



QUÉBEC CITY  
**COMICCON**  
DE QUÉBEC

TELETOON  
LA  
NUIT

**EXHIBITOR GUIDE**

October 12-13, 2019 • Centre des congrès



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## EXHIBITOR GUIDE

### Introduction

The Quebec Comiccon Exhibitor Guide was developed to provide useful, transparent, and consistent information and guidelines to support exhibitors and ensure that they have a positive experience at Quebec Comiccon. Please take the time to review this kit and ensure that your booth/display meets the Quebec Comiccon's exhibitor requirements and regulations to prevent unnecessary delays and work onsite.

For questions about the Exhibition Hall, please contact Stef Tite at [expo@comicconquebec.com](mailto:expo@comicconquebec.com).

For general show questions, please send an email to [info@comicconquebec.com](mailto:info@comicconquebec.com).

### Quebec City Comiccon Representatives On-Site

Show Presidents:	Alex La Prova Oscar Yazedjian
VP, Operations:	Scott Péron
Exhibition Hall Director:	Stef Tite
Exhibition Hall Staff:	David Harris

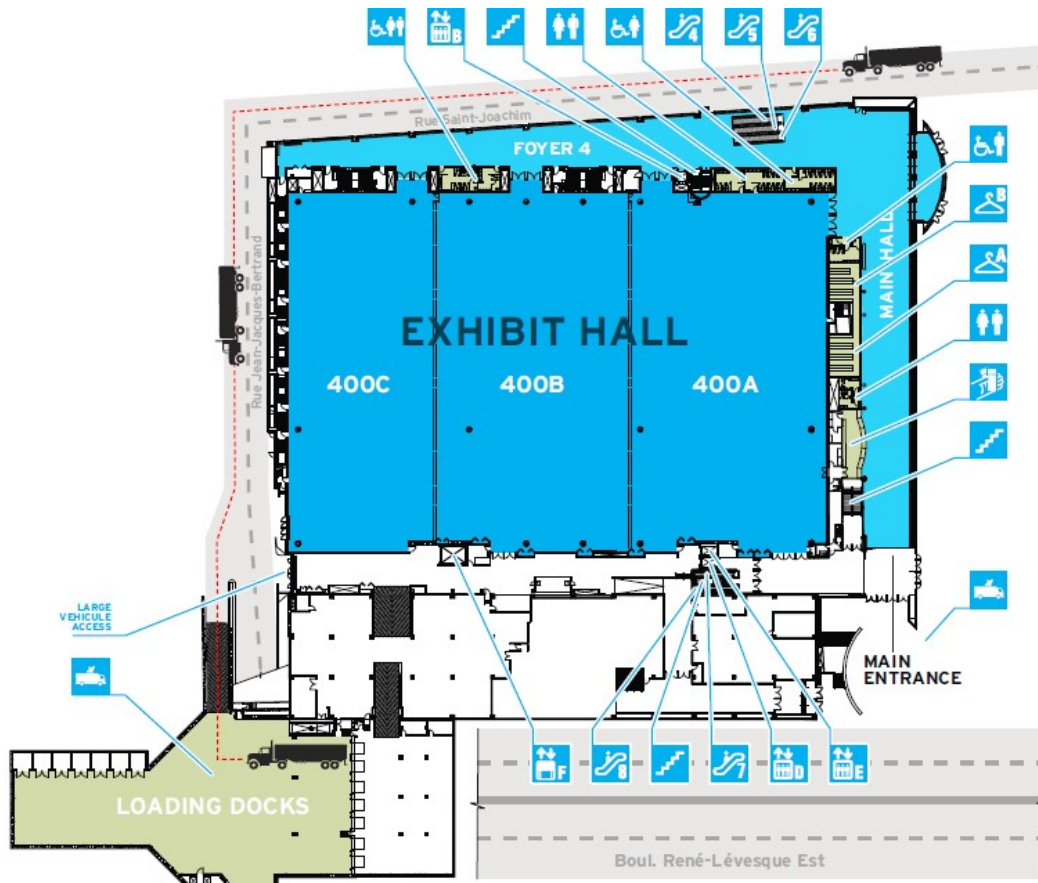
## Venue Information

Quebec City Comiccon takes place at the Quebec City Convention Centre.

Address:  
 1000 René-Lévesque Boulevard East  
 Quebec, QC G1R 2B5  
 Website: <http://convention.qc.ca/en>

Merchandise will not be accepted at the Center's entrances and MUST be delivered to the Loading Docks.

The Exhibition Hall will be located in Room 400 A&B, on the 4<sup>th</sup> level of the centre.







## Exhibitor Code of Conduct

Your involvement with Quebec Comiccon should be an enjoyable experience for everyone. The following are general expectations of exhibitors.

