# EXHIBITOR GUIDE

IGARSS 2014
QUEBEC CONVENTION CENTER
July 14th & 17th 2014

## EXHIBITOR PACKAGE

10’ x 20’ space

- Registration fee waived for four (4) exhibition representatives
- Two (2) additional registration passes (exhibit area only)
- Recognition on the symposium website featuring linked exhibitor name and logo

10’ x 10’ space

- Location
- Registration fee waived for two (2) exhibition representatives
- Two (2) additional registration passes (exhibit area only)
- Recognition on the symposium website featuring linked exhibitor name and logo

Table Top - 6’ x 8’ space - ONLY for not for profit and academic

- Registration fee waived for two (2) exhibition representatives
- Two (2) additional registration passes (exhibit area only)
- Recognition on the symposium website featuring linked exhibitor name and logo

## EXHIBITOR SCHEDULE

**ROOM 200 AB**

**Exhibitor Move-in:**

| | |
|---|---|
| Monday, July14, 2014, | 12:00 to 17:00 |

**Exhibit Floor Opens:**

| | |
|---|---|
| Monday, July 14, 2014, | 17:30 to 19:00 |
| Tuesday, July 15, 2014, | 10:00 to 19:00 |
| Wednesday, July 16, 2014, | 10:00 to 19:00 |
| Thursday, July 17, 2014, | 10:00 to 16:00 |

**Exhibitor Move-out:**

| | |
|---|---|
| Thursday, July 17, 2014, | 16:00 to 20:30 |

**Exhibition Decorating Contractor Move-out:**

| | |
|---|---|
| Thursday, July 17, 2014, | 16:30 to 20:30 |

## CONFERIUM

**Alexis Levasseur-Dutil**
Event Manager
Hospitalité Québec / Conferium
580, Grande-Allée Est, Office 140
Québec, Québec G1R 2K2
alexis.levasseur@conferium.com
Phone (418) 522-8182 ext. 31 / 1-(800) 618-8182
Fax: (418) 529-7548 / 1-(800) 889-1126

## QUEBEC CITY CONVENTION CENTER

**Contact :**
**Line Laliberté**

services@convention.qc.ca
Tel.: (418) 649-7711 ext. 4066 / 1-(888) 679-4000
Fax: (418) 649-5266

### Services offered by the Centre

Sign and banner hanging, storage, handling, booth cleaning, temporary personnel, plumbing, security and telephony. All are exclusive except for booth cleaning, surveillance service and temporary personnel.

**Electricity**
One basic electricity outlet (120/208V15A) is included with each 10' X 10' spaces, if any additional outlet is needed it must be ordered directly with the convention center.

Customized Québec City Convention Centre order forms will be available on the web site under the conference name at:

http://convention.qc.ca/en/planning-event/plan-and-exhibit/exhibitor-order-forms

Exhibitors are invited to fill them out on the screen, print, sign and return them by fax at 418 649-5266 **before june 27th, 2014 by 04:30 P.M.**, to facilitate their process and to avoid miscalculation.

*Onsite, a service counter will help the exhibitors with last minute request, however a 25% additional charge will apply **and some services may not be guaranteed**.

# ACCESS TO THE QUEBEC CITY CONVENTION CENTER

Main entrance is located at:

**900, Honoré-Mercier**
**Québec, Qc**
**(No delivery is allowed at this address)**

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

## Loading Dock Access

**Loading Dock Level 1**
**875 rue Saint-Joachim**
**Québec (Québec) G1R 5V4**

Dock access: July 14th, 2014 from 12:00 to 17:00
July 17th, 2014 from 16:00 to 20:30

This loading dock is designed to handle three vehicles simultaneously. Trailers should not exceed 13 ft. 3 in. 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 owners expense.

## Access for heavy or oversized items

A large door facing rue Jean-Jacques-Bertrand is located at the far western end of the service alley on Level 4. Door dimensions are 22 ft. wide by 15 ft. high. Please notify your Event Coordinator if you anticipate using this door since technical restrictions apply.

## Parking

There are many underground parking spaces near 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.

Parking is prohibited at all times on Promenade Desjardins.

