

EXHIBITOR'S HANDBOOK

REFERENCE MANUAL

As an exhibition organizer (or show manager), you are responsible for preparing and distributing an exhibitor guide. The handbook and the checklist will help with this task.

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EXHIBITOR GUIDE

Handbook

As an exhibition organizer (or show manager), you are responsible for preparing and distributing an exhibitor guide. The handbook and the checklist will help with this task.

It contains a list of sections that will serve as the framework for your Exhibitor Guide.

Note that the Exhibitor Services Manager at the Québec City Convention Centre must approve your guide before putting it on line.

We also suggest that you refer to the Client Guide for a better understanding of how things are done at the Québec City Convention Centre and to see what services are available.

Instructions are highlighted in light blue.

*Québec City Convention Centre
Updated version, February 2024*

Replace this page with your title page.

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Exhibitor Guide

Official exhibition name:

Room number:

Official dates and times:

Day	Date	Time
		from to
		from to
		from to

MOVE-IN

Move-in dates and times:

*Note: To set the exhibitors move-in start time, you must contact your official exhibition service contractor, who will first mark the floor and install the booths **according to the rental contract start time** for the exhibit hall (07:00 a.m. unless otherwise stated).*

Day	Date	Time
		from to
		from to *

As needed, please add this mention to the final setup period:

*Only lightweight material will be accepted after the aisle carpeting is in place. Dollies are not allowed in the exhibit hall.

MOVE-OUT

Move-out dates and times:

Note: Clearly state the move-out end time (always before the actual contract end time. Your exhibitors should plan their material pick-up accordingly to avoid possible extra charges.

Day	Date	Time
		from to
		from to

For the benefit of attendees, exhibitors may not dismantle or clear out their exhibit booths before the official end of the exhibition.

If exhibitors are required to register or pick up a pass for exhibit hall access, be sure to let them know where to do so.

ENJOY YOUR BADGE PROGRAM



Exclusive offers for all delegates and exhibitors! Show your badge for enticing savings at some of the most popular restaurants and attractions in the Québec City area. With the Québec City Convention Centre's [Enjoy Your Badge](#) program, visitors get exclusive offers and savings from a vast array of our business partners.

Explore all our special offers!

BEST PRACTICES

The Québec City Convention Centre is committed to your success as an exhibitor. Check out the [Best Practices](#) on the Convention Centre website.

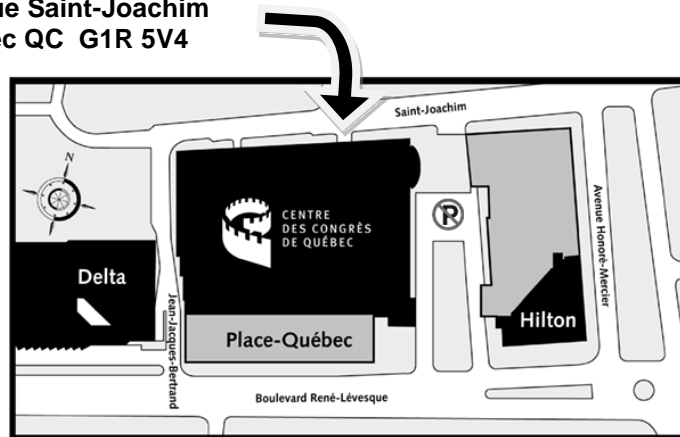
LOADING DOCK

Use this section to tell your exhibitors which loading dock to use (one dock only please). For exhibitions in Rooms 200ABC, 2000ABCD, or the Urban Space, please use this loading dock:

[Click here](#) for a map and pictures of the exact location.

Trucks and semi-trailers cannot exceed **48 feet** (14.63 m) **in length** and **13 feet** (3.96 m) **in height**.

Level 1 Loading Dock
875, rue Saint-Joachim
Québec QC G1R 5V4



The level 1 loading dock is designed for no more than three vehicles at a time and requires the use of the freight elevator which must in turn be operated by a Convention Centre employee.

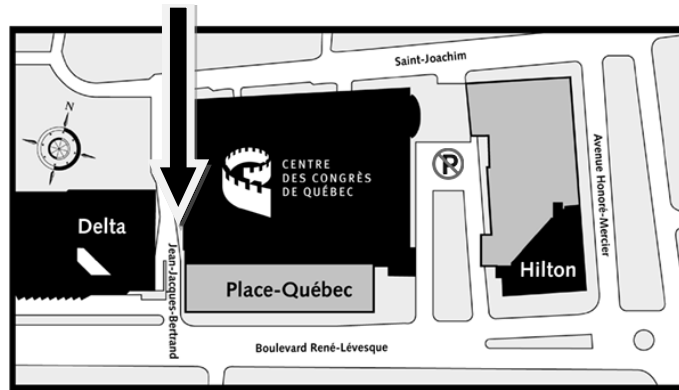
For exhibitions in Rooms 200A, 200B, or 200C, please add the following:

The door to Room 200ABC is **7 feet 10 inches** (2.38 m) **wide** x **10 feet** (3.04 m) **high**. Exhibitors are responsible for making pre-arrangements for the handling of all items beyond door size capacity.

