



EXHIBITOR GUIDE & Handbook

Welcome to the 2022 Annual Conference and Trade Show.

This Handbook provides information you will need to make your arrangements for the show.

Event Registration can be found on the CPA Website. Direct your registration questions to Teresa Buckley, teresa@canadianparking.ca

All other links to service information are contained in this Handbook.

Health & Safety

Please self-check prior to entering any of the conference events. If you are feeling ill, avoid close contact with others, or isolate yourself until any symptoms of illness pass.

You are invited

Full Exhibit Registration includes tickets for the Sunday Opening Reception & Keynote, Monday's Award's Luncheon and Tuesday's Closing event. Tickets are available to purchase for guests for each event as quantities last. Please join to network and enjoy the full conference experience

Balances Due

Outstanding balances on account are now due.

- All exhibit staff requirements must by now have been identified and names provided. For registrations received after September 24, full rates will apply (\$545 for members, \$875 for non-members). Note: membership status is based on the individual, not the company.
- Day passes and trade show passes **may not** be used by exhibit staff. **Full exhibitor fees will be assessed.**
- Exhibitors with balances due will not be admitted to the conference until outstanding balances are paid in full. On-site purchases must be made and paid online.

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Exhibitor Guide

Official exhibition name: Canadian Parking Association, Annual Conference & Trade Show

Room number: 2000ABC

Trade Show dates and times:

Day	Date	Time	
Monday	October 17, 2022	from 08:00	to 10:00
		from 13:00	to 17:30
Tuesday	October 18, 2022	from 09:45	to 13:45

MOVE-IN

Day	Date	Time	
Sunday	October 16, 2022	from 08:00	to 16:00

MOVE-OUT

Day	Date	Time	
Tuesday	October 18, 2022	from 14:00	to 18:00

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

REGISTRATION

All exhibitors and move-in staff must be pre-registered, checked in and wearing name badges prior to Move-in. **Pre-registered Exhibitor must pick up their name badges in the foyer of the QCCC on SUNDAY ONLY.** All non-registered staff must register at the Hilton Quebec, Grand Place foyer.

Registration Hours:

Day	Date	Time	
Sunday QCCC - Hall 2000	October 16, 2022	from 07:30	to 12:00
Hilton Grand Place		from 09:00	to 17:00
Monday Hilton Grand Place	October 17, 2022	from 07:30	to 17:00
QCCC Hall 2000		from 13:00	to 17:00
Tuesday Hilton Grand Place	October 18, 2022	from 07:30	to 17:00
QCCC Hall 2000		from 09:00	to 13:00

BEST PRACTICES

The Québec City Convention Centre is committed to your success as an exhibitor. Check out the [Best Practices](#) on the Convention Centre website.

LOADING DOCK

[Click here](#) for a map and pictures of the exact location.

Trucks and semi-trailers cannot exceed **48 feet** (14.63 m) **in length** and **13 feet** (3.96 m) **in height**.

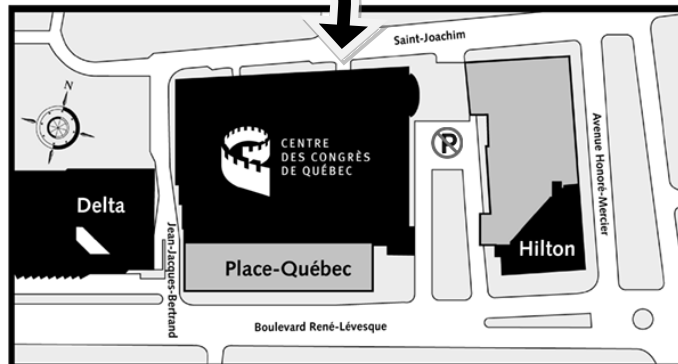
NOTE:

The Québec City Convention Centre will accept material deliveries on **Friday October 14th, 2022**.

