

EXHIBITOR GUIDE

Reference document

The promoter is responsible for providing the exhibitors with this guide.

This document is intended to be used as a reference for drafting your official guide.

Your official guide needs to be approved by your sales coordinator before sending it to your exhibitors.

Please note that the CCSTH team cannot make individual arrangements with your exhibitors. It is the responsibility of the sponsor/organizer to inform the exhibitors with the information listed in this guide and to answer their questions.

SET-UP

Insert set-up dates and times

Remember to schedule a time to build your booth structures (if applicable) as well as the power source (extension cords and power bars) before your exhibitors arrival.

Day	Date	Start time	End time
Friday	November 6, 2026	8:00 am	11:00 am
Saturday	November 7, 2026	2:00 pm	5:00 pm

EVENT

Indicate the name of the event, the name of the hall in which the exhibition will be held as well as the opening hours

2026 Ordre des hygiénistes dentaires du Québec Congress			
Salle Maskoutaine 6 à Foyer Ouest			
Day	Date	Start time	End time
Friday	November 6, 2026	11:00 am	8:00pm
Saturday	November 7, 2026	10:00 am	2:00 pm

LOADING DOCK

Indicate the information and specs to our loading dock. These docks are located on the right side of the building and are accessible from the Galeries St-Hyacinthe parking lot.

Ask your coordinator for more information.

Centre de congrès de Saint-Hyacinthe		
1325 Daniel-Johnson West, Saint-Hyacinthe, QC, J2S 8S4		
Dock number	Clearance	Using
Dock 1	3' high	Reserved for cubes and trailer trucks
Dock 2	3' high	Reserved for cubes and trailer trucks
Dock 3	Ground level	Reserved for small car

Parking is prohibited in loading dock area and is strictly reserved for unloading and loading vehicles. Any vehicle left in the loading dock area will be towed at the owner's expense.

All merchandise must be delivered through the receiving dock. Deliveries and pick-ups are not permitted through the CCSTH public entrances, even for small packages.

LOADING DOCK SCHEDULE

Indicate loading dock access hours.

Let exhibitors know that they will have to identify themselves and mention the name of the event in order to have access to the hall. A CCSTH employee will monitor circulation in the loading dock area.

Day	Date	Start time	End time
Thursday	November 5, 2026	7:00 pm	11:00 pm
Friday	November 6, 2026	All day	All day

PARKING

Cars

The CCSTH provides 700 free outdoor parking spaces.

Heavy Vehicles

Agreements must be made with your sales coordinator to determine if outdoor parking for heavy vehicles is possible. Your sales coordinator must be informed of the presence of such vehicles on the parking lot.

MATERIAL HANDLING AND WAREHOUSING

Any exhibitor who has material shipped directly to the CCSTH and is not on site accepts that the material will be handled by the CCSTH team and that fees may apply, payable on site. The CCSTH shall not be held responsible for damaged or lost material received without the presence of the exhibitor.

An exhibitor wishing to handle his own material may do so by using a trolley, which will be made available by the CCSTH. While the number of trolleys is limited, the CCSTH team will provide the exhibitor with the necessary equipment in a timely matter, if possible at the time.

In order to keep the material easily trackable, it is imperative to indicate the following on the shipment:

Centre de congrès de Saint-Hyacinthe	
1325 Daniel-Johnson West, Saint-Hyacinthe, QC, J2S 8S4	
Event name	2026 Ordre des hygiénistes dentaires du Québec Congress
Company name (exhibitor)	
Contact person (exhibitor)	
Arrival date	November 6, 2026

It is imperative that you ship your merchandise to the CCSTH and not to the Sheraton Saint-Hyacinthe since they are different properties. Your material must be shipped to Centre de congrès de Saint-Hyacinthe, 1325 Daniel-Johnson Street West, Saint-Hyacinthe, QC, J2S 8S4.

Due to the limited storage spaces, we ask that **no deliveries of material are made prior to the day of your installation**. Arrangements can be made with your sales coordinator for any material that requires early shipment.

All exhibitors must leave with their own materials at the end of the event. If a pick-up is scheduled when the exhibitor is not on site, it is their responsibility to properly identify the shipment, make arrangement with their courier and inform our team of the pick-up date. CCSTH will not be held responsible for any charges incurred by a courier that could not track the equipment and boxes to ship.

COURIER AND SHIPING SERVICES

Exhibitors who use courier services such as FedEx, UPS, Purolator or other courier service must ensure that customs fees, taxes, etc. are prepaid. Any material shipped with the mention "Collect on delivery" will not be accepted by the CCSTH.

