

# EXHIBITOR'S HANDBOOK

*REFERENCE MANUAL*

WWW.  
CONVENTION.  
QC.CA



CENTRE  
DES CONGRÈS  
DE QUÉBEC



EXHIBITOR GUIDE

Handbook

CONGRÈS 2024

Pour une pratique  
**inclusive**



Centre des congrès de Québec  
**1<sup>er</sup> et 2 novembre**

**DE L'HYGIÈNE DENTAIRE**



Ordre des  
hygiénistes dentaires  
du Québec

## CONTENTS

<b>MOVE-IN .....</b>	<b>4</b>
<b>MOVE-OUT .....</b>	<b>4</b>
<b>ENJOY YOUR BADGE PROGRAM .....</b>	<b>4</b>
<b>BEST PRACTICES .....</b>	<b>5</b>
<b>LOADING DOCK.....</b>	<b>5</b>
<b>PARKING.....</b>	<b>6</b>
<b>Cars .....</b>	<b>6</b>
<b>QUÉBEC CITY CONVENTION CENTRE SERVICES.....</b>	<b>6</b>
<b>MATERIAL HANDLING AND MANDATORY STORAGE .....</b>	<b>7</b>
<b>OFFICIAL CARRIER AND CUSTOMS BROKER .....</b>	<b>8</b>
<b>MOVE-OUT PROCEDURE .....</b>	<b>8</b>
<b>RETURN SHIPPING.....</b>	<b>9</b>
<b>DESCRIPTION OF EXHIBIT SPACE .....</b>	<b>9</b>
<b>OFFICIAL EXHIBIT SERVICE CONTRACTOR.....</b>	<b>10</b>
<b>FOOD AND BEVERAGE SERVICES .....</b>	<b>11</b>
<b>INTERNET, AUDIOVISUAL, AND IT EQUIPMENT RENTAL SERVICES.....</b>	<b>11</b>
<b>OBLIGATIONS AND RESTRICTIONS.....</b>	<b>11</b>
<b>Obligations .....</b>	<b>11</b>
<b>Restrictions .....</b>	<b>12</b>
<b>LABEL FOR SHIPPING EXHIBIT MATERIAL DIRECTLY TO THE QUÉBEC CITY CONVENTION CENTRE .....</b>	<b>134</b>

## Exhibitor Guide

Official exhibition name: 2024 Exhibition of the Ordre des hygiénistes dentaires du Québec

Room number: 200 AB

### Official dates and times:

Day	Date	Time
Friday	November 1 <sup>st</sup>	from 11 a.m. to 8 p.m.
Saturday	November 2 <sup>nd</sup>	from 10 a.m. to 2 p.m.

### MOVE-IN

#### Move-in dates and times:

Day	Date	Time
Friday	November 1 <sup>st</sup>	from 8 a.m. to 1 p.m.

### MOVE-OUT

#### Move-out dates and times:

Day	Date	Time
Saturday	November 2 <sup>nd</sup>	from 2 p.m. to 5 p.m.

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

To have access to the exhibit hall you must register and pick up a pass. You can do so in the exhibit hall at the exhibitors' kiosk.

### 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

[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**.

*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.*

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.

### NOTE:

- The Québec City Convention Centre will accept material deliveries on **October 31**.
- **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.

## 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.

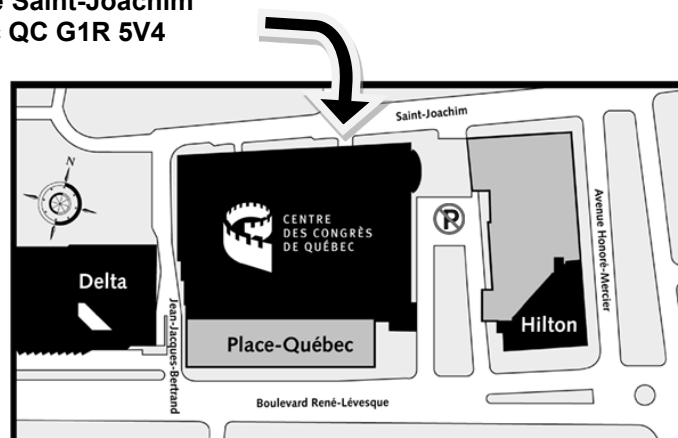
## QUÉBEC CITY CONVENTION CENTRE SERVICES

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 Thursday, October 17<sup>th</sup> at 4 p.m.
  - A mobile service booth is available onsite for last-minute requests. At this point, some services may not be available or may be more expensive.