OR

If the exhibition is in Room 400ABC, please use this below loading dock:

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



[Click here](#) for a map and pictures of the exact location.

Trucks and semi-trailers cannot exceed **53 feet (16.15 m) in length** and **13 feet, 6 inches (4.11 m) in height**.

The level 4 loading dock is designed to accommodate up to seven vehicles at a time.

NOTE:

- The Québec City Convention Centre will accept material deliveries on **(insert the date previously agreed with the Exhibitor Services Manager)**.
- **A preshow storage fee may apply** for exhibit material delivered before the agreed date.
- Please have all material delivered or picked up exclusively at the loading dock. Do not use Centre entrances.
- Parking in the loading dock area is not tolerated during the unloading and loading process.
Parked vehicles could be towed away at the owner's expense.

Access to Heavy Vehicles and Industrial Equipment for Exhibit Demonstrations

Please notify the Exhibitor Services Manager if you anticipate requiring access. Specific technicalities apply such as, but not limited to, the presence of a security agent at organizer (or show manager)'s expense, verification of floor load capacity, etc.

A large door at the west end of the service corridor on Level 4 that opens onto Jean-Jacques-Bertrand street. It is **22 feet (6.70 m) wide** by **15 feet (4.57 m) high**. If you need to use this door please contact:

Nathalie Loiselle
Exhibitor Services Manager
Québec City Convention Centre
418 649-7711, Ext. 4384
nloiselle@convention.qc.ca

OR

Geneviève Guay
Exhibitor Services Manager
Québec City Convention Centre
418 649-7711, Ext. 4034
gguay@convention.qc.ca

PARKING

Cars

The Convention Centre is located near several underground parkades: Place Québec (off Saint-Joachim street), Complex Marie-Guyart, Place Haute-Ville under the Delta Hotel, and Stationnement D'Youville (off Place D'Youville). All parking areas are connected to the Convention Centre by indoor walkways and are open 24 hours, 7 days a week.

During week days (office hours) due to traffic and possible road work, we strongly recommend the use of sustainable transportation such as carpooling, public transit or Parc-O-Bus (park & ride) to reach the Convention Centre. For more information, see the Convention Centre [website](#).

No parking is allowed at any time on Promenade Desjardins, which is a private driveway shared by the Convention Centre and the Hilton Québec hotel.

QUÉBEC CITY CONVENTION CENTRE SERVICES

The Québec City Convention Centre has packages for organizers and/or show managers who want an array of comprehensive services (e.g., electricity, material handling and mandatory storage, booth cleaning) packaged into the space rental agreement. Special rates may be available according to the needs. See the Exhibitor Services Manager for details.

If you prefer to have exhibitors order services individually at their own expense, please include the following section:

To order booth services the exhibitor must:

1. Go to the [Order Forms](#) page of the Convention Centre website.
 2. Select the event.
 3. Follow the steps. You can do everything online!
- The Centre **offers a 20% discount** to exhibitors who order their services by the deadline, which is **[date]**. *(See the Exhibitor Services Manager)*
 - A mobile service booth is available onsite for last-minute requests. At this point, some services may not be available.

Please select the services not covered by the organizer (or show manager) from those listed below and for which exhibitors will need to order and pay themselves.

Services provided by the Québec City Convention Centre

All exclusive except booth cleaning:

- Hanging
- Electricity
- Material handling and storage
- Booth cleaning

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

For more information, please contact:

Exhibitor Services
418 649-7711, Ext. 0 or 1 888 679-4000
services@convention.qc.ca

MATERIAL HANDLING AND MANDATORY STORAGE

If you have not contracted a handling and on-site storage agreement with the Québec City Convention Centre, please include the following:

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

If your official exhibit service contractor will also be providing handling and storage services (at the exhibitor's expense), please say so here. Restrictions may apply.

Exhibitors arriving with their material at the loading dock in their own vehicles may handle their material personally using the four-wheel dollies provided by the Convention Centre.