- **A preshow storage fee may apply** for exhibit material delivered before the agreed date.
- Please have all material delivered or picked up exclusively at the loading dock. Do not use Centre entrances.
- Parking in the loading dock area is not tolerated during the unloading and loading process.

Parked vehicles could be towed away at the owner's expense.

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



Access to Heavy Vehicles and Industrial Equipment for Exhibit Demonstrations

A large door at the west end of the service corridor on Level 4 that opens onto Jean-Jacques-Bertrand Street. It is **22 feet** (6.70 m) **wide** by **15 feet** (4.57 m) **high**. If you need to use this door, please contact:

Nathalie Loiselle

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

PARKING

Cars

The Convention Centre is located near several underground parkades: Place Québec (off Saint-Joachim Street), Complex Marie-Guyart, Place Haute-Ville under the Delta Hotel, and Stationnement D'Youville (off Place D'Youville). All parking areas are connected to the Convention Centre by indoor walkways and are open 24 hours, 7 days a week.

During 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.

Heavy Vehicles

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

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

QUÉBEC CITY CONVENTION CENTRE SERVICES

To order booth services the exhibitor must:

1. Go to the [Order Forms](#) page of the Convention Centre website.
 2. Select the event.
 3. Follow the steps. You can do everything online!
- The Centre **offers a 20% discount** to exhibitors who order their services by the deadline, which is **October 5th, 2022 no later than 16:00**.
 - 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.

Services provided by the Québec City Convention Centre

All exclusive except booth cleaning:

- Hanging
- Booth cleaning

Also available only upon request: electricity other than 120 V 15 A, temporary staffing, security, telephony, and related services.

For more information, please contact:
Exhibitor Services
418 649-7711, Ext. 0 or 1 888 679-4000
services@convention.qc.ca

MATERIAL HANDLING AND MANDATORY STORAGE

NOTE: Exhibitors who ship material to the Québec City Convention Centre prior to October 14th agree that QCCC will handle their material by Convention Centre staff without further notice and that a **handling fee will be charged and payable onsite.**

GES is the official exhibit service contractor, including material handling and mandatory storage supplier. Information and order forms can be found on the CPA website at [CPA Exhibitor Information & Registration](#). Note the dates and deadlines required by GES and CPA on this page.

“Material handling” refers to the following:

1. Unloading material at a loading dock upon delivery
2. Moving material from the loading dock to the booth
3. Moving empty shipping containers from the booth to the storage area
4. Moving empty shipping containers from the storage area back to the booth
5. Moving material from the booth to the loading dock
6. Loading material at the loading dock upon pickup

Important:

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

OFFICIAL CARRIER AND CUSTOMS BROKER

OFFICIAL CARRIER AND CUSTOMS BROKER

ConsultExpo
(Customs, Shipping, Taxes)

Diane Labbé Deegan
Director of Sales and Marketing
Telephone: 514 482-8886, Ext. 2
dianel@consultexpoinc.com

NOTE:

- Any material not removed by the exhibitor's carrier by the move-out deadline will become forced freight and removed without notice by the official event carrier ConsultExpo.
- Exhibitors who use courier services (e.g., FedEx, UPS, Purolator) must pay all customs fees and taxes in advance. The Québec City Convention Centre does not accept COD shipments. Courier services occasionally fail to specify that an item is being sent COD, in which case the Convention Centre may be billed some 30 to 90 days after the event has ended. If that happens, **the exhibitor will be re-invoiced** by the Centre with additional administration fees.
- Whether or not exhibitors use the event official carrier and customs broker, it is important that they give their carrier clear instructions about who is responsible for clearing material through customs when they arrive in Canada. Missing or incorrect information may lead to delays for which the Convention Centre has no control over.

MOVE-OUT PROCEDURE

Exhibitors handling their own teardown and using their own vehicles must wait for Centre staff to bring their empty containers to the booth.

1. Pack their material.
2. 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.
3. 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.
4. Leave their material at the dock while they get their vehicle.
5. 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.
6. Park their vehicle in position and load their material as quickly as possible.