# OFFICIAL SUPPLIERS

## Audiovisuel

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

**Freeman**
Mr. André Cauchon
Phone: 418 649-5225
Fax: 418 649-5224
Email: av@convention.qc.ca

## Internet Services and Computer Rental

Limited Free Internet is available at the congress centre but if you need a connexion for a demonstration unit requiring large download you will need to order a connexion.

The exclusive Internet services supplier and computer rental official supplier at the Québec City Convention Centre is:

**Miro Computer Rental**
Phone : 418 649-5219
Fax : 418 780-3358
Email : mirolocation@convention.qc.ca

## Exhibition Services Company

**Standex**
**Ms. Nency Marmen**
**Ms. Solange Alain (Standex inc.)**
Phone: (418) 654-0029 poste 209
Fax: (418) 877-2828
Internet: http://www.standex.ca
Email : exposition@standex.ca

## Booth area description

10’ X 10’ & 10’ X 20’ spaces
Each draped booth area will receive one (1) 6' x 2’ skirted table, two (2) chairs, one (1) identification sign and one (1) wastebasket.

Table Top
Each spaces include one (1) 6’ X 2’ skirted table, two (2) chairs and one (1) wastebasket.

For more information about the Booth installation or to orders more accessories please consult the following link :
http://www.conferium.com/uploads/OtherUploads/IGARSS/standex_exhibitor_kit_igarss.pdf

## Customs Brokers

The local, Canadian and International customs broker for the Québec City Convention Centre is ***Dolbec Logistics International Inc*.**

**Mrs. Ginette Blouin**
Phone: 418 688-9115
Fax: 418 688-3399
Email : show@dolbec-intl.ca

## Transportation

The transportation supplier for the Québec City Convention Centre is ***Dolbec Logistics International Inc*.**

**Mrs. Nathalie Huot**
Phone: 418 688-9115
Direct line: 1 800 267-9100
Fax: 418 688-3399
Email: show@dolbec-intl.ca

## SHIPPING

The shipping has to be prepaid. Your material should be shipped to the Quebec Convention Center **after july 11th 2014.** Storage charges will apply for any exhibitor's material received before that date.

Shipping Address:
**Company's Name**
**IGARSS 2014**
**Booth Number:**
**Centre des congrès de Québec**
**875, rue Saint-Joachim**
**Débarcadère niveau 1**
**Québec, Qc G1R 5V4**

## EXHIBITOR LABILITY

### 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 entire duration of the event (including setup / dismantling and during the exhibition). Additional selective collection may be added to those mentioned above.

## GENERAL RESTRICTIONS

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

### Common Areas

Exhibitors must keep hallways, elevators, escalators, entrances, halls, lobbies, plasma screens, stairways, video monitors and building emergency exits free from obstruction at all times.

### Animals

With the exception of guide dogs, the client must not bring any animals into the Centre prior written authorization, nor allow any to be brought in.

### Stickers

Stickers of any kind are strictly prohibited at the Convention Centre.

### Balloons and Confettis

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, sequin is prohibited.

### Alcohol drinking during Setup and Teardown

To minimize the risks of accidents, and unless otherwise agreed with the Convention Centre, the Centre’s caterer will not be selling any alcohol during the setup and teardown activities.

### Fire

Exhibitors must comply with the fire prevention rules. See the attached *Fire Prevention Regulations*. Also, please note that the Convention Centre is a nonsmoking establishment.

## Noise Limit

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.

## Storage and handling

Both of those services or provided by the organisation.

The Québec City Convention Centre manages 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. Pricing only 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

**Importante 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 and all charges will be billed to the exhibitor. Refer to the document "Move out procedures at the closing of the exhibition"

## No smoking policy

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.

## 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: Tuck Tape 85 or Tuck Tape 99

Brick walls: 3M wall mounting tabs, no. 7220

## 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.

## Food Services

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.

CENTRE
DES CONGRÈS
DE QUÉBEC

# 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**.

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**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 IGARSS, the official carrier of the event *Dolbec Logistics International Inc.* represented by Nathalie Huot at telephone number 418 573-3064 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**