

**CENTREXPO**  
 **COGECO**  
DRUMMONDVILLE



**FONDATION QUÉBÉCOISE  
DE LA MALADIE CŒLIAQUE**

ET AUTRES MALADIES INDUITES PAR LE GLUTEN

**TOUJOURS LÀ POUR VOUS !**

# EXHIBITOR'S GUIDE

FOCUS  
OF  
ATTENTION

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# EXHIBITOR'S MANUAL

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2017 FQMC Conference

Beginning and ending of the event : November 4, 2017

Schedule	Date	Arrival date	Date	Departure date
<b>Visitors</b>	4-11-2017	07 :30	4-11-2017	5 :00 PM
<b>Exhibitors</b>	4-11-2017	08 :00	4-11-2017	5 :00 PM

## Centrexpo Cogeco Drummondville

### Contact Information of the Business Place

550 Saint-Amant Street, Drummondville (Quebec) J2C 6Z3

Telephone: 819-477-5880

Fax: 819-477-5881

Website: [www.centrexpo.ca](http://www.centrexpo.ca) (For the moment, in french only)

### FQMC Contact information

FQMC

Edith Lalanne, executive manager

Jocelyne Sagala, assistant

**Cell. Phone on the day of the event: 514-424-6018 or 514-619-2945**

Email : [info@fqmc.org](mailto:info@fqmc.org)

### **Visitors' Entrance**

550 Saint-Amant Street, Drummondville (Quebec) J2C 6Z3

#### **Directions:**

- Take Highway 20
- When arriving in Drummondville, take Exit 177 towards Boulevard Saint-Joseph/QC-143 S
- **Coming from Montréal**, turn right on Boulevard St-Joseph. **Coming from Québec City**, turn left on Boulevard St-Joseph (go over the bridge)
- Turn left on Boulevard René-Lévesque
- Turn right on Boulevard des Pins
- **Take the 2<sup>nd</sup> entrance to get to the main parking lot**

### **Delivery, Address and Access Lane leading to the docking area**

550 Saint-Amant Street, Drummondville (Quebec) J2C 6Z3

#### **Directions:**

- Take Highway 20
- When arriving in Drummondville, take Exit 177 towards Boulevard Saint-Joseph/QC-143 S
- **Coming from Montréal**, turn right on boulevard St-Joseph. **Coming from Quebec City**, turn left on boulevard St-Joseph (go over the bridge)
- Turn left on Boulevard René-Lévesque
- Turn right on Boulevard des Pins
- **Take the 1<sup>st</sup> entrance to get to the docking area**

**NB:** Tractor-trailers must not be higher than 10ft and wider than 8ft. 6in.

Parking is not allowed at the docking area. Only unloading and loading activities are authorized and all offenders are liable to have their vehicle towed away.

Fragile material must be clearly identified on the box and on the Delivery Wording.

### **Business hours of the docking area**

November 3, 2017 : 6 :00 PM to 11 :00 PM

November 4, 2017 : 06 :30 AM to 8 :00 AM

November 4, 2017 : 5 :00 PM to 7 :00 PM

## Delivery Wording

Name of Shipper	
Address	
Phone	
Number of Boxes	
Carrier and phone number	
	Centrexpo Cogeco Drummondville
	550 Saint-Amant Street
	Drummondville (Quebec) J2C 6E3
	<b>Rear Entrance (docking area)</b>
	Name of exhibiting Company
	Stand Number
	Day of the event : _____
	Person Responsible and telephone number

**NB:** any material or pallet exceeding 1500 pounds must absolutely indicate the weight on the packing slip.

**IMPORTANT :** to avoid any damage that could be done by the transportation of your material, it is very important to note that IT IS STRICTLY FORBIDDEN TO USE THE FRONT DOORS OR THOSE LOCATED ON EACH SIDE OF THE MAIN HALL during the assembly or disassembly of your booth. Please use the designated doors located at the back of the building and exit by the docking area.

## Assembly and Disassembly

All exhibitors must respect the schedule for the assembly and disassembly of the stands as agreed. Exhibitors who would settle or deliver material without permission from the establishment outside the hours confirmed is liable to be denied access to the site and/or be billed for the storage.

### Time of assembly:

November 3, 2017 : 6 :00 PM to 11 :00 PM  
November 4, 2017 : 06 :30 AM to 8 :00 AM

**Time of disassembly:** November 4, 2017 from 5:00 PM to 7:00 PM

### Assembly

Exhibitors must make sure they have foreseen all required handling and ordered the necessary services, according to their needs. Please refer to the Handling and Storing section to know the regulations.

