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IMPORTANT CONTACT INFORMATION

Exhibition Hall
General Inquiries

expo@comicconquebec.com
info@comicconquebec.com

EXHIBITORS PAGE

<https://www.comicconquebec.com/en/exhibitors/>

SHOW LOCATION

Centre des congrès de Québec
1000 René-Lévesque Blvd East
Québec City, QC
G1R 5T8

CUSTOMS BROKERAGE & CARRIER

Consult Expo
Jeff Labbé
514-482-8886 ext. 7
jeff@consultexpoinc.com
www.consultexpoinc.com/forms

EXHIBITOR SERVICES: CLEANING, BANNERS, ELECTRICITY, ETC.

Québec City Convention Centre
Exhibitor Services
418 649-7711, Ext. 0 or 1 888 679-4000
services@convention.qc.ca
<https://www.convention.qc.ca/en/exhibitors/order-forms/>

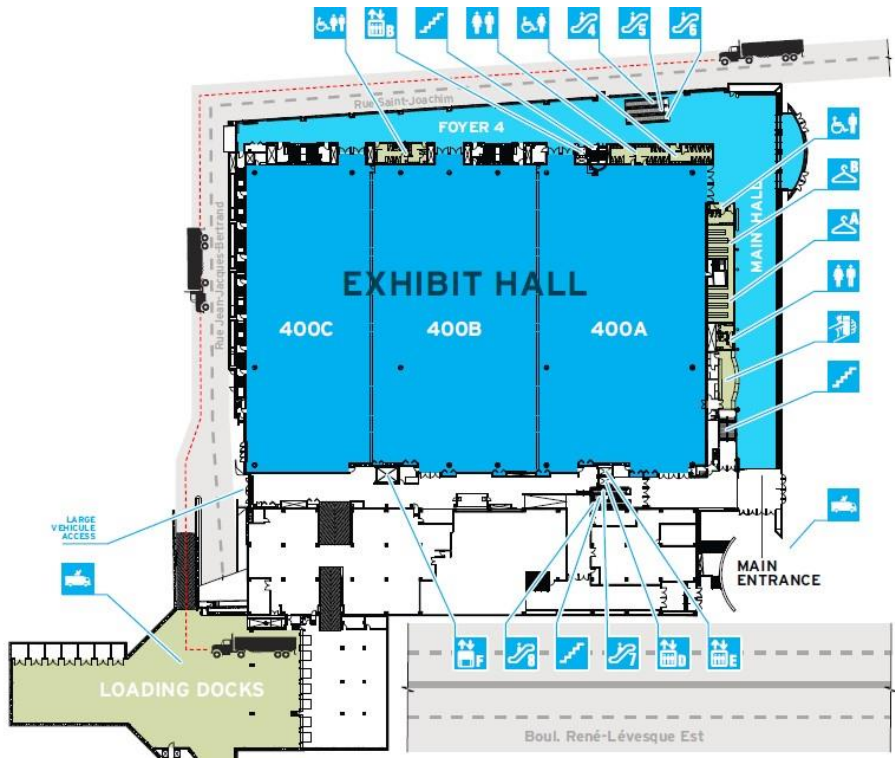
SHOW DECORATION

expo@comicconquebec.com

EXHIBITION HALL SHOW HOURS

	FRIDAY	SATURDAY	SUNDAY
Dock availability	1:00PM-8:30PM	8:00AM-10:30AM	10:00AM to 11:00AM 5:00PM to 10:00PM
Setup	1:00PM to 9:00PM	8:00AM to 10:30AM	-
Restock AM	-	-	10:00AM to 11:00AM
Show hours	-	11:00AM to 6:00PM	11:00AM to 5:00PM
Restock PM	-	6:00PM to 6:30PM	-
Teardown	-	-	5:00PM to 10:00PM

VENUE INFORMATION



LOADING DOCKS (level 4)
 855 Jean-Jacques Bertrand Street
 Québec, QC
 G1R 5V3

Trucks and semi-trailers cannot exceed 53 feet (16.15 m) in length and 13 feet, 6 inches (4.11 m) in height. Please have all material delivered or picked up exclusively at the loading dock. Do not use

Centre entrances. Parking in the loading dock area is not tolerated during the unloading and loading process. Parked vehicles could be towed away at the owner's expense.