“Material handling” refers to the following:

1. Unloading material at a loading dock upon delivery
2. Moving material from the loading dock to the booth
3. Moving empty shipping containers from the booth to the storage area
4. Moving empty shipping containers from the storage area back to the booth
5. Moving material from the booth to the loading dock
6. Loading material at the loading dock upon pickup

Important:

- **A material handling fee applies** for moving **empty** containers from booth to the storage area and for their return at the end of the exhibition, **even for exhibitors who deliver and pick up their own material.**
- Storage of empty containers during the event is mandatory. All exhibitors are required to fill out a [Handling and Storage Order Form](#), available on the Convention Centre website or at the mobile service booth during the move-in period.
- The service includes free labels for identifying empty containers and available at the mobile service booth. Please write the booth number in large print.
- For safety reasons, exhibitors may not store their empty containers themselves.
- Municipal fire safety regulations also prohibit storage of empty cardboard boxes or packing crates in or behind booths.
- Exhibitors who prefer not to pay for the storage of their empty containers at the Convention Centre are responsible for removing and storing them off site and bringing them back during teardown.
- The Québec City Convention Centre has exclusive handling rights at all loading docks and in all exhibit halls. Forklifts and electric or manual pallet trucks cannot be brought in from outside the Convention Centre. For all onsite handling enquiries, see the dock master or contact the Exhibitor Services Manager.

OFFICIAL CARRIER AND CUSTOMS BROKER***Why have an official carrier and customs broker?***

To make life easier to your exhibitors, sponsors, speakers, and poster presenters, our expert partners streamline and speed up transportation and delivery of materials as well as the brokerage procedures for tradeshows, meetings, and conventions.

Transport Logistics and Delivery of Your Materials

Our partners optimize shipping logistics by assembling goods for the event at a local depot (advance warehouse), then coordinating pickup and delivery for exhibitors and all your partners. It simply makes your job easier. Using this service will not only reduce congestion at the loading dock but will also accelerate the unloading and loading process. Our partners offer North American and international shipping services via both air and sea.

Event Registration and Customs Procedures

Our partners help you accredit your event with the Canada Border Services Agency (CBSA). Accreditation allows exhibitors, sponsors, speakers, and poster presenters to bring material into the country without having to pay duties or import taxes (some exceptions apply). With the Letter of Recognition authorizing border-to-show onsite services, material clears customs quickly and smoothly upon arrival in Canada.

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

OFFICIAL CARRIER AND CUSTOMS BROKER

ConsultExpo
(Customs, Shipping, Taxes)

Diane Labbé Deegan
Director of Sales and Marketing
Telephone: 514 482-8886, Ext. 2
dianel@consultexpoinc.com

OR

Dolbec International

Denis Gendron
Vice-President, Sales
418 688-9115 or 1 855 688-9115
show@dolbec-intl.ca

OR

Synergie Canada

Francis Lachapelle
Senior Account Manager
Trade show / Events
514 442-4523 (mobile)
1 855 939-5757, Ext. 192
f.lachapelle@gosynergie.com

NOTE:

- Any material not removed by the exhibitor's carrier by the move-out deadline will become forced freight and removed without notice by the official event carrier (*name of carrier and customs broker*) at the exhibitor's expense.
- Exhibitors who use courier services (e.g., FedEx, UPS, Purolator) must pay all customs fees and taxes in advance. The Québec City Convention Centre does not accept COD shipments. Courier services occasionally fail to specify that an item is being sent COD, in which case the Convention Centre may be billed some 30 to 90 days after the event has ended. If that happens, **the exhibitor will be re-invoiced** by the Centre with additional administration fees.
- Whether or not exhibitors use the event official carrier and customs broker, it is important that they give their carrier clear instructions about who is responsible for clearing material through customs when they arrive in Canada. Missing or incorrect information may lead to delays for which the Convention Centre has no control over.

MOVE-OUT PROCEDURE

Exhibitors handling their own teardown and using their own vehicles should:

1. Wait for Centre staff to bring their empty containers to the booth. This will begin after the exhibition service contractor removes the aisle carpeting.
2. Pack their material.
3. Move all their material in one load to the loading dock using a four-wheel dolly or request assistance from a Convention Centre handler or forklift operator to proceed with the move-out.
4. Notify the dock master that all their material is at the dock and ready for loading. The dock master will provide them with a ticket.
5. Leave their material at the dock while they get their vehicle.
6. Line up at the entrance to the loading dock and give their ticket to the dock traffic attendant, who will assign them to a loading door as soon as one becomes available.
7. Park their vehicle in position and load their material as quickly as possible.