- *Have fun and enjoy the Convention.*
- Follow the guidelines, rules, regulations and policies of Quebec Comiccon.
- Respect the Exhibitors Code of Conduct.
- Always be courteous, friendly and cooperative.
- Respect the property of the Quebec City Convention Centre and other exhibitors.
- Refrain from any acts which may result in injury, fighting or horseplay on event premises.
- Respect the direction you receive from Quebec City Comiccon staff or Québec City Convention Centre staff.
- Deal with conflicts or difficulties with attendees, Comiccon staff, other exhibitors, or any other person(s) in an appropriate manner.
- **Please bring any questions or concerns to the attention of the Quebec City Comiccon Exhibition Hall staff.**
- Show up on time and be ready at the times outlined in the “Move-In, Restock, Move Out hours” section of this kit. Failure to show up at the mentioned times or after the docks close will result in exhibitors not being able to setup and open their booth on that day. In such cases, exhibitors will be provided with an opportunity to setup on the following day during the times allocated by the Exhibitor Services department.
- Exhibitors must keep the area in front of their booth safe for attendees. The Exhibition Hall cannot open until all aisles are clear for attendee traffic. Exhibitors that cause a delay in the Exhibition Hall’s opening will be given a warning. After three (3) warnings, the exhibitor will be asked to pack up his/her stock and leave the premises. The exhibitor may also be banned from future event at the discretion of Quebec City Comiccon management.
- At no time will Exhibitors disrupt or interfere with any convention event or activity (including panels, main events or general business and that of other exhibitors, attendees, or guests), or the duties of any Quebec City Comiccon staff, or the enjoyment of any event or activity by any other person.
- Exhibitors accept responsibility for everyone representing their business and/or working or attending at their booth, and further accept that the behavior of such individuals is their responsibility and as such, contravention of this Code of Conduct or any other Quebec City Comiccon policy by such individuals may result in corrective action against the Exhibitor.
- Exhibitors shall not misrepresent themselves when they attend Quebec City Comiccon or any affiliated events. Misrepresentation includes using false credentials or willfully presenting a false, fake or inaccurate representation of their business, employer, or other affiliation when registering or attending the convention or an affiliated event.
- Exhibitors who contravene the Code of Conduct, and/or any Quebec City Comiccon policy are subject to corrective action by Quebec City Comiccon, including expulsion from the convention



and bans (up to and including lifetime bans) from Quebec City Comiccon and any of its affiliated events.

***Quebec City Comiccon reserves the right to respect and enforce corrective actions taken by its partners and affiliates against individuals (including Exhibitors) including banning such individuals from attending any Quebec City Comiccon event or activity.***

## Liability Statement

Quebec City Comiccon, Capeflow Productions, the Québec City Convention Centre, sponsors and their staff, officers, representatives, agents, and or affiliates will not be held responsible in the case of damage, loss, harm, claims or injuries, to property or persons of the exhibitors, their affiliates, staff, and or property whether it was caused by the negligence of the show management, sponsors, or the host building or from theft, the elements (earth, fire, wind, water, heat) or by any other cause.

In the event that a part or all of the Quebec City Comiccon event area becomes unavailable as a result of, but not limited to, the following natural causes: fire, flood, wind storm, hurricane, tornado, snow/ice storm, earthquake, or as the result of a war, acts of war, strike, police intervention, labour disputes, riots, or an organization that the building has no affiliation or control to, or should the building decide that it is necessary to cancel, postpone, reduce event space and/or setup time and/or show time and/or tear-down time, the building, Quebec City Comiccon, and Capeflow Productions shall not be liable to indemnify or reimburse the exhibitor for any expenses or losses the exhibitor may have occurred.

The guidelines, rules, and regulations in the Exhibitor Guide may be changed at any time, and without prior notice, by Quebec City Comiccon and Capeflow Productions.

## Booth Details

### Artist space

Each artist booth is a 6' by 6' space and comes with:

- One (1) 6' table that is 30" high by either 24" wide or 30" wide (pending availability);
- Two (2) chairs;
- Two (2) exhibitor badges which grant you early access to the Exhibition Hall.

**Note: There will be no pole and drape back wall for this type of booth.**

### Dealer space

Each Dealer booth is a 8' by 8' space and comes with:

- One (1) 8' table that is 30" high by either 24" wide or 30" wide (pending availability);
- Two (2) chairs;



- Two (2) exhibitor badges which grant you early access to the Exhibition Hall

**Note: There will be no pole and drape back wall for this type of booth.**

#### Corporate/Partner/Sponsor Space

Please Verify your contract for specific details on what is included with your space and what is not included.

To obtain items that are not included with your space, please refer to our supplier's page for more information on how to order furniture, electricity, water services or any other equipment needed.

#### Allocated Space

Exhibitors can use the space as they wish but cannot go outside of the limits of the space they are assigned. Any rigging or other display material or structure must not block other booths.

If the exhibitor's rigging is higher than approximately 8 feet, the exhibitor must email Stef Tite [expo@comicconquebec.com](mailto:expo@comicconquebec.com) with the details of the booth.

