

Client Guide

Checklist for the Exhibitor's Handbook

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



CENTRE
DES CONGRÈS
DE QUÉBEC

[www.
convention.
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EXHIBITOR'S HANDBOOK

Registration will be located in the Main Lobby of the Centre des Congrès de Québec (Level 4). All exhibitor representatives must have a badge to enter the exhibit area. Exhibitors will be allowed to register up to six members of their firm for each booth space purchased. **Note:** Any exhibitor who wishes to attend the scientific program must complete the meeting registration form and pay the meeting registration fee.

EVENT

2011 OHBM Exhibits - HALL 400ABC

Day	Date	Hours
Monday	June 27	From 12:00 To 16:00
Tuesday	June 28	From 12:00 To 19:30
Wednesday	June 29	From 12:00 To 16:00
Thursday	June 30	From 10:00 To 18:30

SET-UP

Day	Date	Hours
Sunday	June 26	From 12:00 To 18:00

TEARDOWN

Day	Date	Hours
Thursday	June 30	From 18:30 To 22:30

LOADING DOCK ACCESS

Sunday	June 26	From 07:30 To 18:00
Monday	June 27	From 07:30 To 12:00
Thursday	June 30	From 17:30 To 22:30

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 *Thursday June 23, 2011*. **Please note that no courier or carrier works on Friday June 24, 2011 (holiday in Québec) unless they are specifically appointed with extra charge.** Storage charges will apply for any exhibitor's material received before that date.



LOADING DOCKS

Loading Dock Level 4
855 rue Jean-Jacques-Bertrand
Québec (Québec) G1R 5V3

Trailers must not exceed 13 ft. 5 in. in height and 53 ft. in length.

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

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

PARKING

Cars

There are many underground parking spaces close to the Centre, including 1,575 spaces at the Marie-Guyart complex (Complex G), 1,000 spaces at Place Québec, 400 at the Delta Hotel and 1,366 spaces in the D'Youville parking lot all linked by underground connections. These lots operate 24 hours a day, 7 days a week (see *Parking* section of the Client Guide).

Parking is prohibited at all times on Promenade Desjardins.

CONVENTION CENTRE SERVICES

Customized Québec City Convention Centre order forms will be available on our Website at: www.convention.qc.ca / click on the tab Exhibitor / Exhibitor Services / under your event name.

- Your exhibitors will need to fill out the order form on the screen to avoid miscalculation. Print, sign and return them by fax at 418 649-5266 **before the cutoff dates, which is Thursday June 9, 2011 before 16:30. After the cutoff dates, a 25 % additional charge will apply.**
- Onsite, a service counter will help your exhibitors with last minute request, however a 25% additional charge will apply **and some services may not be guaranteed.**

Services offered by the Centre are:

- Sign and banner hanging, electricity, Internet, booth cleaning, temporary personnel, security and telephony. All are exclusive except for booth cleaning, surveillance service and temporary personnel.
- 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
Contact : Line Laliberté



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BOOTH

Exhibition booths are 10' x 10' floor space. Walls, furniture, signs, drayage (onsite storage included) may be ordered from GES Canada at the exhibitors' expense. Service kits will be sent to exhibitors prior to the Meeting. Exhibitors are required to place their orders in advance.

Exhibition Service Company

Dominik Bergeron-Talbot
GES Québec

t.418.877.2727 ext. 222 f.418.877.2828



www.gesexpo.ca | dbergeron-talbot@ges.com

MATERIAL HANDLING AND ONSITE STORAGE

Material shipped directly to the Québec City Convention Centre before the exhibitor is onsite will be managed by GES at applicable rate.

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.

GES will manage storage spaces near the exhibit room. The storage during the event is mandatory and must be confirmed by each exhibitor by completing the appropriate order form or at the service counter during set-up. Material handling includes material labelling and storage space. Handling charges apply for moving empty boxes or crates from the exhibit room to the storage area and their return to the exhibit room at the end of the event.

For security reasons, exhibitors are not allowed to store their own material.

Neither an empty box nor an empty crate will be allowed inside or at the back of a stand.

