

QUÉBEC CITY

COMICCON

PRESENTED BY

TELEOON

LA NUIT

EXHIBITOR GUIDE
OCTOBER 9 & 10, 2021
CENTRE DES CONGRÈS

10/10/201

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EXHIBITOR GUIDE

HEALTH AND SAFETY MEASURES FOR EXHIBITIONS

QUÉBEC CITY CONVENTION CENTRE

The safety of our clients and staff is our top priority!

In order to respect the Government of Québec directives, exhibitors must follow the following health and safety measures:

- Wear a mask upon entering the loading dock area or any other entrance to the Québec City Convention Centre. It must be worn at all times in the loading dock and the exhibit hall areas (including docks and service corridors). The directive is required for everyone 12 years and older.
- Answer a short screening questionnaire each day before entering the Convention Centre (main entrance, loading dock area, or security desk at the employee entrance).
- Wash your hands at the handwashing stations set up throughout the Centre (strongly recommended).
- Disinfect hands with an alcohol-based gel. Disinfection stations are located throughout the Centre (strongly recommended).
- Avoid all direct contact when greeting someone, such as handshaking. Opt for alternative means when greeting people.
- As much as possible, maintain a distance of at least 2 metres (approximately 6 feet) with other people (unless living in the same household).

IMPORTANT: These health and safety measures also apply to the **exhibit service contractor, carrier, customs broker, and/or any other supplier** that exhibitors will have partnered with for services to install, dismantle, deliver, or pick up exhibit material.



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.

For general show questions, please send an email to 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:	Francis Tremblay Marc Fabritzi Valérie Proulx

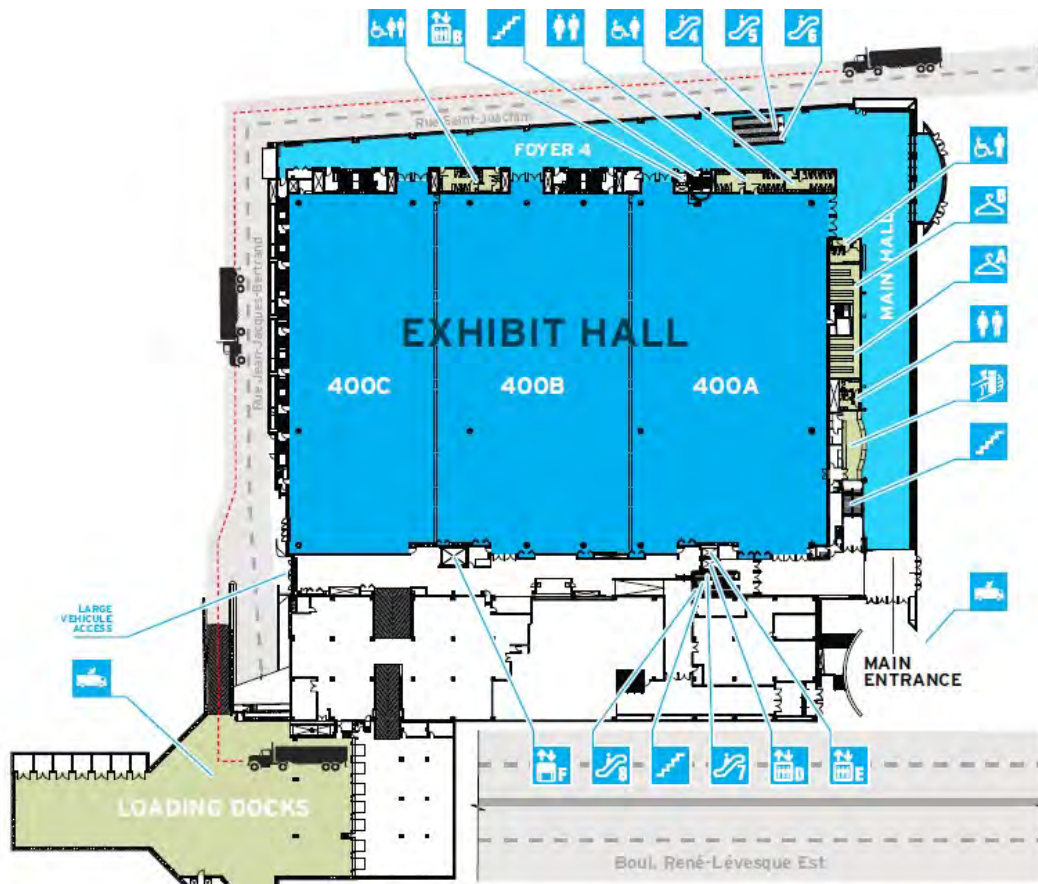
Venue Information

Quebec City Comiccon takes place at the Centre des congrès de Québec.