Exhibitors are responsible for making their own arrangements with their courier for the pick-up of their material. Furthermore, exhibitors must affix the specific way-bill label on each outgoing boxes.

STORAGE

The CCSTH does not have the necessary space for the storage of materials. It is the responsibility of the exhibitor, promoter or organizer to plan, within their floor plan for a space to store their material. Under no circumstances crates or equipment may be left in the service corridors or loading dock, it must be stored in a rented space or returned to your vehicle.

HANDLING

The CCSTH does not offer a handling service for your exhibitors. Exhibitors must handle their own equipment' with their own trolley or with a trolley provided by the CCSTH. The number of trolley is limited but our team will do its best to provide you with the required equipment in timely matter. Please also note that the use of the Sheraton Saint-Hyacinthe luggage carts are exclusive to hotel guests, therefore cannot be used by exhibitors.

AUDIO-VISUAL RIGGING AND ELECTRICITY

The CCSTH official technical supplier is LSM Ambiocréateurs. This company has the exclusive right in regards to rigging, anchor points and electrical requirements above the standard electrical outlet voltage. It is the responsibility of the promoter or organizer to take AV requirement and electrical necessities from their exhibitors and make arrangement with LSM.

For more information we invite you to contact our supplier directly.

Mr. Michel Baron

Account Manager and Business Development

LSM Ambiocréateurs

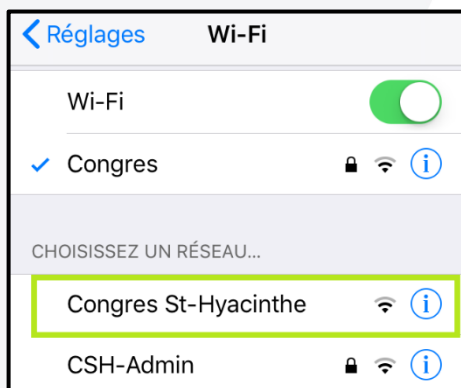
Telephone: 418-571-3237

Email: michel.baron@ambiolsm.com

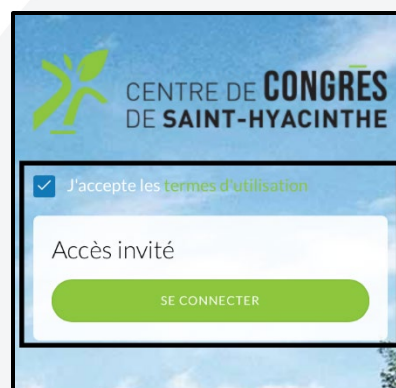
If you have a different supplier, please indicate its coordinates and the name of the person to contact.

INTERNET SERVICES

The CCSTH is proud to provide its customers with free wireless high-speed Internet access in meeting rooms, exhibition halls and public areas. No password is required and the connection is made in two steps.



1. Select « **Congres St-Hyacinthe** » from the available networks on our device



2. Check « I agree with the terms and conditions » and click "CONNECT"

OBLIGATIONS AND RESTRICTIONS

1. Exhibitors are responsible for their own liability insurance. The CCSTH cannot be held responsible for body injuries or damages including, but not limited to, damaged products, booths, equipment or decorations caused by fire, water or theft, on the rented spaces or while circulating within the CCSTH, regardless of the cause.
2. Exhibitors are required to use the CCSTH recycling bins during set-up and dismantling process, as well as during the event for waste such as paper, cardboard, glass and plastics.
3. The CCSTH invites the exhibitors avoid massive distribution of paper documents and privilege the exchange of electronic documents among delegates.
4. Exhibitors shall not obstruct the CCSTH entrances, traffic zones, elevators, lobby, hallways, interactive screens, display screens, emergency exits or other halls of the convention centre without prior authorization.
5. Management of the CCSTH must authorize the presence of animals. Only guide dogs for disabled people are accepted without restriction.
6. For safety and in order to keep air circulation optimal, the use of cooking appliances is prohibited in the convention centre's halls and meeting rooms.
7. The use of helium-filled balloons must first be authorized by your event sales coordinator. Fees may apply for the recovery of the balloons from the ceiling after your activities. Use of confetti and sequins are prohibited.
8. The CCSTH provides general security for the property on a 24-hour basis. However, this service is not responsible for client or event property within the rented premises. If you require additional security, you must request it from your sales coordinator.
9. CCSTH has the exclusive right to sell and distribute food and beverages within the facility. **No food or beverages may be distributed, sold or given to visitors.** Arrangements can be made with your sales coordinator in this regard.