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

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

To obtain items that are not included with the space, please refer to our supplier's section for more information.

MOVE-IN PROCEDURE

MOVE-IN HOURS

FRIDAY	1:00PM to 9:00PM
SATURDAY	8:00AM to 10:30AM

DELIVERIES AND SHIPMENTS

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 example of shipment label, Appendix A*). All shipments must be made during the hours and days that setup is scheduled. **We do not accept shipments for exhibitors.**

NOTE: Exhibitors who ship material to the Québec City Convention Centre agree that their material be handled by Convention Centre staff without further notice and that a **handling fee will be charged, and payable onsite.**

The Québec City Convention Centre will accept material deliveries from Thursday February 8th, 2024 during business hours. A preshow storage fee may apply for exhibit material delivered before this date. Please have all material delivered or picked up exclusively at the loading dock. Do not use front

entrances of the Centre des congrès.

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.

CUSTOMS BROKERAGE AND CARRIER

If an exhibitor needs to import merchandise from outside Canada, ConsultExpo offers both transportation and customs services:

Jeff Labbé

Tel: 514-482-8886 ext. 7

Fax: 888-629-9008

Cell: 514-709-0739

Email: jeffl@consultexpoinc.com

Website: www.consultexpoinc.com/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.

CHECK-IN

The exhibitor services desk situated next to the loading docks. Bracelets will be distributed in place of badges for this event. Extra bracelets can be requested during check-in.

DOLLIES, HAND CARTS & PALLET JACKS

Exhibitors are encouraged to bring their own equipment. There are 4-wheel dollies available in the convention centre, but they are in limited number, and we will function on a “first come, first serve” basis.

For security and exclusivity reasons and 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.

VEHICLES INSIDE THE CONVENTION CENTRE

Any vehicle or equipment inside the 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.

A set-up time must be scheduled with Comiccon exhibitor services 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 Centre the exhibition hall team from the dock to their space and then to the exit. Due to the volume of traffic in the hall and on the docks and to avoid any damage, vehicles should not expect to leave before 8:00 p.m. on Sunday.

CHILDREN INSIDE THE EXHIBITION HALL DURING EXHIBITOR HOURS

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.

MATERIAL HANDLING AND MANDATORY STORAGE

Exhibitors who ship material to the Québec City Convention Centre agree that their material be handled by Convention Centre staff without further notice and that a **handling fee will be charged, and payable onsite.**

A material handling fee applies for moving **empty** containers from booth to the storage area and for their return at the end of the exhibition, **even for exhibitors who deliver and pick up their own material.**

Storage of empty containers during the event is mandatory. All exhibitors are required to fill out a [Handling and Storage Order Form](#), available on the Convention Centre website or at the Centre mobile service booth during the move-in period.

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

For safety reasons, exhibitors may not store their empty containers themselves. Municipal fire safety regulations also prohibit storage of empty cardboard boxes or packing crates in or behind booths.

Exhibitors who prefer not to pay for the storage of their empty containers at the Convention Centre are responsible for removing and storing them off site and bringing them back during teardown. The Québec City Convention Centre has exclusive handling rights at all loading docks and in all exhibit halls. Forklifts and electric or manual pallet trucks cannot be brought in from outside the Convention Centre. For all onsite handling enquiries, see the dock master or contact the Exhibitor Services Manager.

PARKING

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.

BOOTH REGULATIONS

GENERAL

During the event, all tables and aisles are to remain clear of boxes, debris, and displays.

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 adhesive tapes are permitted to be used in the Convention Centre and can be purchased on site:

- For walls: 3M no. 7225 Wall-Mounting Tabs
- For floors: Echo Tape CL-W6033, VI-N6120, or equivalent
Echo Tape DC-W188F Double-Sided Tape
- For brick walls: 3M no. 7225 Wall-Mounting Tabs

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. The Comiccon staff can ask for the booth rigging to be made stronger if they feel the booth is unsafe. Unsafe rigging and/or signage will be removed.