Electricity, material handling, onsite storage of empty containers, hanging, booth cleaning, and parking are not included. Please refer to the Supplier section of this kit for more information on how to order or get these services.

If exhibitors would like extra tables or chairs or would like to remove one or more of these items, or would like pole and drape for their booth, they must contact the official decorator Décor Expert Expo; the contact information can be found in the Suppliers section. Note that Exhibitor services should be copied on these requests to keep us informed, so we can be sure that exhibitors have everything before the show starts.

Exhibitors can bring their own flooring/carpet and/or fire-resistant tablecloths if they wish to, please be conscientious of properly securing it, so there is no security risk.

If exhibitors wish to purchase extra exhibitor badges, they must contact Exhibitor Services at [expo@comicconquebec.com](mailto:expo@comicconquebec.com). Extra badges are 10 plus taxes each. They can be purchased online for up to 1 week before the event and then on site only. You can buy a maximum of 6 extra badges per individual booth.

#### **Terms and Conditions**

- We reserve the right to limit spaces.





- We also reserve the right to place you as space and requests allow.
- Payment for Exhibitor spaces are non-refundable.
- It is strictly forbidden to sublet booths without the written consent of the Exhibition Hall director or their designate. Any space sublet without prior, written consent will not be permitted to set up. There will be no refund for the space to either the offender or the Exhibitor who bought the space originally and may result in a ban from our events for both parties.
- If full payment is not received by the deadline, we will contact prospective Exhibitors to see if they still wish to keep their space reservation and to establish when the payment will be received. If the prospective Exhibitor does not respond, the space reservation will be cancelled.
- Cheques will be accepted no later than 30 days before an event.
- Cheques will be accepted at the event for a future show, but they need to be for the full amount. We are no longer accepting partial payments by cheque.

### Exhibition Hall Hours

The following table indicates the times where VIP, and Regular attendees will have access to the Hall. Exhibitors must ensure that their booths are open and staffed during these times.

Date	Exhibition Hall Hours
Saturday, October 12	10:30 a.m. to 6:00 p.m.
Sunday, October 13	10:45 a.m. to 5:00 p.m.

VIP attendees have exclusive access to the Exhibition Hall for 30 minutes on Saturday and 15 minutes on Sunday. Regular attendance will be allowed access to the Hall after VIP hours.

It is expected that if the Exhibition Hall is ready for opening before the official opening time, we will allow the attendees to enter early. That being said, we will not open more than 30 minutes early to ensure that all exhibitors and artists are ready.

**Note: For a detailed timetable for Move-in and Move-out hours, please refer to those sections.**



### Vehicles inside the Québec City Convention Centre

Any vehicle or equipment inside the Québec City Convention Centre that has an internal combustion engine cannot have more than a quarter (1/4) a tank of fuel. The batteries and ignition systems must be disconnected at all times and all ignition keys provided to security services.

The gas caps on all vehicles and equipment must be secured with a lock. If they cannot be locked, they must be taped firmly shut in such a manner that prevents easy access to the gas tank.

Waterproof protective sheeting must be placed under vehicles and protective plates placed under the tires. Prior arrangements must be made, and approval obtained from Quebec Comiccon, before the entrance of motorized vehicles into the Exhibition Hall.

A set-up time must be scheduled with the Exhibitor Services staff prior to the event to facilitate the vehicles settling into the Hall. During set-up and tear-down, car owners must wait for the car to be escorted by the Exhibition Hall staff from the dock to their space and then to the exit, to lessen the risks of the car being damaged. Due to the volume of traffic in the hall and on the Docks, vehicles should not expect to leave before 8:00 p.m. on Sunday.

### Exhibition Hall Closing Time

The following are the times that the Exhibition Hall closes to attendees.

Date	Closing Time
Saturday, October 12	6:00 p.m.
Sunday, October 13	5:00 p.m.

A 15-minute warning, followed by a final announcement, will be made to signal the closing of the Exhibition Hall. Exhibitors are expected to complete all pending transactions at the 15 minutes warning. Shortly after the final announcement, staff will begin to guide attendees to the exits. Exhibitors are expected to leave shortly after attendees have been guided out of the Exhibition Hall.



## Cleanliness, Fire and Safety

Exhibitors are required to maintain the cleanliness of their booth at all times during the show and during tear-down.

The Exhibition Hall will be cleaned every night after the hall has closed for the evening. Any empty boxes that are left in the aisles (even during setup) will be cleaned up and discarded.

Exhibitors are responsible for any damage done to the property of the Quebec City Convention Centre or Quebec City Comiccon, and will be billed for the cost of repair and/or replacement.

### Safety

Exhibitors are also responsible to ensure that their booths are safe for both attendees and their staff. The show management, venue staff and City of Quebec staff (fire safety, police services, health services, etc.) reserve the right to determine what constitutes a safe booth and can request at any time for an exhibitor to modify their booth to ensure that it complies with all applicable rules, guidelines, and laws.