### Services provided by the Québec City Convention Centre

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



All exclusive except booth cleaning:

- Hanging
- 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. 4030 or 1 888 679-4000  
[services@convention.qc.ca](mailto:services@convention.qc.ca)

## MATERIAL HANDLING AND MANDATORY STORAGE

**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.**

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

### OFFICIAL CARRIER AND CUSTOMS BROKER

**Dolbec International**

**Denis Gendron**

Vice-President, Sales

418 688-9115 or 1 855 688-9115

[show@dolbec-intl.ca](mailto:show@dolbec-intl.ca)

#### 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 Dolbec International.
- 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



**Your location includes:**

- *Tubular structure measuring 10' X 10'*
- *Drapes for back wall: 8' height and 10' width  
Drapes for sidewalls*
- *Rug carpet*
- *1 blue draped table, 2 chairs, 1 waste paper basket*
- *1 identification with your company's name*

**Futhermore, the OHDQ:**

*Will provide you, free of charges, with:*

- *The break on Friday and the cocktail on Friday night*
- *The lunch on Saturday*

*Will mention your company's participation to the Convention:*

- *In the final program of the Convention*
- *On the OHDQ website*

## **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):*

**GES Canada**

**Nazli Rahman**

Direct line : 514 861-8659

[www.ges.com/ca](http://www.ges.com/ca)

[nrahman@ges.com](mailto:nrahman@ges.com)

Other available services from GES Canada:

- 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

### Marylou Boulianne

Telephone: 418 649-7711, Ext. 4623

[marylou.boulianne@maestroculinaire.ca](mailto:marylou.boulianne@maestroculinaire.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](mailto:exhibitors-QCCC-ca@encoreglobal.com)

## 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

<b>Common Areas</b>	At no time may exhibitors obstruct hallways, elevators, escalators, entrances, exhibit halls, video monitors, emergency exits, or other rooms.
<b>Pets and Other Animals</b>	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.
<b>Cooking Appliances</b>	Exhibitors are required to conform to the Convention Centre's fire safety regulations. Please consult the <a href="#">Security Measures and Fire Prevention</a> available on the Convention Centre website.
<b>Stickers</b>	All use of self adhesive materials must receive prior approval by the Convention Centre.
<b>Balloons and Confetti</b>	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.
<b>Use of Alcohol during Setup and Teardown</b>	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.
<b>Children</b>	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.
<b>Fire</b>	Exhibitors are required to conform to the Convention Centre's fire safety regulations. Please consult the <a href="#">Security Measures and Fire Prevention</a> available on the Convention Centre website.
<b>Noise Restrictions</b>	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.
<b>Adhesive Tape</b>	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
<b>Security</b>	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.
<b>Smoking and Vaping</b>	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.
<b>Motor vehicles</b>	Exhibitors are required to conform to the Convention Centre's fire safety regulations. Please consult the <a href="#">Security Measures and Fire Prevention</a> 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**  
**875 RUE SAINT-JOACHIM**  
**QUÉBEC CITY, QC G1R 5V4**



# CONGRÈS OHDQ 2024/2024 OHDQ CONVENTION

## Centre des congrès de Québec

Salon des exposants · Vendredi 1<sup>er</sup> novembre et samedi 2 novembre 2024  
Exhibitors · Friday, November 1st & Saturday, November 2<sup>nd</sup>, 2024

### IDENTIFICATION DES EXPOSANTS / EXHIBITOR'S IDENTIFICATION

Nom de l'entreprise / Company name : \_\_\_\_\_

Adresse / Address : \_\_\_\_\_

Ville / City : \_\_\_\_\_

Code postal / Postal Code : \_\_\_\_\_

Téléphone / Telephone : \_\_\_\_\_

**REPRÉSENTANTS / REPRESENTATIVES :** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_  
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**Remplir et retourner ce formulaire avant le 27 septembre 2024 à :**  
**Please fill out and return this form before September 27, 2024 to:**

Catherine Roberge  
Responsable des communications  
Ordre des hygiénistes dentaires du Québec  
[croberge@ohdq.com](mailto:croberge@ohdq.com)  
514 284-7639 | 1 800 361-2996 # 206