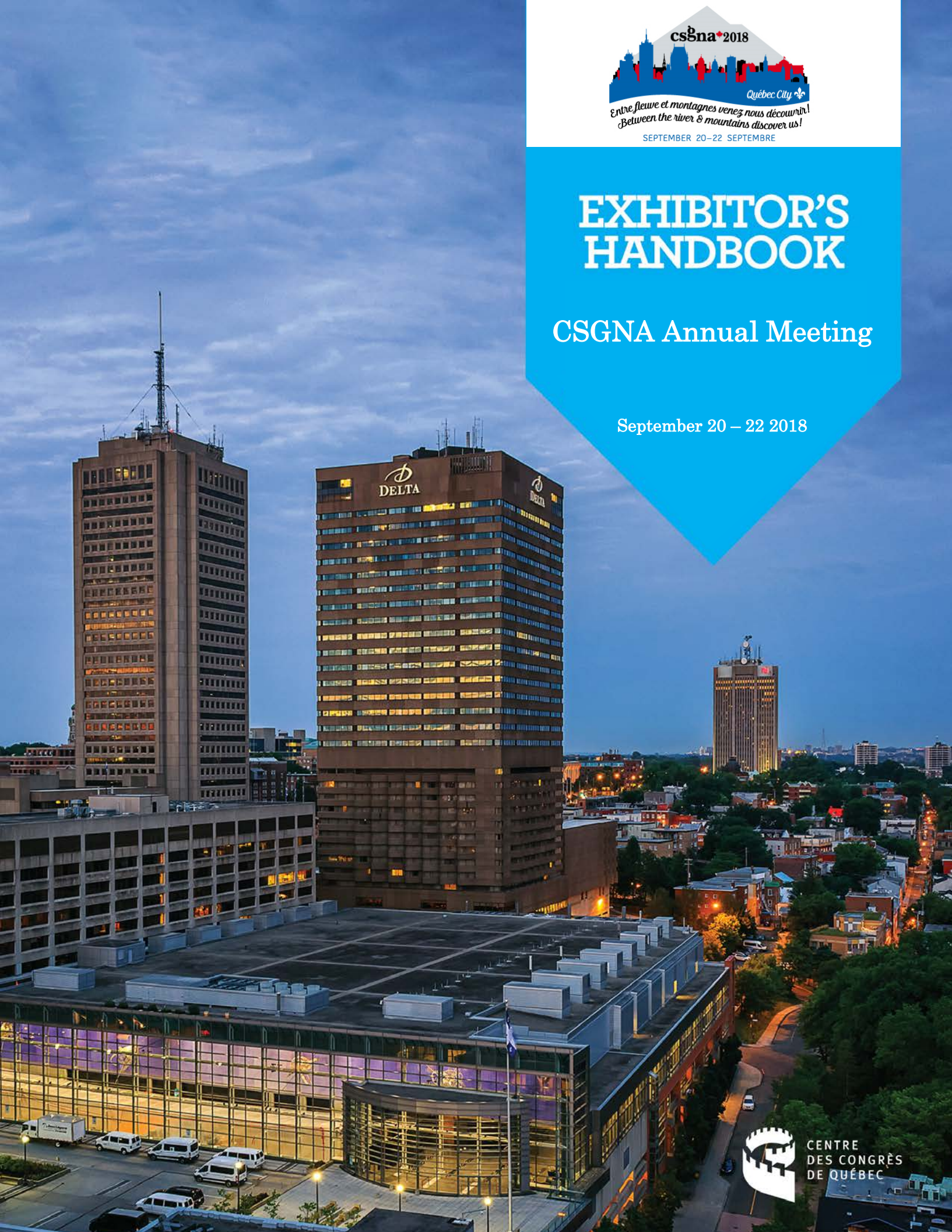




# EXHIBITOR'S HANDBOOK

CSGNA Annual Meeting

September 20 – 22 2018



CENTRE  
DES CONGRÈS  
DE QUÉBEC

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## CSGNA ANNUAL MEETING

### EXHIBITION ROOM 2000BC

| Day      | Date         | Hours |       |    |       |
|----------|--------------|-------|-------|----|-------|
| Thursday | September 20 | From  | 17:00 | To | 19:00 |
| Friday   | September 21 | From  | 10:15 | To | 16:00 |
| Saturday | September 22 | From  | 10:30 | To | 13:00 |