Wheeled devices are not permitted in the venue during the event. This includes roller blades, wheeled shoes, skate boards, scooters, bicycles, hover boards, etc. Exempt from this rule are wheel chairs (manual or electronic), or mobility assisting wheeled device, walkers or anything that is required to assist with your mobility.

### Fire Regulations

Booths must meet City of Quebec fire code and are subject to inspection by the Fire Prevention Service of the the City of Quebec (SPCIQ). No portion of a booth and/or display can block or cover aisles, doorways, fire extinguishers, fire hose cabinets, fire exits, fire alarms, or related items.

For fire safety, we have prohibited the use of fire/flame/heat sources in the Exhibition Hall. This includes but is not limited to: candles, tea lights, flame throwers, space heaters, torches, lighters, rockets, fireworks, sparklers, Tiki torches, flint & steel, etc.

## Smoking

All smoking and the use of E-cigarettes are prohibited within the Québec City Convention Centre.

To access the recommended outside smoking area, exhibitors can exit via the main entrance on level 4 and go to Promenade Desjardins between the Centre and the Hilton Hotel.



## Medical Emergencies

Exhibitors are required to report all minor accidents and injuries to the Exhibitor Services Office as soon as possible.

If major medical services are required, emergency assistance is available at any time by contacting any **Québec City Convention Centre staff member** or by calling **4911** on the house phone. For any other security request or minor medical services, please dial **4900**.

Exhibitors should **not** call 911 on their own due to the Québec City Convention Centre requirements when emergency services are dispatched.

## First Aid

The Québec City Convention Centre offers a first responders service. Their security personnel have received specialized training in paramedical care (oxygen therapy, EpiPen administration, defibrillator, etc.). To effectively deal with any situation, the Centre has two first aid offices with all the required equipment and supplies. These rooms are located in sectors 200 and 2000. A light care room can also be accessed via the public corridor. In addition, a stretcher and two defibrillators are strategically located based on the events being held.

In all cases, please first contact any **Québec City Convention Centre staff member** or call **4911** on the house phone before heading for these rooms.

## Display Regulations

### General Regulations

1. During the event, all tables and aisles are to remain clear of boxes, debris, and displays.
2. All exhibitors must be careful not to damage the show floor with tables or displays; Nothing is to be taped to the walls of the convention center. Only the following three tapes can be used on the floor of the Quebec City Convention Center: Echo Tape CL-W6300 or VI-N6120 or equivalent; Doubale Face Echo Tape DC-W188F. Also please be advised that any tape used must be removed during teardown or exhibitors will be charged for its removal.
3. It is up to exhibitors to maintain the safety (must make sure that any rigging and/or signage will not fall at anything time) and cleanliness of their booth. Exhibition Hall staff can ask for the booth rigging to be made stronger if they feel the booth is unsafe. If this is not done the convention is within its rights to have the rigging removed.



4. Scented Items are prohibited, whether in sale or on displays; including bath salts, potpourri, incense, candles, air fresheners, etc.

### Height and Signage

All banners & signage within a booth must be single sided. Exceptions can be made if the signage is hung from the ceiling. Only exhibitors with booths larger than 16'x16' can hang signs from the ceiling and only if it doesn't affect sight lines. Exhibitors must contact Exhibitor Services if they would like to hang signage from the ceiling. Requests must be made a minimum of 2 weeks before the event.

Booth height must not exceed 8'. Exceptions may be made by Quebec City Comiccon, on a case-by-case basis, in the Sponsor/Corporate area. This is to allow for all exhibitors to have an equal chance of having their booth seen by attendees. Any exhibitor who does not comply with the height rules will be asked to take down the segments that exceed 8'.

### Allocated space

Exhibitors can use the space as they wish but cannot go outside of the limits of the space they are assigned. The spaces are marked on the floor with the delimitation of each individual space. All aspects of your display, tables included, must be within the space allotted.

Exhibitors who are found to be encroaching on the booth spaces of a neighbor or an aisle, will be directed by a Comiccon staff member to move their display so it respects the space limits of their booth.

### **Bootlegging & Plagiarism**

Quebec City Comiccon and Capeflow Productions Inc. do not condone the sale of unauthorized or bootlegged materials. The sale and or display of licensed materials should only be allowed if merchandise is approved by license holder and doesn't infringe on copyrights and licenses laws.

By attending the Quebec City Comiccon you agree to these guidelines; violations of these guidelines will result in removal from the event without refund and possible ban from future events.

Quebec City Comiccon and Capeflow Productions Inc. work with law enforcement authorities and license holders to act against the sale of bootleg and or unauthorized merchandise at our event. Any exhibitor caught selling such items may be subject to prosecution.

