



CENTRE  
DES CONGRÈS  
DE QUÉBEC

---

# Preparation Guide for the Exhibitor Manual

---

The exhibition organizer is responsible for preparing and distributing of the Exhibitor Manual. This guide serves as a useful framework document for its preparation.

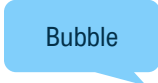


# Preparation Guide for the EXHIBITOR MANUAL

As an organizer, you are responsible for the preparation and distribution of an information document for exhibitors, called the Exhibitor Manual.

To assist you in drafting this manual, here is a preparation guide that contains essential information for the smooth running of your exhibition. It is a template that you can customize and adapt to your needs.

The information in the bubbles provides explanations to guide you in drafting your manual and should be removed in the final version intended for your exhibitors, while the highlighted text should be customized based on specifics of your event.

 **Bubble** : Useful explanations for drafting your Exhibitor Manual

**Highlighted text** : Specific information for your event

Feel free to consult our [Client Guide](#) for more details on the auxiliary products and services offered at the Québec City Convention Centre, or contact the dedicated exhibition supervisor for your event:

**Nathalie Loiseau**  
Exhibition Supervisor  
Québec City Convention Centre  
418 649-7711, extension 4384  
[nloiseau@convention.qc.ca](mailto:nloiseau@convention.qc.ca)

**OR**

**Geneviève Guay**  
Exhibition Supervisor  
Québec City Convention Centre  
418 649-7711, extension 4034  
[gguay@convention.qc.ca](mailto:gguay@convention.qc.ca)

## **IMPORTANT:**

Before being distributed to exhibitors, your manual must be approved by the dedicated Exhibition Supervisor from the Québec City Convention Centre assigned to your event.

Québec City Convention Centre  
Updated version, October 2024



CENTRE  
DES CONGRÈS  
DE QUÉBEC

Customize this title page  
with the name of your event,  
its dates, and its logo.

# EXHIBITOR MANUAL

Event Name  
Dates



Note: Exhibitors agree to familiarize themselves with the Exhibitor Manual and to adhere to the guidelines contained within.

# GENERAL INFORMATION

Official name of the exhibition

Hall 400ABC

## EXHIBIT HALL SCHEDULE

Move-in: Day(s) / Date(s) / Start time to end time

Exhibit Hall opening: Day(s) / Date(s) / Start time to end time

Move-out: Days / Date / Start time to end time

## VISITOR ENTRANCE

Main entrance to the Québec City Convention Centre  
1000, boul. René-Lévesque Est  
Québec (QC) s

**Important:** No deliveries or pickups will be accepted at this address.

# IMPORTANT DATES

Enumerate the services provided by each supplier.

Day / Date / Time	Electricity, material handling and storage, booth cleaning, sign/banner hanging	Discounted rate before deadline	Québec City Convention Centre: <a href="#">Order forms</a>
Day / Date / Time	Booth setup, furniture rental, carpeting, signage, etc.	Discounted rate before deadline	Official show service contractor: <a href="#">Website Link</a>
Day / Date / Time	Transportation, customs clearance, and preshow storage	Deadline for advance warehouse shipping	Official carrier/customs broker: <a href="#">Website Link</a>
Day / Date / Time	Direct shipping to the Québec City Convention Centre	Date from which deliveries are accepted	Loading dock address: 855, rue Jean-Jacques-Bertrand, Québec (QC) G1R 5V3 <a href="#">click here</a>
Day / Date / Time	Internet, AV and IT equipment rental	Order before this date	Encore: <a href="#">Order forms</a>
Day / Date / Time	Food and beverage services	Order before this date	Maestro Culinair: <a href="#">Order forms</a>
Day(s) / Date(s) / Time	Exhibitor move-in	Setup	
Day(s) / Date(s) / Time	Exhibit hall opening hours		
Day(s) / Date(s) / Time	Exhibitor move-out	Teardown	
Day / Date / Time	Deadline for exhibit material pickup at the Québec City Convention Centre	Forced freight	Loading dock address: 855, rue Jean-Jacques-Bertrand, Québec (QC) G1R 5V3 <a href="#">click here</a>

# BOOTH SPACE

Describe what is and what is not included in the booth space.

