

EXHIBITOR MANUAL



November 15th to November 18th, 2012

A presentation of
CANTIN
Event & Congress Management
418 682.9890

www.cantineevenements.com / infos@cantineevenements.com

The promoter's word

Dear exhibitors,

You will find enclosed the Exhibitor's Manual, providing all relevant details in planning your participation at our event. It is very important to us, that the whole experience is enjoyable and profitable for you, your company, your customers and visitors.

Presence in a Show is a unique opportunity to get good publicity from direct contact with the customer. The image that you will be showing will be the "first impression", which as you know, is what we remember. The Exhibition will also help you feel the strength of the economy and to accurately assess your position as a supplier.

Cantin Event & Congress Management's team has as main objective to become an essential reference tool for visitors. Quality, ethics and respect are the elements of a winning recipe. Our team will do everything possible to deliver an extraordinary and professional event.

This Exhibitor's Manual will answer most of your questions. We will remain available for additional information.

Thank you for your confidence and your excellent cooperation.

The CANTIN EVENT & CONGRESS MANAGEMENT team wishes you a great show!

TABLE OF CONTENT

- 1- WHERE IS LOCATED THE CENTRE DE FOIRES – EXPOCITÉ?**
- 2- PROMOTER - CONTACT**
- 3- FORMS TO BE RETURN TO THE PROMOTER**
- 4- SERVICE PROVIDERS**
- 5- SCHEDULE**
- 6- ID BADGES AND PRESALE TICKETS**
- 7- VISITOR’S GUIDE**
- 8- PARKING**
- 9- DISASSEMBLY**
- 10- SHIPPING AND DELIVERY TO THE SHOW**
- 11- YOUR BOOTH**
- 12- STORAGE**
- 13- HANDLING**
- 14- RECYCLING**
- 15-FIRE PREVENTION**
- 16- POSTING**
- 17- SOLICITATION AND DISTRIBUTION OF PROMOTIONAL MATERIAL**
- 18- CONTESTS AND SWEEPSTAKES**
- 19- BREAKING AND THEFT LOSS**

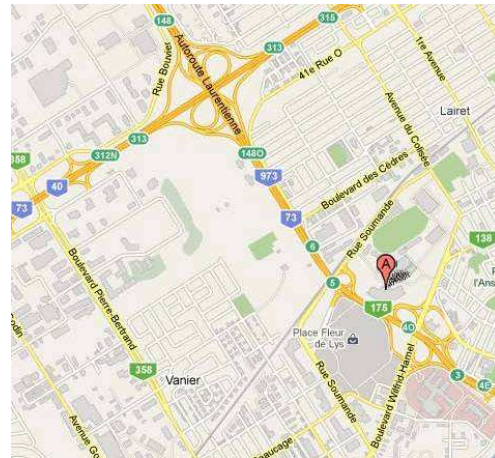
1- WHERE IS LOCATED THE CENTRE DE FOIRES – EXPOCITÉ?

Centre de Foires - ExpoCité

250, Blvd Wilfrid-Hamel, Building A
Quebec, (Quebec) G1L 5A7

Phone: 418 691.7110

www.expocite.com



2- PROMOTER CONTACT

At any time

2065, Frank-Carrel street, #204, Quebec (PQ) G1N 2G1

Phone : 418 682.9890 Toll free : 1 866 682.9890 Fax : 418 682.0156

www.cantineevenements.com e-mail: infos@cantineevenements.com

Temporary office during the show

The temporary office will be located in **the main hall of the Centre de Foires** (left when entering)

Telephone numbers and fax numbers remain the same.

3- FORMS TO BE RETURN TO THE PROMOTER

To : Sandra Veilleux Phone: 418 682.9890 / Fax: 418 682.0156

infos@cantineevenements.com

We thank you not to delay to send us the following documents:

- | | |
|----------------------------|---|
| ➡ Show Guide registration | ➡ Required before October 19th, 2012 |
| ➡ Personalized ID badges | ➡ As soon as possible before October 31th, 2012 |
| ➡ Parking tickets | ➡ As soon as possible before November 9th, 2012 |
| ➡ Presale tickets | ➡ As soon as possible before November 9th, 2012 |
| ➡ Press release for medias | ➡ As soon as possible before the Exhibition opens |