Important information:

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



CUSTOMS BROKERS

GES

Mr. Hugo Chavez

Telephone: 514.861.9694 ext. 10
Fax: 514.392.1577
Email: hchavez@ges.com

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

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

OFFICIAL CARRIER

GES

Mr. Hugo Chavez

Telephone: 514.861.9694 ext. 10
Fax: 514.392.1577
Email: hchavez@ges.com

AUDIOVISUAL SERVICES

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

AVW-TELAV

Mr. Luc Dufresne

Telephone: 418 649-5225
Fax: 418 649-5224

COMPUTER SERVICES

The official supplier of all computer services at the Québec City Convention Centre is:

Miro location informatique

Mr. Alain Lévesque

Telephone: 418 845-5600
Fax: 418 845-4989



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	<p>The only adhesives allowed at the Centre are listed below, and may be purchased on site:</p> <ul style="list-style-type: none">• Walls: 3M wall mounting tabs, no. 7220• Floors: Tuck Tape 85 or Tuck Tape 99 Double Face Echo Tape DC-W0002A• Brick walls: 3M wall mounting tabs, no. 7220
Alcohol drinking during Setup and Teardown	<p>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.</p>
Animals	<p>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.</p>
Balloons and Confettis	<p>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.</p>
Children	<p>For safety reasons, the presence of children at the loading dock is not advised during set-up and dismantling.</p>
Common Areas	<p>Exhibitors must keep hallways, elevators, escalators, entrances, halls, lobbies, plasma screens, stairways, video monitors and building emergency exits free from obstruction at all times.</p>
Cooking Appliances	<p>The exhibitor must comply with the fire prevention rules. Please refer to "Security Measures and Fire Prevention" document on our Website: www.convention.qc.ca for full details.</p>
Fire	<p>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.</p>
Food Services	<p>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.</p>
Motorized Vehicles	<p>The exhibitor must comply with the fire prevention rules. Please refer to "Security Measures and Fire Prevention" document on our Website: www.convention.qc.ca for full details.</p>
No smoking policy	<p>The Québec City Convention Centre provides a totally smoke-free environment to its clientele. Since May 31st 2006, according to provisions of the Law on the tobacco, smoking is strictly forbidden inside the Centre and also in the loading docks.</p>



- Noise Limits** 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.
- Security** The Centre offers general site security on a 24 hour basis. However, the Centre is not responsible for goods and property belonging to the exhibitors in rented spaces. Any additional security is a chargeable expense. Please use the order form to make your request.
- Stickers** Stickers of any kind are strictly prohibited at the Convention Centre.

LABEL EXAMPLE - ADVANCE WAREHOUSE SHIPPING

Sender's name
Address

Telephone #
Fax #

Number of boxes
Carrier

Customs broker's name and
Telephone #

NAME OF THE EXHIBITOR
2011 OHBM Meeting
Booth(s) number: _____
YRC-Reimer c/o GES
839 Craig
St-Nicolas, QC G7A 2N2



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LABEL EXAMPLE - DIRECT SHIPPING

Sender's name

Address

Telephone #

Fax #

Number of boxes

Carrier

Customs broker's name and

Telephone #

NAME OF THE EXHIBITOR

2011 OHBM Meeting

Booth(s) number: _____

Loading Dock Level 4

855 rue Jean-Jacques-Bertrand

Québec (Québec) G1R 5V3



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.

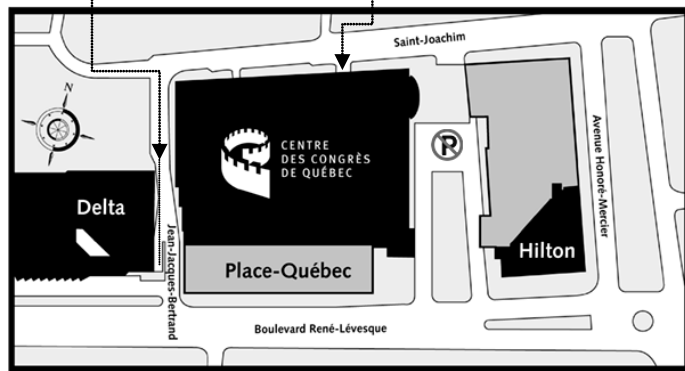
Dollies are not allowed in the Centre's main halls.

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

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

LOADING DOCK
875, rue St-Joachim G1R 5V4



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 2011 OHBM MEETING, the official carrier of the event GES, represented by Hugo Chavez at telephone number 514.861.9694 ext. 10 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