If you wish to include some services in your booth rental cost, contact your Exhibition Supervisor.

## BOOTH DISPLAY

Each 10 ft x 10 ft or 10 ft x 8 ft space includes:

- Draped or hardwall booth
- Identification sign
- Carpeting
- Furniture
- Electricity
- Material handling and storage

If electricity is included in your booth rental cost, specify whether it is:  
1 outlet per booth space  
(10 ft x 20 ft = 2 outlets)  
OR  
1 outlet per exhibiting company  
(10 ft x 20 ft = 1 outlet)

Insert image of booth provided by your official show service contractor.

The following products and services are not included in your booth rental cost:

- Identification sign
- Carpeting (mandatory or not)
- Furniture
- Electricity
- Material handling and storage
- Sign/banner hanging
- Daily booth cleaning (vacuuming and dusting)

You can handle electricity orders (as an additional source of revenue). If this is the case, specify to exhibitors that they must contact your organization for their electrical needs.

We recommend that you establish guidelines for booth space layout. The following rules are given as an example.

## EXHIBIT BOOTH GUIDELINES

The height of the booth structures should not exceed 8 ft (2.43 m), unless the exhibitor has obtained prior authorization from the organization. To avoid obstructing other exhibitors' sight lines, side structures should not exceed 4 ft (1.22 m) high within a depth of 5 ft (1.52 m) from the aisle.

## OFFICIAL SHOW SERVICE CONTRACTOR

**ABP - Expo**  
Telephone: 418-659-2520  
[exposition@groupeabp.com](mailto:exposition@groupeabp.com)  
[www.groupeabp.com](http://www.groupeabp.com)

**OR**  
**GES Canada**  
Telephone: 514-861-8656  
[dlachapelle@ges.com](mailto:dlachapelle@ges.com)  
[www.ges.com/ca](http://www.ges.com/ca)

**OR**  
**Tessier Exhibit and Show Services**  
Telephone: 418-524-1888  
[info@brunotessier.com](mailto:info@brunotessier.com)  
[www.brunotessier.com/en](http://www.brunotessier.com/en)

Don't delay in choosing your show service contractor! He is responsible for designing the exhibit hall floor plan. The contractors listed here are all accredited by the Québec City Convention Centre.

- Services offered:
- Custom booth rental
  - Furniture, accessories, and plants
  - Signs and banners
  - Installation and dismantling labour

## MOVE-IN

SCHEDULE: Day(s) / Date(s) / Start time to end time

The setup of all booths must be completed no later than Day / Date / Time.

No exhibitor can set up a booth after exhibit hall opening hours or dismantle it before the exhibit hall closing time. On show days, exhibitors have access to the hall 1 hour before opening time.

Your show service contractor must complete the installation before exhibitors arrive. Contact him to determine when the exhibit hall will be ready for exhibitors.

**Important:** No four-wheel dollies will be allowed in the exhibit hall once the aisle carpeting is installed.

## MOVE-OUT

SCHEDULE: Day(s) / Date(s) / Start time to end time

Out of respect for the visitors, exhibitors are not allowed to teardown their booth before the official exhibit hall closing time.

Any material not removed by the exhibitor or his carrier by the move-out deadline will be taken into custody by the official show carrier, and all related expenses will be charged to the exhibitor.

**Important:** Four-wheeled dollies in the common areas of the Québec City Convention Centre are prohibited. All materials must be moved through the loading dock.

To view the detailed Move-out Procedure, [click here](#).

## DELIVERY AND PICKUP OF EXHIBIT MATERIAL

### LOADING DOCK

For delivery and pickup of their material, exhibitors must use the loading dock located at the following address: 855, rue Jean-Jacques-Bertrand, Québec (QC) G1R 5V3.

To view directions on how to get there, [click here](#).

This loading dock can accommodate 7 vehicles simultaneously. Trucks and semi-trailers must not exceed 53 ft (16.15 m) in length and 13 ft 6 in (4.11 m) in height.