### SET-UP

| Day      | Date         | Hours |       |    |       |
|----------|--------------|-------|-------|----|-------|
| Thursday | September 20 | From  | 09:00 | To | 16:00 |

### TEARDOWN

| Day      | Date         | Hours |       |    |       |
|----------|--------------|-------|-------|----|-------|
| Saturday | September 22 | From  | 13:00 | To | 16:00 |

### LOADING DOCK ACCESS

| Day      | Date         | Hours |       |    |       |
|----------|--------------|-------|-------|----|-------|
| Thursday | September 20 | From  | 09:00 | To | 16:00 |
| Saturday | September 22 | From  | 13:00 | To | 16:00 |

Merchandise will not be accepted at the Centre's entrances and must be delivered to the loading docks.

The Québec City Convention Centre will accept material only as of **Wednesday September 19<sup>th</sup> 2018**. **Storage charges will apply** for any exhibitor's material received before that date.



## LOADING DOCK

Direct Shipping Address :

**CSGNA 2018**

**Booth number:** \_\_\_\_\_

**Business name:** \_\_\_\_\_

**Québec City Convention Centre**

**Loading Dock Level 1**

**875 rue Saint-Joachim**

**Québec (Québec) G1R 5V4**

Trailers should not exceed 13 ft. in height and 48 ft. in length.

Parking is prohibited. Only vehicles unloading and loading equipment are allowed. Vehicles violating these regulations will be towed away at owner's expense.

N.B.: Advance warehouse shipping is also available through GES.

## PARKING

### Cars

There are many underground parking spaces close to the Centre. More specifically, Marie-Guyart complex (Complex G), Place Québec, Delta Hotel and finally in the Place D'Youville parking lot all linked by underground connections. These lots operate 24 hours a day, 7 days a week (see plan on our [website](#)).

Week days (daytime) it is strongly recommended to use public transport, carpooling or car-parks to reach the Centre's area. For more details, please refer to your Event Coordinator.

Please note that parking on the Promenade Desjardins is prohibited at all time.

## CONVENTION CENTRE SERVICES

To order services for your booth, simply visit the Quebec City Convention Centre's website at the following link: <https://www.convention.qc.ca/en/exhibitors/order-forms/> then, select your event name. Follow the steps!

**Benefit from a 20% early-bird discount for any order before the cutoff date on Tuesday September 4<sup>th</sup>, 2018 before 16:30.**

- On-site, exhibitors can address their last minute requests at our services counter at regular prices. **Some services may not be guaranteed.**





#### Services offered by the Centre are:

- Sign and banner hanging, extra electricity, and booth cleaning. All are exclusive except for booth cleaning. If needed, exhibitors may contact our Exhibitor Services at 418 649-7711, Ext. 4066 or 1 888 679-4000 or by E-mail at [services@convention.qc.ca](mailto:services@convention.qc.ca). Contact: Cristel Loredó

## BOOTH

#### FEATURES OF BOOTH:

- 8' deep x 10' wide booth space
- 1 - 6' skirted table and 2 chairs
- 1 wastebasket
- 1500 watt, duplex electrical outlet access

## Exhibition Service Company

GES Global Experience Specialist

**Ms. Louise-Myriam Dallaire**

Telephone: 418 877-2727, Ext 222

Web site: [www.gesexpo.ca](http://www.gesexpo.ca)

E-mail: [ldallaire@ges.com](mailto:ldallaire@ges.com)

#### Services offered :

- Custom booth rental
- Furniture, accessories, and plants rental
- Sign and banner production
- Labour for installation and dismantle
- Domestic transportation
- Advance warehouse shipping
- Material handling and onsite storage

## MATERIAL HANDLING AND STORAGE

Material shipped directly to the Québec City Convention Centre through a carrier will be taken in charge by GES at applicable rate **to be paid onsite**.

The exhibitor carrying his material himself to the Centre may handle it from the dock to his booth and back using the Centre's carts which are available at the loading dock.



**Important information:**

After the teardown of the exhibition, any material not recovered by the exhibitor's carrier will automatically be recovered by the official carrier of the event, GES, and all charges will be billed to the exhibitor. Refer to the document "Move out procedures at the closing of the exhibition".