### **Adult (18+) Merchandise**



Exhibitors agree to not distribute or sell any adult material to anyone under the age of 18. Any “adult only” material should be behind the counter and any nudity and/or sexual content must not be displayed.

### Media Relations

Exhibitors must ensure that all media interactions during Quebec City Comiccon, including all forms of interviews and interactions, go through the Quebec City Comiccon Media Department. To contact the Media Department, please contact Leeja Murphy at [medias@comicconquebec.com](mailto:medias@comicconquebec.com) or inquire about it at the Exhibitor Services Office in Room 502.

If you would like to promote exclusives at our event, please contact Oscar Yazedjian at [oyaz@comicconquebec.com](mailto:oyaz@comicconquebec.com).

### Promotional Material

The distribution of flyers, cards, pamphlets or any other promotional material is only permitted within an Exhibitor’s booth space. Such material cannot be distributed anywhere else on the premises of the convention without the prior authorization of Quebec City Comiccon Exhibitor Services. If an exhibitor is caught handing out flyers, cards, pamphlets, etc... this may result in either a warning or being removed from the event

### Children in the Exhibition Hall during Set-Up and Tear-Down

Due to Quebec CNESST regulations, children under the age of 16 are not allowed in the Exhibition Hall during set-up and tear-down hours.

Children affiliated with an exhibitor can be in the Exhibition Hall once the hall is open if they are under the direct care and supervision of the responsible Exhibitor at all times.

**If an Exhibitor comes to the venue during set-up and tear-down hours with a child, they will be not allowed to setup at that time.**

### Weapons Policy

If an Exhibitor intends to display and sell weapons, armor or props at the convention, they must contact Exhibitor services ([expo@comicconquebec.com](mailto:expo@comicconquebec.com)) and obtain Comiccon’s approval. There are policies and procedures that provide direction and guidance on which items are permitted to be displayed and/or sold, the procedures for selling these items, weapons sales conditions and restrictions. We will also require Exhibitor to post a sign, supplied by Comiccon, in an easily visible area of booth, which will prove Exhibitors are approved to sell weapons, armor or props. The sign will also show that Exhibitors are





required to ask for ID from participants before doing a sale, as the sale of an Inadmissible Weapon (e.g. metal swords, knives, etc...) as defined by our Weapons Policy, to anyone under 18 years of age is strictly prohibited.

Exhibitors must sign an agreement and respect all convention policies, guidelines and all Canadian laws. We must receive a copy of the signed agreement **prior** to the event.

Exhibitors who have signed the above-mentioned agreement, and who have been approved, will receive a sign which identifies them as an approved weapons seller. Any Exhibitor selling weapons without a signed agreement and the sign clearly posted will be asked to remove the merchandise from their booth and further non-compliance will result in the expulsion of the Exhibitor and/or booth from the event.

### Parking

**Parking is not included for exhibitors. It is not free or given for free with purchase of a table.**

There are many underground parking spaces close to the Centre. More specifically, Marie-Guyart complex (Complex G), Place Québec, Delta Hotel and finally in the Place D'Youville parking lot all linked by underground connections. These lots operate 24 hours a day, 7 days a week (see plan on the [QCCC website](#)).

**Since Fall 2014 and for an undetermined period (due to parking renovations)** – Week days (daytime) it is strongly recommended to use public transport, carpooling or car-parks to reach the Centre Please note that parking on the Promenade Desjardins is prohibited at all time.

The Convention Center however give out vouchers to help exhibitors. These vouchers will be available at the Exhibitor Services Desk. The vouchers give a flat rate for the parking lots which reduces your fee per day.

### Drones

The operations of drones at the Quebec City Comiccon is strictly forbidden. Exhibitors caught flying a drone during the event will be asked to put the drone away. If the exhibitor is caught again, we will ask for the drone to be removed from the event and may result in the exhibitor being asked to pack up their booth and exit the event.

Please note that you can sell drones, but attendees must be informed not to fly them within the event premises. Any attendees found flying a drone during the event will have them confiscated.



### **IMPORTANT - Material Handling and Storage** (mandatory)

Material shipped directly to the Quebec City Convention Centre through a carrier will be handled by the Centre's staff **at an applicable rate to be paid onsite.**

For security reasons as well as to protect the special flooring in the Exhibition Hall, exhibitors are not allowed to use their own pallet-jacks or forklift truck in the Loading Dock Area and the Exhibition Hall. Exhibitors can use the 4-wheel dollies given by the Convention Centre free of charge or bring their own 2wheel/4-wheel dollies. Otherwise, exhibitors must have their pallets or crates moved by the Convention Centre forklift truck operators at their own expense.

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 Québec City Convention Centre 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.

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

### **Food Services**

Capital HRS Inc. has an exclusive agreement to sell and distribute food and beverages inside the Centre. The Québec City Convention Centre is proud to offer an eco-friendly service for all food functions. Requests for food services can be made in advance by contacting Food & Beverage Manager during the event, by contacting the Maître d'hôtel at 4675 on house phones.