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

Merchandise will not be accepted at the centre’s entrances and MUST be delivered to the loading docks.

The exhibition hall will be in room 400 A&B, on the 4th 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 City Comiccon.
- Respect the exhibitor's code of conduct.
- Always be courteous, friendly, and cooperative.
- Respect the property of the Centre des congrès de Québec 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 Centre des congrès de Québec's 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. They also accept that the behavior of such individuals is their responsibility and as such, infraction 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 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 Inc., the Centre des congrès de Québec, 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, Sharknado, 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 Inc. 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 Inc.

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
- 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.

Exhibitor space

Each exhibitor booth is an 8' by 8' space and comes with:

- One (1) 8' table that is 30" high by either 24" wide or 30" wide
- 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, or contact cliff@comicconquebec.com (CC: stef@comicconquebec.com)

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 with the details of the booth.

Electricity, material handling, storage, 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. Please note that exhibitor services should be copied on these requests to keep us informed.

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. Extra badges are \$10 each plus tax. 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 company.

Terms and Conditions

- We reserve the right to limit spaces.
- Payment for exhibitor spaces are non-refundable.
- It is strictly forbidden to sublet booths without the written consent of exhibitor services. Any space sublet without prior, written consent will not be permitted to set up. There will be no refund for the space and may result in a ban from all of our events..
- 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 9	10:30 a.m. to 6:00 p.m.
Sunday, October 10	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. We will not open more than 15 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 Centre des congrès de Québec 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 always disconnected 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 Jean-Jacques-Bertrand door (west end of service corridor) 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 9	6:00 p.m.
Sunday, October 10	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 always required to maintain the cleanliness of their booth 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 Centre des congrès de Québec 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 as well as during move-in and move-out periods. This includes roller blades, wheeled shoes, skateboards, scooters, bicycles, hover boards, etc. Exempt from this rule are wheelchairs (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 Quebec City (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.

For more information, see Appendix 2.

Smoking

All smoking and the use of e-cigarettes are prohibited within the Centre des congrès de Québec.

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.

For more information, see Appendix 2.

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 Centre des congrès de Québec **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 Centre des congrès de Québec requirements when emergency services are dispatched.

First Aid

The Centre des congrès de Québec 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 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 Centre des congrès de Québec 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 Centre des congrès de Québec: Echo Tape CL-W6033, VI-N6120, or equivalent as well as Echo Tape DC-W188F Double-Sided Tape. 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 does not 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 and in the sponsor/corporate area. 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 does not 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.

If you would like to promote exclusives at our event, please contact Oscar Yazedjian at 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 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) and obtain 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.

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 weekdays (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.

The convention centre however give out vouchers to help exhibitors. These vouchers will be available with exhibitor services. The vouchers give a flat rate for the parking lots which reduces your fee per day.

Heavy Vehicles

Free parking within Convention Center proximity for a heavy vehicle can be requested 72 hours prior via email by contacting:

Nathalie Loiselle

Exhibitor Services Manager
Québec City Convention Centre
418-649-7711, Ext. 4384
nloiselle@convention.qc.ca

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 Centre des congrès de Québec will automatically 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 Centre des congrès de Québec manages storage spaces near the exhibition hall. The storage during the event is mandatory and must be confirmed by each exhibitor by completing the material handling order form or at the service counter during set-up. Pricing 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 booth.

- The service includes free labels for identifying empty containers and available at the mobile service booth. Please write the booth number in large print.
- 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.

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 Centre des congrès de Québec 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.

Vincent Carreau
 Operations director
vcarreau@convention.qc.ca
 418-649-7711 Ext: 4618

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.

Cleaning of the Hall

The exhibition hall will be cleaned every night (except inside booths, which is the exhibitor's responsibility; see online order form) 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	9:30AM to 10:00AM
Setup	3:00PM to 9:00PM	7:30AM to 10:00AM	-
Restock AM	-	-	9:30AM 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 exhibitor services.



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 serve 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 exhibitors 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.