RETURN SHIPPING

Material will not be returned automatically. The process definitely benefits from some advance planning.

Exhibitors who choose not to use the official carrier to return their material have the following responsibilities:

1. Call their carrier in advance to have their material picked up on move-out day, **before the move-out deadline**.
2. Attach a copy of their electronic bill of lading on all packages or complete a regular bill of lading by hand in three copies, making sure to include their account number. Note: The Convention Centre does not provide bills of lading for any carrier. See the official carrier and customs broker onsite if necessary.
3. Number all packages (e.g., 1 of 2, 2 of 2) and specify their shipping address, their cell phone number, and their booth number.
4. Notify the dock master when the shipment is ready to be picked up by their carrier. Provide the dock master with a copy of their duly completed bill of lading.

Please note:

- Convention Centre staff are not authorized to call carriers on exhibitors' behalf.
- Shipments leaving Canada require a commercial invoice in three copies, produced by the exhibitor and attached to the bill of lading. Carriers will not pick up packages without these completed forms.

DESCRIPTION OF EXHIBIT SPACE

In concordance with your booth rental contract, describe what is and what is not included in the booth space. To include, but not limited to, such items as booth size and structure, tables, chairs, and electricity, etc.

Each booth (dimensions) includes:

Each booth (dimensions) does not include:

OFFICIAL EXHIBIT SERVICE CONTRACTOR

Indicate the name and contact information of your official exhibit service contractor and include a list of the services offered. If applicable, insert the order forms.

The following exhibit service contractors are accredited by the Québec City Convention Centre (please choose only one contractor):

ABP - Expo

Telephone : 418 659-2520
www.groupeabp.com
exposition@groupeabp.com

GES Canada

Sonia Villeneuve
Telephone: 418 877-2727, Ext. 230
Direct line : 418 990-4533
www.ges.com/ca
svilleneuve@ges.com

Tessier Exhibit and Show Services

Mireille Tessier, CEM
Telephone: 418 524-1888
www.brunotessier.com
mireille@brunotessier.com

Other available services from *(name of selected contractor)*:

- Custom booth rental
- Furniture, accessory, and plant rental
- Poster and banner production
- Installation and dismantling labour

FOOD AND BEVERAGE SERVICES

Maestro Culinaire has *exclusivity* rights for provisioning food and beverages inside the Québec City Convention Centre walls.

All outside alcoholic beverages including those for personal use are forbidden by virtue of the most current and valid liquor permit issued by government instances.

All sales or distribution of food samples at a booth require advance authorization from Maestro Culinaire prior to the event.

Maestro Culinaire

Vincent Carreau
Telephone: 418 649-7711, Ext. 4618
vcarreau@convention.qc.ca

INTERNET, AUDIOVISUAL, AND IT EQUIPMENT RENTAL SERVICES

Encore is the Québec City Convention Centre's :

- *Exclusive* Internet service supplier
- *Official* audiovisual services and IT equipment rental supplier

Note: Free wireless Internet service is available throughout the Centre.

Encore

Event Technology / Audio Visual

exhibitors-QCCC-ca@encoreglobal.com

If you are using a different supplier for audiovisual services, please provide their contact information.

If you are using a different IT equipment rental supplier, please include their contact information.

OBLIGATIONS AND RESTRICTIONS

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

Obligations

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 set-up 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.

Restrictions

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, unless an exceptional agreement has been contracted with the Convention Centre.
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 four feet 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 no. 7225 Wall-Mounting Tabs For floors: Echo Tape CL-W6033, VI-N6120, or equivalent Echo Tape DC-W188F Double-Sided Tape For brick walls: 3M no. 7225 Wall-Mounting Tabs
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 <i>Tobacco Act</i> 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 metres 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.

LABEL FOR SHIPPING EXHIBIT MATERIAL DIRECTLY TO THE QUÉBEC CITY CONVENTION CENTRE

**From
Address
Phone number
Number of packages
Carrier and customs broker**

BUSINESS NAME: _____

BOOTH NUMBER: _____

EVENT NAME: _____

**QUÉBEC CITY CONVENTION CENTRE
LEVEL 1 LOADING DOCK**

(ROOMS 200ABC, 2000ABCD AND URBAN SPACE ONLY)

**875 RUE SAINT-JOACHIM
QUÉBEC CITY, QC G1R 5V4**

OR (as per loading dock given on page 5)

**QUÉBEC CITY CONVENTION CENTRE
LEVEL 4 LOADING DOCK**

(ROOM 400ABC ONLY)

**855 RUE JEAN-JACQUES-BERTRAND
QUÉBEC CITY, QC G1R 5V3**