Maryse Roy  
(418) 649-7711 #4623  
1-888-679-4000  
maryseroy@convention.qc.ca

Food Samples: No food or beverage may be distributed, sold or handed out as samples without prior written authorization from Centre management and its food service concession holder, Capital HRS Inc. Only Capital HRS is authorized to hold or serve alcoholic products inside the Centre. Any alcohol coming from outside the Convention Centre, even for personal purposes, is prohibited.

### Cleaning of the Hall

The Exhibition Hall will be cleaned every night after the hall has closed for the evening. Any empty boxes that are left in the aisles (even during setup) will be cleaned up and discarded.

### Setup and Teardown

	Friday	Saturday	Sunday
Dock availability	3:00PM to 8:30PM	7:30AM to 9:30AM	9:00AM to 10:00AM
Setup	3:00PM to 9:00PM	7:30AM to 10:00AM	-
Restock AM	-	-	9:00AM to 10:30AM
Show hours	-	10:30AM to 6:00PM	10:45AM to 5:00PM
Restock PM	-	6:00PM to 6:30PM	-
Teardown	-	-	5:00PM to 10:00PM

Please note that the docks will only be open during setup, restock (on call only) and teardown hours. The dock will be open only on call during Exhibition Hall hours. If exhibitors require the ability to bring in merchandise during the show, please see the Exhibitor Services Office located in Office 502 on the right hand side (East) of the Hall.

### Move-in Procedure

Please be advised that exhibitors will need to use the Docks on Level 4 exclusively to unload their merchandise.

The dock is going to be using a First Come First Served policy for dock space. Please be sure not to be late. It will be up to the Traffic controller to assign a dock to the dealers as they come in.

Artists and Dealers must have their entire booth displays finished and ready 30 minutes before the Exhibition Hall opens each day.



If exhibitors decide to keep extra merchandise or boxes in their vehicles, they must report to Exhibitor Services to schedule dock time during the event.

### Deliveries and Shipments

If you need to ship your merchandise to the Quebec City Convention Centre, all pallets, crates and loose boxes must be properly labeled with the exhibitor's name, booth number, contact person's name, and name of the event (see label example in Annex 1). All shipments must be made during the hours and days that setup is scheduled on and you will be charged a minimum of 1 hour of material handling (dolly handling or forklift truck depending on type of shipment). Note that all goods sent COD will not be accepted by the Centre or the convention.

Exhibitors must ensure that their pallets are properly wrapped and stacked. If an improperly wrapped pallet is shipped and the pallet falls apart, crushes/damages merchandise and/or injures any persons, the owner of the pallet will be fully responsible for the losses and damages. Additionally, if a pallet falls apart and the exhibitor is not in the building at the time of the incident, the exhibitor will be fully responsible for the cost of restacking and moving the pallet.

### Loading Docks

Loading Dock (Level 4) 855 Jean-Jacques Bertrand Street Québec, QC G1R 5V3
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The Quebec City Convention Centre will accept material only as of **Thursday, October 10, 2019**. **Storage charges will apply** for any exhibitor's material received before that date.

#### Directions to the Quebec Convention Centre docks:

- You need to turn on Saint-Joachim Street from Honoré-Mercier Avenue.
- Turn left on Jean-Jacques-Bertrand Street.
- Follow Jean-Jacques-Bertrand to the far west side of the Center, at the end of the alley.
- Enter the Docks at 855 Jean-Jacques-Bertrand.

The Docks are designed to hold seven vehicles simultaneously. Trailers must not exceed 13 ft. 6 in. in height and 53 ft. in length.

Seven (7) docks are available for the show. Docks will be assigned by the traffic controller. A limit of 30 minutes is placed on all vehicles in the dock area. It is recommended that you empty your vehicle and transport all your goods and equipment to your booth and move your vehicle out before setting up as soon as possible in order to avoid being towed off the docks.



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.

### Badges

Badges can be picked up at the Exhibitor Services table situated next to the Loading dock doors Friday or at the entrance on Saturday.

Exhibitors are required to pick-up their badges before leaving the building on Friday. Note that if badges are not picked up on Friday you will not be able to enter directly in the Exhibition Hall on Saturday. If you want to pick up your badge on Saturday only, you are required to come do so at least an hour before the scheduled show opening for VIP.

**Exhibitors are required to pick up their badges before the opening of the Hall to the public.**

<b>Badge pickup on Friday</b>	3:00 p.m. to 8:00 p.m.
<b>Badge pickup on Saturday</b>	8:00 a.m. to 10:00 a.m.

The Badges work in a fairly simple manner; they are 1 badge per day, per person. A Person has to have their badge on their person in a visible manner to enter the Hall on any given day.

Please note that the badges cannot be personalized.