4- SERVICE PROVIDERS

SERVICES	OFFICIAL SUPPLIERS	CONTACT INFORMATION
Electricity (before October 28th)	Cantin Show & Congress management	Sandra Veilleux, administration P 418 682.9890 / F 418 682.0156 infos@cantinevenements.com
Booth rental, furniture Exhibition Services (Discount before November 8th)	Perrier Expositions	John Perrier P 418 839.4774 / F 418 839.5282 info@perrierexpositions.com www.perrierexpositions.com
Telephony Internet (Save before October 28th)	Centre de Foires ExpoCité	Phoebe Burke P 418 691.7110 # 2248 pburke@expocite.com
Hanging Plumbing Electricity (after October 28th)	Groupe SPL	Nicole Vincent P 418 681.1160 # 245 / 1 800 772.8161 F 418 681.2739 n.vincent@groupe spl.com www.groupe spl.com
Handling	CDJ Manutention	P 418 877.1322 / F 418 877.4717
Carrier	Transport Dolbec	P 418 688.9115 / F 418 688.2212 show@dolbec-intl.ca www.dolbec-intl.ca See Order Form in Exhibition
Services and media relations news	Jean Brouillard Communication	P 418 682.6111 / 1 888 682.6123 jbcom@videotron.ca
Tool Rental	Simplex	P 418 686.7777 www.simplex.ca
Rental of plants and flowers	Paradis – Jardin & Accessoire	Sylvain Paradis P. 418 626.4000 www.jardinsparadis.com
Accommodation	Hôtel Hilton	Details coming soon
Large posters, banners, photocopies	Graphica Impressions	Sylvie Laquerre P 418 527.9222 # 242 sylvie@graphica.qc.ca
Visitor's Guide and advertising in the book exhibition	Details coming soon	Coming soon
Licensing Raffles and contests (Value of 500\$ or more)	Régie des alcools des courses et des jeux	P 418 643.7667 / 1 800 363.0320 www.racj.gouv.qc.ca

5- SCHEDULE

Assembly

Saturday, November 10th at Midnight (marking the floor – arrival of the cottages)

Sunday, November 11th from 6 :45 AM to 10PM

Monday, November 12th from 6 :45 AM to 10PM

Tuesday, November 13th from 6 :45 AM to 8PM

Wednesday, November 14th from 6 :45 AM to 8PM (8PM – installation of aisle carpet)

Thursday, November 15th from 6 :45 AM to noon – adjustment

Note :

In order to maximize efficiency during assembly, we will set an installation schedule. If you have any special requests (even at night) please contact us as soon as possible.

Privileged access to exhibitors before the exhibition opening hours

Friday, November 16th from 11AM **Saturday**, November 17th from 9AM **Sunday**, November 18th from 9AM

Open to visitors

Thursday, November 15th from noon to 9PM

Friday, November 16th from noon to 9 PM

Saturday, November 17th from 10AM to 8PM

Sunday, November 18th from 10AM to 4PM

Disassembly

Adherence to this schedule is mandatory

Sunday, November 18th 4PM (start disassembly) **Monday**, November 19th noon to 6PM

6- ID BADGES AND PRESALE TICKETS

ID badges

On or after Tuesday, November 13th 9AM, you can retrieve ID badges for your staff at the temporary office of the promoter at Le Centre de Foires. These accreditations will be personalized if you have forwarded the list of names before October 19th, 2012. In the case you need additional ID badges, you can order more at a cost of \$8 plus tax each, by completing the attached order form. The accreditation must be worn at all times for admission to the show. It is known that these ID badges are not required for staff working in assembly and disassembly.

Please note that it is required to have fully paid your account with the promoter to receive your ID badges.

Presale tickets

We offer you the opportunity to purchase courtesy tickets on presale at a cost of \$8 + tax. This presale is only open to exhibitors and partners of the show. (order attached)

7- VISITOR

Your Show Guide registration will consist of items that you send to us by October 19th 2012. The information required are the following: Your logo or photo and the name of the company, description and contact information. (order attached)

For information on the Visitor's Guide or to place an advertisement, please contact Julie Cantin at 418 682.9890.

8- PARKING

During assembly and disassembly

Parking will be free. Please respect the access of unloading areas.

During the show, for exhibitors

You can enjoy a special rate of \$19 with multi-entry for the four days event, instead of paying 8\$ for each entry with your vehicle. You must ask your parking pass at the promoter in advance. (order attached).

You can pick up these passes at the same time that your ID badges from Tuesday November 13th 9AM at the temporary office of the promoter – Centre de Foires.

9- DISASSEMBLY

Please note that disassembling will commence upon closing of the show at 4PM Sunday, November 18th, 2012. You must wait until the aisle carpet is removed to begin transporting your equipment.

All equipment must be removed before noon Monday, November 19th, 2012.

If there's still equipment in booths after the end of disassembly, it will be removed from the show floor at the expense of the exhibitor concerned.

10-SHIPPING AND DELIVERY TO THE SHOW

All unloading and delivery of your hardware should be directed to the landing of the Centre de Foires. In no time travel or equipment must be delivered through the main door.

How to send your package for delivery by a carrier:

Company name, Name of officer, Phone #
Booth #, the amount of packages
Cottage & Country Homes Show
Expo Cité, Centre de Foires de Québec
250, Blvd Wilfrid-Hamel, Building A, dock
Quebec (Quebec), G1L 5A7

IMPORTANT

**Le Centre de Foires WILL NOT ACCEPT ANY DELIVERY
Before the beginning of assembly (Saturday, November 10th 7AM)**

It will be permitted to carry light equipment every day, 1 hour prior to show opening. **No transportation of goods with trolley is going to be allowed in the show room during the opening hours.**

The supply of small boxes is permitted if done by hand for access to the booth.