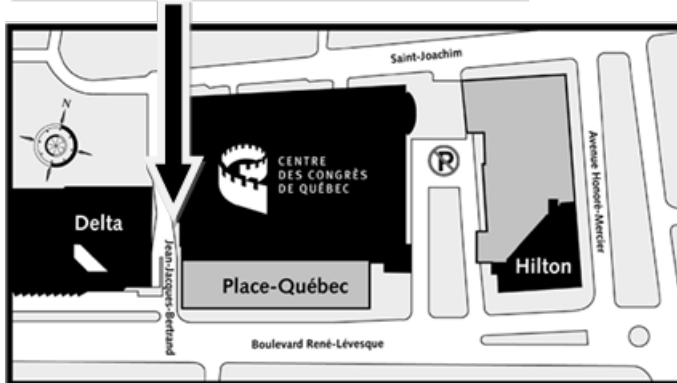
Deliveries and Shipments

If you need to ship your merchandise to the Centre des congrès de Québec, 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 a representative from the booth must be present to unload, otherwise 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 convention centre.

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

Level 4 Loading Dock
 855, rue Jean-Jacques-Bertrand
 Québec QC G1R 5V3



The Centre des congrès de Québec will accept material only as of Friday, October 8, 2021. **Storage charges will apply** for any exhibitor's material received before that date.

Directions to the Centre des congrès de Québec 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 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 free of charge 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.

Badge pickup on Friday	3:00 p.m. to 9:00 p.m.
Badge pickup on Saturday	7:30 a.m. to 10:00 a.m.

The Badges are 1 badge per day, per person. A Person must have their badge on their person in a visible manner to enter the hall on any given day.

Please note that 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 contact exhibitor services about purchasing a replacement.

Please note that neither Quebec City Comiccon nor the Centre des congrès de Québec is responsible for getting 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, 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 Centre des congrès de Québec staff 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 material 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 10, in morning.

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.
- 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.

Early Registration for 2022

Exhibitor services will be accepting early registration for the 2022 Quebec City Comiccon. The forms for this can be obtained at the exhibitor services office **on Sunday, October 10**. We will accept forms on a 'first come, first served' basis for spaces. Booth spaces and corners are subject to availability and run out very quickly. It is recommended to register early and not wait until after the event to apply for next year. Please note that a deposit will be required when we accept your registration.

Specific Inquiries

For questions about the exhibition hall please contact Stef Tite at expo@comicconquebec.com.

For general show questions, please send an email to info@comicconquebec.com.

Frequently Asked Questions

Q: I will not 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.

Q: Does the Centre des congrès de Québec 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 Centre des congrès de Québec 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 exhibitor services and they will be able to schedule a time with you.

Q: Can I get food delivered to my table?

A: No. Please contact the exclusive QCCC exclusive caterer: Vincent Carreau, Capital HRS, 418-649-7711 #4618 or 1-888-679-4000.

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

A: Please see exhibitor services for assistance and to purchase a replacement badge.

Q: Is parking at the Centre des congrès de Québec 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 Centre des congrès de Québec. 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.

Tips and Hints

- Make sure to bring enough petty cash/change for the weekend.
- Four-wheel carts will be available from the QCC free of charge. You can 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 are attending the show and setting up shop.
- Be sure to have someone attending your booth at all times.
- Take valuables with you when you leave the event at night.
- The storage of empty boxes/crates/pallets are not allowed in the show room.
- Enjoy the convention! Have fun!

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.

Exhibitor 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

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 Convention Centre **offers a 20% discount** to exhibitors who order their services by the deadline, which is **Friday, September 24, 2021 before 4:00 p.m.**
 - A mobile service booth is available onsite for last-minute requests. At this point, **regular prices** will apply and some services may not be available.

Here are the services provided by the Québec City Convention Centre (all exclusive except booth cleaning):

- Hanging
- Electricity
- Material handling and storage

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. 4066 or 1 888 679-4000

services@convention.qc.ca

Internet + Audio Visual Equipment & Services

Courtesy of Videotron Business Solutions, wall-to-wall WI-FI is free at all times throughout the Centre des congrès de Québec. Always stay connected 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 computer & audiovisual equipment and services rental official supplier at the Centre des congrès de Québec is:

Encore Canada

Philippe Dupont
Encore Canada
T: +1-418-649-5226
M: +1-418-520-8807
E: Philippe.Dupont@encoreglobal.com

Order forms [available](#)

Furniture & Booth Decoration

Dominic Guay
Décor Experts Expo Inc.
Email: dominic.guay@dee-expo.com
T: 450-646-2251
F: 450-444-2348
W: <http://www.decorexpertsexpo.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
Operations Coordinator



Tel: 514.482.8886 ext. 7
Fax: 888.629.9008
Mobile: 514.709.0739
Email: JeffL@ConsultExpoinc.com
www.consultexpoinc.com

Appendix 1

Direct Shipping Label Example

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

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: <ul style="list-style-type: none"> • 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 exhibitor services. 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 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 use the order form to make your request.

Stickers

Stickers of any kind are strictly prohibited at the convention centre.