**OFFICIAL CARRIER OF THE EVENT**

**GES Global Experience Specialist**

**Louise-Myriam Dallaire**

Telephone: 418 877-2727, Ext 239222

Web site: [www.gesexpo.ca](http://www.gesexpo.ca)

E-mail: [ldallairejbarette@ges.com](mailto:ldallairejbarette@ges.com)

**OFFICIAL CUSTOMS BROKER**

**ConsultExpo**

**Mike Patterson**

Telephone: 514-482-8886, ext. 4

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

**Important:** Exhibitors who use courier companies such as FedEx, UPS, DHL, or others must ensure that the costs of customs, taxes and so forth are paid in advance. All goods sent COD will not be accepted by the Centre.

In some cases, the courier companies do not declare that the costs are paid by the consignor at delivery. Consequently, the Québec City Convention Centre receives a bill sometimes 30-90 days after the event. In these situations, the exhibitor will be re-invoiced with administrative fees.

**FOOD AND BEVERAGE SERVICES**

Capital HRS Inc. is the Convention Centre's *exclusive* food and beverage partner.

Only Capital HRS is authorized to hold or serve alcoholic products inside the Centre. Any alcohol coming from outside the Convention Centre, even for personal purposes, is prohibited.

If you would like to distribute, sell or hand out food samplers in your booth area, you must request beforehand an authorization from Centre management and its exclusive F&B partner, Capital HRS.

**Capital HRS**

**Ms. Audrey Théberge**

Telephone : 418 649-5212

Fax : 418 649-5202

E-mail : [atheberge@convention.qc.ca](mailto:atheberge@convention.qc.ca)



## AUDIOVISUAL SERVICE, INTERNET SERVICES AND COMPUTER RENTAL

The official supplier of all audiovisual equipment and computer rental and exclusive supplier of , Internet services at the Québec City Convention Centre is:

**FREEMAN Audio Visual Canada**  
Mr. Bastien Lavoie  
Telephone: 418 649-5219  
Fax: 418 649-5224  
E-mail: [bastien.lavoie@freemanco.com](mailto:bastien.lavoie@freemanco.com)

## LIABILITIES AND RESTRICTIONS

The following liabilities and restrictions apply to exhibitors and their employees during exhibition setup and teardown.

### Liabilities

**Insurance** Exhibitors must have their own liability insurance. In the event of fire, flooding or theft, no matter how caused, the Centre and its representatives assume no liability for any bodily harm or material damage to products, booths, equipment or decorations occupying any rented space within the building or being moved in or out of the building.

**Recycling and Residual Waste Management** The exhibitor has the obligation to use the equipment provided at his disposal for recycling (paper, paperboard, glass, plastic) for the duration of the event (including setup / dismantling and during the exhibition). Additional selective collection may be added to those mentioned above.

Each evening, at the closing of the exhibition, trash bins should be placed outside the stand in the alleyway. They will be emptied by the Convention Centre's staff at no charge. Any bins inside the booth will not be emptied.

### Restrictions

**Adhesive Tape** The only adhesives allowed at the Centre are listed below, and may be purchased on site:

- Walls: 3M wall mounting tabs, no. 7220
- Floors: Echo Tape CL-W6300 or VI-N6120 or equivalent  
Double Face Echo Tape DC-W188F
- Brick walls: 3M wall mounting tabs, no. 7220