### DELIVERY AND PICKUP OF MATERIAL

The Québec City Convention Centre will accept material deliveries beginning on: Day / Date / Time  
Fees apply for any material received before this date.

**Important:** Exhibitors who ship material to the Québec City Convention Centre agree that their material will be handled by the Centre staff without further notice and that a **handling fee** will be charged, and **payable onsite**.



Exhibitors using courier services such as FedEx, UPS, Purolator, or others must ensure that customs clearance fees and taxes are paid in advance. Any material shipped “collect” will not be accepted by the Centre.

Exhibitors using their own vehicle to transport their material will have 15 minutes for unloading and loading at the dock. Parking is not permitted in the loading dock area, and violators will have their vehicle towed.

## OFFICIAL CARRIER AND CUSTOMS BROKER

It is highly recommended that the exhibitors use the event’s official carrier to facilitate the delivery and pickup of their exhibit material.

### **ConsultExpo**

514 482-8886

[dianel@consultexpoinc.com](mailto:dianel@consultexpoinc.com)

**OR**

### **Dolbec International**

418 688-9115

1 855 688-9115

[show@dolbec-intl.ca](mailto:show@dolbec-intl.ca)

**OR**

### **Synergie Canada**

514 442-4523

1 855 939-5757, extension 192

[f.lachapelle@gosynergie.com](mailto:f.lachapelle@gosynergie.com)

The carriers listed here are accredited by the Québec City Convention Centre. Please contact them and choose only one.

The official carrier/customs broker can consolidate materials destined for your event (advance warehouse shipping) and simplify the transport and customs clearance procedures for all your partners (exhibitors, speakers, sponsors, etc.).

**Important:** Exhibitors who ship material to the Québec City Convention Centre agree that their material will be handled by the Centre staff without further notice and that a handling fee will be charged, and payable onsite.

## SHIPPING LABELS

All materials to be shipped directly to the Québec City Convention Centre must be labeled as follows\*:

Event Name:

Event Number: (provided by the Exhibition Supervisor)

Exhibitor Business Name:

Booth Number:

*Québec City Convention Centre*

*Level 4 Loading Dock*

*855, rue Jean-Jacques-Bertrand*

*Québec (QC) G1R 5V3*

\*Label template available at the end of the document.

## ACCESS FOR VEHICLES AND OVERSIZED DISPLAY EQUIPMENT

A door providing direct access on Jean-Jacques-Bertrand Street can be used for the entry of oversized vehicles or equipment into Hall 400ABC. Its dimensions are 22 ft (6.70 m) large x 15 ft (4.57 m) high. The exhibitor must contact the Centre’s Exhibition Supervisor to obtain prior authorization to use this door.

# PARKING

## CARS

The Québec City Convention Centre is located near several public pay parkades. To view the list, [click here](#).

## SMALL TRUCKS

An outdoor pay parking lot with a limited number of spaces is available near the Centre, behind the Delta Hotel by Marriott. To view the location, [click here](#).

# QUÉBEC CITY CONVENTION CENTRE SERVICES

## SERVICES OFFERED

For your event, the following services are not included in your booth rental cost and can be ordered on the Québec City Convention Centre's website:

- Electricity
- Handling and storage
- Sign / banner hanging
- Booth cleaning

Enumerate the Centre services that are NOT included in the booth rental cost.

Remove this sentence if electricity is not included in the booth rental cost.

**Important:** A standard double electrical outlet is included in your booth space. Please contact the Québec City Convention Centre for any additional electrical needs.

## ORDER FORMS

The services offered by the Centre can be ordered online through the Québec City Convention Centre's website. To access the order forms, [click here](#).

The Québec City Convention Centre offers a **20% discount** to exhibitors who order their services by the following deadline of **Day / Date / Time (to be confirmed by the Exhibition Supervisor assigned to your event)**.

**Important:** Online order forms are made available until **Day / Date / Time (to be confirmed with the Exhibition Supervisor assigned to the event)**. A service desk will be available on-site during move-in to address last-minute requests. Please note that prices for these services will be higher, and some services may not be available.