Strongly scented items are prohibited, whether in sale or on displays, including bath salts, potpourri, incense, candles, air fresheners, etc. Scented items must be wrapped.

Exhibitors are required to conform to the Convention Centre's fire safety regulations. Please consult the [Security Measures and Fire Prevention](#) available on the Convention Centre website.

HEIGHT & 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.

Booths' height must not exceed the 8' pole and drape. Exceptions may be made on a case-by-case basis, and 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 the 8' pole and drape.

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 the 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 Major Comics 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 licencing laws. Violation will result in removal from the event without refund and possible ban from future events. Any exhibitor caught selling such items may be subject to prosecution.

Please note the sale of AI produced art is strictly prohibited.

FIRE REGULATION

Booths must meet City of Quebec City fire code and are subject to inspection by the City of Quebec City fire marshal. 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, it is prohibited to use 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 AND CANNABIS

All smoking and the use of E-cigarettes are prohibited within the Centre des congrès de Québec. It is also forbidden to consume Cannabis.

Exhibitors desiring to smoke must go outside the building.

MEDICAL EMERGENCIES

Exhibitors are required to report all accidents and injuries to exhibitor services as soon as possible.

If medical services are required and it is not possible to go to the exhibitor services office, exhibitors will need to find a Comiccon staff member to call for assistance. Exhibitor services will dispatch the

Quebec City Comiccon medical team to the location of the emergency. This medical team is equipped to manage all types of medical emergencies.

The Quebec City Comiccon medical team will assess the situation and call 911, if required. Exhibitors should NOT call 9-1-1 on their own due to building requirements when emergency services are dispatched.

CLEANLINESS

Exhibitors are required to maintain the cleanliness of their booth AT ALL TIMES during the show and during tear-down.

The exhibition hall aisles will be cleaned every night after the hall has closed for the evening. Any unidentified empty boxes that are left in the aisles (even during setup) will be cleaned up and recycled by the Centre staff. A booth cleaning service is available through the Centre des congrès de Québec.

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

ADULT (18+) MERCHANDISE

Exhibitors CANNOT 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 openly.

DRONES

The operations of drones at the Quebec City Comiccon are strictly forbidden. Exhibitors caught flying a drone during the event will be asked to put the drone away. If the exhibitor persists, the drone will be removed from the event and may result in the exhibitor also being removed.

If exhibitors sell drones, 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.

WEAPONS POLICY

If an exhibitor intends to display and sell weapons, armor, or props at the convention, they must receive approval from Comiccon exhibitor services. 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.

Exhibitors must sign an agreement and respect all convention policies, guidelines, and all Canadian laws **prior** to the event.

Any exhibitor selling weapons without a signed agreement, or a sign not 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.

FOOD SERVICES

The sale, distribution and personal consumption of all food and beverage items and related service in the Centre des congrès are **exclusive** to Maestro Culinaire.

Any exhibitor promoting, distributing, or selling food or beverage is forbidden by the exclusivity agreement between the caterer and the convention centre. Authorization from the caterer is needed **prior** to the event:

Audrey Théberge
Maestro Culinaire
atheberge@convention.qc.ca

Please send approvals to expo@comicconquebec.com.

Any exhibitor found to be selling food and beverages without the approval of the venue and the sign 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.

SERVICE PROVIDERS

TEMPORARY ELECTRICAL POWER, BANNER HANGING, PLUMBING, BOOTH CLEANING, MATERIAL HANDLING & STORAGE, SECURITY SERVICES, AND PHONE SERVICES

These services are provided directly by the Centre des congrès. You can purchase these services by visiting their website:

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

Take advantage of early booking price by ordering online before January 26th, 2024, by 4PM

Questions regarding these services and the online portal should be directed to:

Exhibitor Services
418 649-7711, Ext. 0 or 1 888 679-4000
services@convention.qc.ca

**Please note there is free Wi-Fi available throughout the Centre des congrès de Québec.*

FURNITURE AND SHOW DECORATION

If you require additional tables, chairs, carpeting, or other types of furniture which are not provided by the convention, please contact:

expo@comicconquebec.com

MOVE-OUT PROCEDURE

If an exhibitor doesn't need dock space and can carry their merchandise by hand, we recommend using the front entrance and walk to where their vehicle is parked.

