charge for storage.
- It is forbidden to store all compressed gas cylinders and bottles in exits, outside under stairwell and closer than 1 m of any exit.

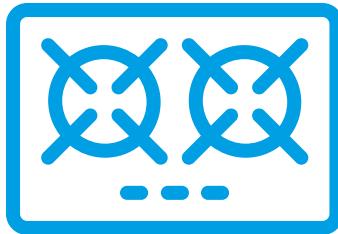
## COOKING APPLIANCES

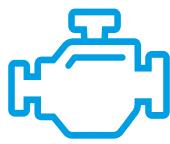
- Use of cooking appliances must be approved by the Québec City Convention Centre's building management team.
- Cooking appliances must be kept at least 0.6 m (2 ft) from visitors and flammable materials.
- Appliances must be anchored solidly to a non-flammable surface.
- All cooking appliances must be certified by a recognized Canadian organization.
- A portable fire extinguisher with a minimum capacity of 2A :20B :C must be kept near each cooking appliance.
- Cooking surfaces with a total capacity of up to 8 kW for cooking equipment powered by electricity or up to 14 kW for gas-powered equipment must be provided with a hood connected to an air exhaust system. Its installation shall comply with NFPA 96.  
Ref.: NFC 1995, section 2.6.1.9.2.



## OPEN FLAMES

- With the exception of cooking appliances and candles, open flames are forbidden.
- Demonstrating lighted candles in tents or booths with a roof are forbidden.
- A maximum of four candles per booth may be lit for demonstration purposes only, subject to the following conditions:
  - The flame must be protected behind glass.
  - The candle must be set upon a non-flammable base at least 1.5 times wider than the height of the candle.
  - The candle must be kept out of reach of the public.
  - The booth must be under constant supervision.
  - A portable extinguisher must be kept in the booth.





## ***INTERNAL COMBUSTION VEHICLES AND EQUIPMENT***

- Fuel tank caps must be locked or sealed, with the exception of reservoirs that have never held fuel.
- Fuel tanks must not be filled to more than one quarter of their maximum capacity, with the exception of emergency service vehicles.
- Fuel tanks must not be more than a quarter full, with the exception of emergency vehicles.
- Starter batteries must be disconnected unless authorized by the Québec City Convention Centre's building management team. It is forbidden to start vehicles with internal combustion engines during exhibits.
- Keys of vehicles on display must be kept at the security station.



## ***MISCELLANEOUS***

- Use of solid, liquid and gas fuel heaters is forbidden.
- Daycare facilities in operation during an exhibition must have one monitor for every ten children, and one monitor for every five children under two. In addition, the promoter must ensure that the daycare facility complies with provincial government regulations on daycare services.
- Only inert gases are authorized for the assembly of inflatable structures.
- Oil-based smoke machines are strictly forbidden.
- Animals must not be brought in to the Québec City Convention Centre without prior approval. Only assistance dogs have unrestricted access.
- Hay, straw, wood shavings and other similar combustible materials are prohibited, with the exception of those used for daily feeding and maintenance of animals. These materials must be stored outside or in a room that has fire resistance of one hour.
- A 2A-type fire extinguisher must be located nearby.





**Société du Centre des congrès de Québec  
900, boulevard René-Lévesque Est, 2<sup>e</sup> étage  
Québec (Québec) G1R 2B5**

**418 644-4000**

**[sccq@convention.qc.ca](mailto:sccq@convention.qc.ca)**

**[www.convention.qc.ca](http://www.convention.qc.ca)**