If an Exhibitor requires additional badges, they may also be purchased at the check-in desk. If a person loses their badges during the convention, they can inquire at the Exhibitor Services Office about purchasing a replacement.

Please note that neither Comiccon nor the Quebec City Convention Centre is responsible for getting your employees and/or exterior staff/personnel to your booth. We will also **not** hold badges for Exhibitor staff at Special Badge Pickup anymore. Exhibitors are responsible for making sure they have adequate staffing at their booth, getting them in and out of the event and making sure they have their badges on at all times.

### Move-out Procedure



The tear-down of booths in the Exhibition Hall cannot be started by exhibitors or artists before 5:00 p.m. on Sunday, October 13, unless approval is obtained from the Exhibition Hall Director.

If an emergency arises that requires an Exhibitor to tear down their booth before the scheduled tear-down time, they must please seek approval from the Exhibition Hall Director for instructions and special authorization.

The Québec City Convention Centre will move the empty boxes/crates from the storage area to the booths

**Due to the limited time (30 minutes) that vehicles can remain at the docks,** exhibitors must have their full material ready at the loading dock to have access with their vehicles.

All Exhibitors must have their booth torn down and everything moved out by 10:00 p.m. Sunday or there will be additional fees incurred.

For the complete procedure, as per the instructions of the Quebec City Convention Centre, please see The Move out Procedure Information sheet that will be handed out on Sunday, October 13, in morning.

### Early Registration for 2020

We will be not accepting early registration for the 2020 Quebec City Comiccon directly at the show. More information will come in the new year after the event.

### Specific Inquiries

For questions about the exhibition hall please contact Stef Tite at [expo@comicconquebec.com](mailto:expo@comicconquebec.com).

For general show questions, please send an email to [info@comicconquebec.com](mailto:info@comicconquebec.com).



## Frequently Asked Questions

**Q: I won't be able to make it for the dock times mentioned above. Is there a way to make an exception?**

A: Exceptions can be made in extenuating circumstances. Please contact Stef Tite at [expo@comicconquebec.com](mailto:expo@comicconquebec.com).

**Q: Does the Quebec City Convention Centre have box storage?**

A: Yes, they do have storage, but exhibitors are not allowed in the storage area for security reasons. The pallet must be pallet wrapped. Due to fire code empty boxes cannot be stored inside or at the back of your booth. They must either be left in front of your booth for recycling or placed on a pallet for box storage with storage labels available at the Québec City Convention Centre Service Desk at the exhibitor's expense. Please write your booth number on all boxes/crates/pallets. See the Material Handling and Storage section of the Exhibitor Guide for more information.

**Q: What happens if I need to get my boxes and then to load up my truck? A:**

Talk to the Exhibitor Service Desk before the end of the event.

**Q: Can I just leave my truck on the dock while I pack my merchandise?**

A: No, you cannot leave your truck on the Dock while you finish packing your booth. You must have everything packed and ready to go to get your ticket from the dockmaster before bringing your vehicle to the loading dock entrance.

**Q: I need some dock space during the event to unload more merchandise, what do I do? A:** See the Exhibitor Services Office and they'll be able to schedule a time with you.

**Q: Can I get food delivered to my table?**

A: No. Please contact the exclusive QCCC caterer: Maryse Roy Capital HRS, 418-649-7711 #4623 or 1-888-679-4000.

**Q: I have lost my badge. What do I do?**

A: Please see the Exhibitor Service Office for assistance and to purchase a replacement badge.

**Q: Is parking at the Quebec City Convention Centre free for Exhibitors and Artists?**

A: Unfortunately, parking is not included. There are many options for parking lots located close to the Convention Centre. See the Parking section of the Exhibitor Guide for more details.

**Q: If I need to smoke, where can I go?**

A: All smoking and the use of E-cigarettes are prohibited within the Quebec City Convention Centre. To access the recommended outside smoking area, exhibitors can exit via the main entrance on level 4 and go to Place du Quebec between the centre and the Hilton Hotel.



## Tips and Hints

- Make sure to bring enough petty cash/change for the week-end.
- Four-wheel carts will be available from the QCCC free of charge. You are allowed to bring your own carts to transport your merchandise from your vehicle to your booth. Note that your own pallet jacks and forklift trucks are not allowed.
- Plan out an attractive setup.
- Create a positive impression.
- You are encouraged to bring business cards and flyers to promote your store and products, so long as you keep them in your booth space.
- Let your customers know that you're attending the show and setting up shop.
- Take breaks during the show, but be sure someone is always at the booth to maximize potential sales.
- You should take valuables with you when you leave the event at night.
- The storage of empty boxes/crates/pallets is not allowed in the show room.
- And, most of all have fun! Be sure to enjoy the convention!

## Definitions

**Corner booth:** An add-on to a booth which will give you access to two isles. It does not come with any extra furniture. This booth will stand on the end of a row.

**Artist Space:** This booth is for people and companies that make hand crafted items, paintings, drawing and do not have a storefront.