PLEASE NOTE:

- Parking is not allowed on Promenade Desjardins nor in front of the Centre's main entrance.
- No 4-wheel dolly nor pallet jack are allowed at the Centre's entrances.

The tear-down of booths in the exhibition hall cannot start before 5:00 p.m. on Sunday.

If an emergency arises that requires an exhibitor to tear down their booth before the scheduled teardown time, they must seek approval from Comiccon's exhibition hall director and, if approved, special instructions.

If exhibitors decide to keep extra merchandise or boxes in their vehicles, they must report to exhibitor services to schedule dock time.

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, Consult Expo, 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.
5. **Please note:**
6. Convention Centre staff are not authorized to call carriers on exhibitors' behalf.
7. 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.

OBLIGATIONS AND RESTRICTIONS

The following obligations and restrictions apply to exhibitors and exhibit contractor staff, from setup to teardown.

Obligations

Insurance

Exhibitors must have their own liability insurance (\$2,000,000 minimum). The Québec City Convention Centre and its representatives are not liable for any bodily harm or material damage to products, booths, equipment, or decorations due to fire, water, or theft, in the rental space or while transiting inside the building, whatever the cause.

Recycling and Waste Management

Exhibitors are required to make use of the abundance of equipment provided on site to facilitate the recycling of paper, cardboard, glass, plastics for the duration of the event including set-up and tear down. Additional waste management methods could be provided beyond the aforementioned listed.

Waste and recycling bins are to be placed in the aisle in front of booth every night after the exhibition closes. These will be emptied by Convention Centre staff at no charge. All bins left inside booths will not be emptied.

Restrictions

Common Areas

At no time may exhibitors obstruct hallways, elevators, escalators, entrances, exhibit halls, video monitors, emergency exits, or other rooms.

Pets and Other Animals

The presence of animals must be approved by the Convention Centre prior and before being allowed in the building. Only service dogs are welcome and unrestricted.

Cooking Appliances

Exhibitors are required to conform to the Convention Centre's fire safety regulations. Please consult the [Security Measures and Fire Prevention](#) available on the Convention Centre website.

Stickers

All use of self adhesive materials must receive prior approval by the Convention Centre.

Balloons and Confetti

Use of helium filled balloons must be approved in advance by the Event Coordinator. Exhibitors will be charged recovery fees for all balloons requiring recovery from the ceiling after the exhibition. Confetti and glitter usage is prohibited in the Convention Centre.

Use of Alcohol during Setup and Teardown

In an effort to reduce the risk of accidents, alcoholic beverages are strictly prohibited during move-in and move-out, unless an exceptional agreement has been contracted with the Convention Centre.

Noise Restrictions

All equipment subject to producing noise and/or odors susceptible of disturbing exhibitors or visitors must be silenced. Sound levels may not exceed 70 decibels measured at four feet from the source. The Convention Centre reserves the right to be the only judge in the matter.

Adhesive Tape

Only the following adhesive tapes are permitted to be used in the Convention Centre and can be purchased on site :

For walls: 3M no. 7225 Wall-Mounting Tabs

For floors: Echo Tape CL-W6033, VI-N6120, or equivalent
Echo Tape DC-W188F Double-Sided Tape

For brick walls: 3M no. 7225 Wall-Mounting Tabs

Security

The Convention Centre provides round-the-clock building security. However, security will not be responsible for exhibitor property within rented spaces. Exhibitors who wish to hire additional security for their booths will need to see the Exhibitor Services Manager.

Motor vehicles

Exhibitors are required to conform to the Convention Centre's fire safety regulations. Please consult the [Security Measures and Fire Prevention](#) available on the Convention Centre website.

APPENDIX A

Sample Label

Sender's name
Address

Telephone #
Fax #
Number of boxes
Carrier
Customs broker's name and
Telephone #

EXHIBITOR: _____

C/O Québec City Comiccon
Booth(s) number: _____

Quebec City Convention Centre
Loading Dock (Level 4)
855 Rue Jean-Jacques Bertrand
Québec City, QC
G1R 5V3