|   |  |
|---|--|
| <b>Alcohol drinking during Setup and Teardown</b> | To minimize the risks of accidents, and unless otherwise agreed with the Convention Centre, the Centre's caterer will not sell alcohol during the setup and teardown activities.   |
| <b>Animals</b>                                    | With the exception of assistance dogs, the client must not bring any animals into the Centre without prior written authorization, nor allow any to be brought in.  |
| <b>Balloons and Confettis</b>                     | The use of helium balloons must be preauthorized by your Event Coordinator. Charges apply for taking balloons down from the ceiling after your event. The use of confettis and sequins is prohibited.  |
| <b>Children</b>                                   | For safety reasons, the presence of children at the loading dock is not advised during set-up and dismantling.   |
| <b>Common Areas</b>                               | Exhibitors must keep hallways, elevators, escalators, entrances, halls, lobbies, plasma screens, stairways, video monitors and building emergency exits free from obstruction at all times.  |
| <b>Cooking Appliances</b>                         | The exhibitor must comply with the fire prevention rules. Please refer to "Security Measures and Fire Prevention" document on our Web site: <a href="http://www.convention.qc.ca/en">www.convention.qc.ca/en</a> for full details.   |
| <b>Fire</b>                                       | Exhibitors must comply with the fire prevention rules. Please refer to " <i>Security Measures and fire prevention</i> " for full details. Also, please note that the Convention Centre is a nonsmoking establishment.  |
| <b>Food Services</b>                              | Capital HRS Inc. has an exclusive agreement to sell and distribute food and beverages inside the Centre. No food or beverages may be sold or distributed without the written permission of Convention Centre management or Capital HRS Inc.  |
| <b>Motorized Vehicles</b>                         | The exhibitor must comply with the fire prevention rules. Please refer to "Security Measures and Fire Prevention" document on our Web site: <a href="http://www.convention.qc.ca/en">www.convention.qc.ca/en</a> for full details.   |
| <b>No smoking policy</b>                          | The Québec City Convention Centre provides a totally <b>smoke-free environment</b> to its clientele. Since May 31 <sup>st</sup> 2006, according to provisions of the Law on the tobacco, smoking is strictly forbidden inside the Centre and also in the loading docks.  |
| <b>Noise Limits</b>                               | Equipment or devices producing noise or odors that disturb exhibitors or visitors will not be tolerated. Noise levels must not exceed 70 decibels at a distance of four feet from the sound source. The Convention Centre has sole authority in this matter.   |
| <b>Security</b>                                   | The Centre offers general site security on a 24-hour basis. However, the Centre is not responsible for goods and property belonging to the exhibitors in rented spaces. Any additional security is a chargeable expense. Please contact : <a href="mailto:services@convention.qc.ca">services@convention.qc.ca</a> to make your request. |
| <b>Stickers</b>                                   | Stickers of any kind are strictly prohibited at the Convention Centre.   |



## MOVE-OUT PROCEDURES AT THE CLOSING OF THE EXHIBITION

After dismantling you must use the loading dock to move your material out.

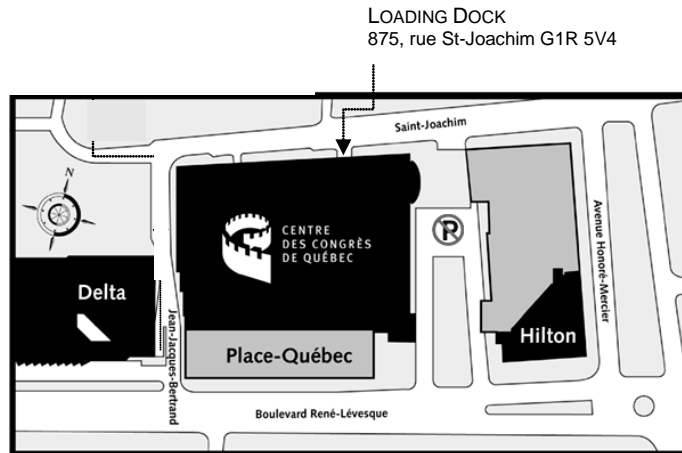
**FOR INFORMATION:**  
418 644-4000

Parking by the Convention Centre's main entrance (Promenade Desjardins) is prohibited.

Dollies are not allowed in the Centre's main halls.

Please note that any exhibitor who wishes to use a courier service (FedEx, UPS, Purolator, DHL, etc.) must complete the waybill HIMSELF with his account number and contact the courier to order his material pick-up.

### ACCESS TO THE QUÉBEC CITY CONVENTION CENTRE LOADING DOCKS



#### CLOSING OF THE EXHIBITION

The decorator removes the aisle carpeting if applicable.

Return of empty crates for re-crating. Exhibitor wraps up and labels his material.

#### MOVE-OUT OF MATERIAL BY:

##### Show Management

Material handling is done by the Convention Centre staff.

##### The Exhibitor

The exhibitor handles his material himself to the loading dock.  
OR  
The exhibitor who has paid the handling fees asks the Convention Centre staff to carry his material to the loading dock.

The exhibitor asks the loading dock master for an **exit coupon**.

The exhibitor drives to the loading dock and shows his coupon to the traffic attendant who gives him access to the loading dock.

#### MOVE-OUT OF MATERIAL BY OFFICIAL CARRIER

Once all material is ready and properly labeled, the exhibitor informs the Convention Centre staff, who advises the loading dock master.

At the end of the time period allowed for teardown and move-out of the show CSGNA Annual Meeting, the official carrier of the event GES represented by Louise-Myriam Dallaire at telephone number 418-808-2515 will automatically be in charge of the remaining material.

All fees will be charged to the exhibitor.



Recycling containers are located at the entrance of the room, in the service hallway.

**THANK YOU** for your cooperation