## INFORMATION

Exhibitor Services  
418 649-7711, ext. 4030 or 1 888 679-4000  
[services@convention.qc.ca](mailto:services@convention.qc.ca)





120V 15A 1 ph electrical outlet

## ELECTRICITY

The Québec City Convention Centre does not provide any electrical distribution inside the booth layouts. The service will be installed at the back of the booth or in the most suitable location. The exhibitor or his Exhibitor Appointed Contractor is allowed to bring his own extension cords and manage the electrical distribution within their booth.

Electricity other than 120V 15A (standard 1500W outlet) is available upon request. The exhibitor must contact the Exhibitor Services to make a request.

Select one of the three options below.

## MATERIAL HANDLING AND MANDATORY STORAGE

The handling / storage service includes unloading the material at the loading dock, transporting it to the booth during exhibitor move-in, moving empty containers to the storage area at the end of setup, returning them to the booth during teardown, and transporting the materials back to the dock for loading.

**1-** The handling fees (including the storage of empty containers) are covered by **organization name** and are included in the booth rental cost.

**OR**

**2-** **Your organization name** has appointed **your official show service contractor name** as the exclusive supplier for handling and storage services. Insert the specific information about your contractor below:

**OR**

**3-** Exhibitors arriving at the loading dock with their own vehicle can handle their own material themselves using the four-wheeled dollies provided by the Centre. If handling the material requires the use of a forklift, the exhibitor can make a request to the dock master and subsequent fees may apply.

**Important:** Even if the exhibitor handles his material during delivery and pickup, handling fees will apply for the transportation of empty containers to the storage area.

Remove this section if the handling fees are covered by the event organization.

## STORAGE OF EMPTY CONTAINERS DURING THE EVENT

Storage of empty containers during the event is mandatory. No empty cardboard boxes or transport crates will be allowed inside or behind the booth. The Québec City Convention Centre has exclusive control over the management of storage areas. Exhibitors are not permitted to access them.

The storage service is inseparable from the handling service. This service includes labels for identifying empty containers. These labels are available at the Centre's Services desk during move-in and setup. **The exhibitor can order the handling and storage service in advance by filling out the order form** and thus **benefit from a 20% discount**.

**Exhibitors who do not wish to pay for storage of their empty containers are responsible for handling them themselves, storing them outside the premises of the Centre, and bringing them back during teardown.**

Remove the highlight text from this section if the handling fees are covered by the event organization.

## HANGING

All requests for hanging signs or structures require prior approval from the exhibition organizer and must be accompanied by the following information: type of structure, dimensions, weight, type of rigging system, and clearance measurements from the floor (height between the floor and the lowest point of the structure).

The clearance ceiling height of Hall 400ABC is 29 ft 10 in (9.1 m).

## FOOD AND BEVERAGE

No outside food may be consumed at the Québec City Convention Centre. Maestro Culinaire has exclusive rights to sell and distribute food and beverages at the Québec City Convention Centre. Exhibitors must obtain prior authorization to distribute any food products.

**Important:** All outside alcoholic beverages including those for personal use, gift, draw or else are forbidden by virtue of the most current and valid liquor permit issued by government instances.

### **Maestro Culinaire**

Telephone: 418 649-5212

[info-qc@maestroculinaire.ca](mailto:info-qc@maestroculinaire.ca)

To access the online order form, [click here](#).

## AUDIOVISUAL AND IT EQUIPMENT RENTAL SERVICES

Encore is the official provider for audiovisual services and IT equipment rental at the Québec City Convention Centre.

### **Encore**

Event Technology / Audiovisual

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

To access the online order form, [click here](#).

## INTERNET SERVICES

High-speed wireless Internet service (individual speed up to 5 Mbps with unlimited data transfer) is **offered for free** throughout the Centre. Encore is the exclusive provider for Internet services at the Québec City Convention Centre.

### **Encore**

Event Technology / Audiovisual

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

To access the online order form, [click here](#).