11-YOUR BOOTH

You can either :

Rent panels or take advantage of turnkey booth offered by the official show decorator (Perrier Expositions) or contact the provider of your choice.

Build your own stand as long as it meets the standards (see following) :

Hard walls

A housing event prioritizes 8 feet high walls. If you do not have a wall on the sides and it leaves less appealing parts of the booth of your neighbor, you are responsible for hiding these parts. The use of masking with black curtains is required at your charge. (see Perrier Expositions for this service)

Flooring

The floor of the showroom is concrete. For your comfort and look all exhibitors are required to use a ground cover of quality.

Please use only tapes authorized by the Centre de Foires : Tuck-Tape 85 or 99 or Double Sided Echo Tape DC-W0002A.

Portable booths

If you use this type of stands, you must make sure it covers the entire surface available. In the absence of wall on the sides (or rear), which may reveal the back of your neighbor's booth, you will have the obligation to cover these parts (at your charge) with a black fire proof curtain. (see Perrier Exposition)

The curtains are accepted only for masking.

Respect of site

The exhibitor must take the necessary measures to prevent any deterioration of the leased premises. The exhibition will be held responsible of any deterioration.

IMPORTANT

Any residual of glue, paint or stain found after dismantling will be cleaned by the staff of the Centre de Foires at the exhibitor's expense.

12-STORAGE

Procedure for storage of crates and boxes

The fire department of the City of Quebec specifically prohibits the storage of packaging around the stands. All packaging containers must be removed from the stands. When the containers are empty and ready for storage, use specific labels to identify them in the name of your firm, the box number, the number of boxes to store (ex. 1 of 3) and finally the number of your booth. Then drop them in the aisle. An attendant will pick them up for storage and return them at the end of the show. You may claim the labels at the service desk of the Centre de Foires which is located in the hall during assembly.

13-HANDLING

Forklift

Besides regularly scheduled hours for assembly and disassembly, the cost of using the forklift for handling, will be charged to the exhibitor (order form attached)

For tasks other than handling (example: assistance in assembly and disassembly of the exhibitor location) with forklift or lifting platform, the cost of this service is at the charge of the exhibitor.

Hand trolleys

The hand trolleys are free and available in sufficient quantity. Once your equipment has been transported to your booth, please empty the contents of these trolleys and return them to the landing immediately.

14-RECYCLING

The key to a successful recycling is the cooperation of all exhibitors. Here are the main actions to be performed:

Please deposit your trash in the light construction garbage bins that will be on site during assembly and disassembly.

At dismantling, you will need to remove and retrieve all the walls of wood, stone and other products and stacked them on wooden supports (to allow the collection with the forklift). The promoter will ship them to a sorting and retrieval center. A base fee of \$ 0.25 per square foot will be charged for the walls and floors recycled this way. Remember, you need to do the dismantling and stacking if not the manpower costs to do it will be charged.

15-FIRE PREVENTION

The fire department of the City of Quebec requires that all objects, materials and textiles are fireproof in your stand.

The booth walls, and any other equipment must be freestanding and standards of the Fire Department of the City of Quebec.

Covered stands and sprinklers

All stand covered of more than 400 square feet will be protected by a sprinkler system. The stand that would be considered non-compliant with these standards will eventually be removed without any recourse. If in doubt, contact the promoter.

Flammable materials

Stands with flammable materials, but meeting the requirements, will be equipped with a portable fire extinguisher (at the expense of the exhibitor).

For all questions relating to fire prevention, please contact Phoebe Burke, Le Centre de Foires – 418 691.7110 # 2248.

16-POSTING

Banners and posters

Any display, unless a special written authorization, if it has the lettering or other graphic element on the two sides must be installed on the inside the mostly in the center of your booth. The base must be at least 10 feet from the ground up to 20 feet maximum. The width of a banner of all your added shall not exceed the 2/3 of the font of your site. The latter should be asked at least 3 feet adjoining boundaries. Any banner or display identification installed directly on the boundary adjoining your stand should not be lettered on the outside. When in doubt, before making any attachment, please confirm with the promoter.

SPL Group is the only vendor authorized to hanging banners from the ceiling of the room. (Order attached)

17-SOLICITATION AND DISTRIBUTION OF PROMOTIONAL MATERIAL

The distribution of souvenirs, samples, advertising materials, brochures and any solicitation shall be conducted only within the confines of your booth.

IMPORTANT

It is prohibited to directly soliciting exhibitors and/or visitors without registration with the promoter. Thank you to notify the promotor if you are aware of such practices.

18-SWEEPSTAKES AND CONTESTS

If you wish to organize a sweepstakes or contest you must first obtain the necessary authorization from the promoter. For any price that exceed \$ 500, you must register your sweepstakes or contest to the Régie des alcools, des courses et des jeux you can reach them at 418 643.7667.

19-BREAKING AND THEFT LOSS

The promoter assumes no responsibility for the products broken, lost or stolen on the exhibition site.



CANTIN
event • congress

T 418 682.9890

F 418 682.0156

www.cantinevenements.com