RETURN SHIPPING

Material will not be returned automatically. The process 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.
- Convention Centre staff are not authorized to call carriers on exhibitors' behalf.

- Shipments leaving Canada require a commercial invoice in three copies, produced by the exhibitor and attached to the bill of lading. Carriers will not pick up packages without these completed forms.

DESCRIPTION OF EXHIBIT SPACE

Each booth space includes: Pipe and drape; electrical outlets (must be pre-ordered through the CPA registration form).

Each booth space does not include: Furniture, accessories, material handling and mandatory storage of empty containers, etc. All rentals of this nature must be ordered through [GES Show Services](#).

Official Exhibit Service Contractor

GES is the official exhibit service contractor, including material handling and mandatory storage supplier. Information and order forms can be found on the CPA website at [CPA Exhibitor Information & Registration](#). Note the dates and deadlines required by GES and CPA on this page.

GES Canada

Nazli Rahman

Telephone: 514-861-8659

www.ges.com/ca

nrhaman@ges.com

Other available services from GES Show Services:

- Custom booth rental
- Furniture, accessory, and plant rental
- Poster and banner production
- Installation and dismantling labour

FOOD AND BEVERAGE SERVICES

Capital HRS inc. has *exclusivity* rights for provisioning food and beverages inside the Québec City Convention Centre walls.

All outside alcoholic beverages including those for personal use are forbidden by virtue of the most current and valid liquor permit issued by government instances.

All sales or distribution of food samples at a booth require advance authorization from Capital HRS inc. prior to the event.

Capital HRS

Audrey Théberge

Telephone: 418 649-7711, Ext. 4613

vcarreau@convention.qc.ca

INTERNET, AUDIOVISUAL, AND IT EQUIPMENT RENTAL SERVICES

Encore is the Québec City Convention Centre's :

- *Exclusive* Internet service supplier
- *Official* audiovisual services and IT equipment rental supplier

If you have pre-ordered your Internet Services through the CPA, you do not need to order through Encore. Only order these items from Encore if you require additional Internet services not identified on your CPA registration form.

Complimentary, wall-to-wall Wi-Fi throughout the facility with 15 Mbps connection and unlimited data transfer.

Encore

Event Technology / Audio Visual

exhibitors-QCCC-ca@encoreglobal.com

OBLIGATIONS AND RESTRICTIONS

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

Obligations

Insurance

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

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

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

Restrictions

- 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** 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.
- Children** For safety reasons, children should not be allowed in loading dock area or in the exhibit hall while move-in and move-out are taking place.
- Fire** 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.
- 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.
- Smoking and Vaping** The Convention Centre offers the public a smoke-free environment. Quebec's *Tobacco Act* passed on May 31, 2006, bans without exception, all smoking within the Convention Centre walls including the loading zones. Smoking is also prohibited within 9 metres of any door.
- 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.

**LABEL FOR SHIPPING EXHIBIT MATERIAL TO OFFICIAL CARRIER
ADVANCE WAREHOUSE**

**From
Address
Phone number
Number of packages
Carrier and customs broker**

BUSINESS NAME: _____

**BOOTH NUMBER: _____
EVENT NAME: CPA / ACS 2022**

**GES c/o TRANSKID
1800, RUE LÉON-HARMEL
QUÉBEC, QC G1N 4R9
CANADA**

**LABEL FOR SHIPPING EXHIBIT MATERIAL DIRECTLY TO THE QUÉBEC
CITY CONVENTION CENTRE**

**From
Address
Phone number
Number of packages
Carrier and customs broker**

BUSINESS NAME: _____

**BOOTH NUMBER: _____
EVENT NAME: CPA / ACS 2022**

**QUÉBEC CITY CONVENTION CENTRE
LEVEL 1 LOADING DOCK
2000ABC
875 RUE SAINT-JOACHIM
QUÉBEC CITY, QC G1R 5V4**