## ADDITIONAL RELATED SERVICES

Also available upon request are temporary staff, plumbing, security, telephony, and any other related services. Please contact Exhibitor Services for information.

## **ENJOY YOUR BADGE PROGRAM**

As an exhibitor, you can take advantage of exclusive offers and discounts in a wide range of shops and restaurants. To find out how and which companies are taking part, [click here](#).



# OBLIGATIONS AND RESTRICTIONS

The following obligations and restrictions apply to exhibitors and exhibit contractor staff, from setup to teardown.

## Insurance

Exhibitors must have their own liability insurance. The Québec City Convention Centre and its representatives are not liable for any bodily harm or material damage to products, booths, equipment, or decorations due to fire, water, or theft, in the rental space or while transiting inside the building, whatever the cause.

## Recycling and waste management

Exhibitors are required to make use of the abundance of equipment provided on site to facilitate the recycling of paper, cardboard, glass, plastics for the duration of the event including setup and tear down. Additional waste management methods could be provided beyond the aforementioned listed. Waste and recycling bins are to be placed in the aisle in front of booth every night after the exhibition closes. These will be emptied by Convention Centre staff at no charge. All bins left inside booths will not be emptied.

## Common areas

At no time may exhibitors obstruct hallways, elevators, escalators, entrances, exhibit halls, video monitors, emergency exits, or other rooms.

## Pets and other animals

The presence of animals must be approved by the Convention Centre prior and before being allowed in the building. Only service dogs are welcome and unrestricted.

## Cooking appliances

Exhibitors are required to conform to the Convention Centre's fire safety regulations. Please consult the [Security Measures and Fire Prevention](#) available on the Convention Centre website.

## Stickers

All use of self-adhesive materials must receive prior approval by the Convention Centre.

## Balloons and confetti

Use of helium filled balloons must be approved in advance by the Event Coordinator. Exhibitors will be charged recovery fees for all balloons requiring recovery from the ceiling after the exhibition. Confetti and glitter usage is prohibited in the Convention Centre.

## Use of alcohol during setup and teardown

In an effort to reduce the risk of accidents, alcoholic beverages are strictly prohibited during move-in and move-out.

## Children

For safety reasons, children should not be allowed in loading dock area or in the exhibit hall while move-in and move-out are taking place.

## Fire

Exhibitors are required to conform to the Convention Centre's fire safety regulations. Please consult the [Security Measures and Fire Prevention](#) available on the Convention Centre website.

## Noise restrictions

All equipment subject to producing noise and/or odors susceptible of disturbing exhibitors or visitors must be silenced. Sound levels may not exceed 70 decibels measured at 4 ft from the source. The Convention Centre reserves the right to be the only judge in the matter.

**Adhesive tape**

Only the following adhesive tapes are permitted to be used in the Convention Centre and can be purchased on site : for walls: 3M Scotch 108-SML, for floors: Echo Tape CL-W6033, VI-N6120 or equivalent Echo Tape DC-W188F Double-Sided Tape, for brick walls: 3M Scotch 108-SML.

**Security**

The Convention Centre provides round-the-clock building security. However, security will not be responsible for exhibitor property within rented spaces. Exhibitors who wish to hire additional security for their booths will need to see the Exhibitor Services Manager.

**Smoking and vaping**

The Convention Centre offers the public a smoke-free environment. Quebec's Tobacco Act passed on May 31, 2006 bans without exception, all smoking within the Convention Centre walls including the loading zones. Smoking is also prohibited within 9 m of any door.

**Motor vehicles**

Exhibitors are required to conform to the Convention Centre's fire safety regulations. Please consult the [Security Measures and Fire Prevention](#) available on the Convention Centre website.

Sender's Name  
Sender's address  
Telephone  
Number of packages  
Carrier and Customs broker

EVENT NAME:

EVENT NUMBER: (provided by the Exhibition Supervisor)

EXHIBITOR NAME:

BOOTH NUMBER:

Québec City Convention Centre  
Level 4 Loading Dock  
855, rue Jean-Jacques-Bertrand  
Québec, QC G1R 5V3