**Dealers Space:** This booth is for people and companies that have their productions commercially made and or buy their products from a third party. This category is also for people with a storefront or people who need more space than what an artist space offers.

**Corporate/Partner/Sponsor space:** This is for companies wish to have more exposure than what an exhibitor's space can offer. This is a great option if you want to promote new or current product(s), promote your company name, or have a display that requires more than what a standard 8' by 8' booth can offer.

\* \* \*



## Quebec City Comiccon Service Providers

### ***Electricity, Material Handling, including Onsite storage during the event (mandatory), Banner Hanging, Booth Cleaning services***

Electricity, Material Handling, including Onsite storage during the event (mandatory), Banner Hanging, Booth Cleaning services are provided by the Québec City Convention Centre. If you require these services, please use the online order sheet (see below) to order the required services.

All services are exclusive except for Booth Cleaning Customized Québec City Convention Centre online order forms will be available on the Web site at:

<https://www.convention.qc.ca/en/exhibitors/order-forms/>

Then select your event name.

Exhibitors will also benefit from an early bird 20% discount if they order before the cutoff date on Thursday, September 26<sup>th</sup>, 2019 by 4:30 p.m.

On site exhibitors can address their last-minute requests at the service counter at regular prices. Some services may not be guaranteed.

If needed, exhibitors may contact the Exhibitor Services at 418-649-7711, ext. 4066 or 1-888-679-4000 or by email at: [services@convention.qc.ca](mailto:services@convention.qc.ca) (contact person: Cristel Loredó).

### Furniture & Booth Decoration

Dominic Guay  
Décor Experts Expo Inc.  
Email: [dominic.guay@dee-expo.com](mailto:dominic.guay@dee-expo.com)  
T: 450-646-2251  
F: 450-444-2348  
W: <http://www.decorexpersexpo.com/>

### Official Audio Visual Equipment & Internet Services

Courtesy of Videotron Business Solutions, wall-to-wall WI-FI is free at all times throughout the Quebec City Convention Centre. Stay connected at all times with a symmetrical 15Mbps connection and unlimited data transfer. Coverage is available in every room and common area, with absolutely no dead zones. Free WI-FI is also available in the Desjardins Promenade outside the Centre courtesy of ZAP.



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

**FREEMAN Audio Visual Canada**

**Mr. Bastien Lavoie**

Telephone: 418 649-5219

Fax: 418 649-5224

E-mail: [bastien.lavoie@freemanco.com](mailto:bastien.lavoie@freemanco.com)

#### Customs Brokerage and Carrier

If you are from outside of Canada and need to import merchandise into the country, we are proud to be doing business with ConsultExpo. They offer both transportation and customs services. You can contact them at:

Jeff Labbé

Tel: 514-482-8886 ext. 7

Fax: 888-629-9008

Cell: 514-709-0739

Email: [jeffl@consultexpoinc.com](mailto:jeffl@consultexpoinc.com)

Website: [www.consultexpoinc.com/forms/](http://www.consultexpoinc.com/forms/)

## Appendix 1

### Label Example

<b>Sender's name</b>
<b>Address</b>
<b>Telephone #</b>
<b>Number of boxes</b>
<b>Carrier</b>
<b>Customs broker's name and</b>
<b>Telephone #</b>
<b>NAME OF THE EXHIBITOR:</b>
_____
<b>C/O Québec City Comiccon</b>
<b>Booth(s) number: _____</b>
<b><i>Quebec City Convention Centre</i></b>
<b><i>Loading Dock (Level 4)</i></b>
<b><i>855 Rue Jean-Jacques Bertrand Quebec</i></b>
<b><i>City, QC G1R 5V3</i></b>

## Appendix 2

### Liabilities and restrictions

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

#### Liabilities

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.

#### Restrictions

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.

Adhesive Tape

The only adhesives allowed at the Centre are listed below, and may be purchased on site:

- Walls: nothing is to be posted on walls, anything posted on walls will be removed and you will be charged a cleaning fee if tape residue is found
- Floors: Echo Tape CL-W6300 or VI-N6120 or equivalent Double Face Echo Tape DC-W188F

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 sell alcohol during the setup and teardown activities.

Animals

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.

Balloons and Confetti

The use of helium balloons must be preauthorized by the Exhibit Hall Director. Charges apply for taking balloons down from the ceiling after your event. The use of confetti and sequins is prohibited.

Cooking Appliances

The exhibitor must comply with the fire prevention rules. Please refer to "Security Measures and Fire Prevention" document on our Web site: [www.convention.qc.ca/en](http://www.convention.qc.ca/en) for full details.

Fire

Exhibitors must comply with the fire prevention rules. Please refer to "Security Measures and fire prevention" for full details. Also, please note that the Convention Centre is a nonsmoking establishment.

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 contact the Québec City Convention Centre to make your request.

**Stickers**

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