Exhibitors who ship material directly to Centrexpo Cogeco Drummondville using the services of a carrier, must ensure the carrier will deliver the material directly to the stand if manual cart are inadequate for handling. In case lifting appliances would be required, it is mandatory to order a handling service from the establishment so the material may be delivered to the

stand. At all time, exhibitors and carriers must respect the regulations related to handling. Please refer to the Handling and Storing Section for further information

All the material left at the docking area will be stored. Fees related to handling will be charged to the owner of the material unless an agreement is made between Centrexpo Cogeco Drummondville and the Promoter/Organizer.

*It is strictly forbidden to use duct tape to put up or to hold equipment. The only type of tape that will be tolerated on the concrete floor of Showrooms A, B or C is the "Exhibition Tape". A penalty of \$40/hour/resource will be billed to the exhibitor or the promoter if the Centrexpo Cogeco staff have to do the cleaning.*

### **Moving around during Assembly**

Exhibitors or their mandataries are asked to follow and respect the instructions given by the employees of Centrexpo Cogeco on site and to apply the regulations of the establishment when handling heavy or powered equipment.

### **Disassembly**

Exhibitors are responsible for disassembling their stand, packing their material and identifying their boxes correctly. Exhibitors are also required to plan the necessary handling for the shipping back of their material.

All the material not recuperated will be handled and shipped by Centrexpo Cogeco Drummondville official carrier. All costs incurred will be charged to the owner of the material.

## **Handling and Storing**

### **Shipping and Receiving**

The loading and unloading of merchandise, supplies, equipment, material, garbage or trash should only be done by using the doors, corridors and docks designated by the establishment.

### **Docking Area**

Four loading and unloading docks are planned in order to reduce the time of assembly / disassembly. These docks are accessible behind the building. For oversized material, two 16' X 18' doors have been planned and are accessible through Showroom C (by Boulevard des Pins). Opening hours will be determined according to the events taking place in the building.

### **Transportation of internal merchandise**

No transportation of merchandises will be tolerated during the opening hours of the exhibition.

### **Handling**

Décor Experts Expo is the exclusive handling services supplier. Request for information and order must be sent to: Denis Dion, 514 913-5198

Handling is an exclusive service. The establishment owns a forklift and a plafolift to execute the handling. Handling fees, if applicable, will be charged to the owner of the material unless

an agreement is made between Centrexpo Cogeco Drummondville and the organizer. If you wish to obtain this service, please order it from Centrexpo Cogeco Drummondville exclusive supplier.

If you wish to ensure the handling of your material yourself, manual carts will be available at the docking area (first-come, first-served).

**IMPORTANT:** Only the Centrexpo Cogeco employees may use a forklift or a powered lifting appliance. To use this service, please order it from Centrexpo Cogeco Drummondville supplier.

### **Storing**

Once the assembly is completed, exhibitors wishing to store some material must identify it and leave it in the aisle. We will automatically dispose of non identified material

The stored material will be returned to the exhibitor on a random basis according to the disassembly schedule planned by the organizer.

Empty boxes, bins and other containers must be piled up in a storing place specified by the people responsible for the exhibition. None of these containers will be tolerated beside, behind or inside the stands.

For safety purposes, only the Centrexpo Cogeco Drummondville employees have access to the storeroom.

## **Safety**

All kinds of safety, other than the general safety of the establishment, must be assumed by the applicant or the promoter.

Exhibitors agree that in no circumstances the establishment staff will assume the supervision of the material exhibited or any other goods the exhibitor, his staff or his agents may have left on the premises. The exhibitor will fully assume this responsibility, at all time and at his own expenses.

Exhibitors are therefore requested to obtain all necessary and adequate cover from their insurance broker.

### **First Aid**

The establishment has a first-aid room on the premises. The promoter may use it, according to availability, during the days he will occupy the premises, as planned.

## **Exclusive Services**

Exhibitors agree to respect the rights granted to various persons or companies concerning certain services offered exclusively within the establishment.

The following services are supplied exclusively by Centrexpo Cogeco Drummondville or by its exclusive subcontractors, concession holders and suppliers: food services, general safety



services, general maintenance services and cleaning services for exhibition booths, electrical services, plumbing services, telephony and wiring services, Internet services, adjustments of the integrated sound-reproducing systems of the Centrexpo Cogeco Drummondville, services for powered handling appliances as well as for the installation of banners or material fixed to the structure of the establishment.

#### **Order**

The establishment will supply, upon request and at the expenses of the exhibitor, exclusive services as ordered, according to availability. To know the services offered or to place an order, please write an e-mail to [info@centrexpo.ca](mailto:info@centrexpo.ca)

#### **Food Service Operator and Bar Services**

Centrexpo Cogeco Drummondville – 819 477-5880  
Contact the coordinator of your event

#### **Electricity ( for non-standard needs )**

Plav Audio - (819) 822-1716  
[ced@plavaudio.com](mailto:ced@plavaudio.com)

#### **Hanging**

Plav Audio - (819) 822-1716  
[ced@plavaudio.com](mailto:ced@plavaudio.com)

#### **Stand Maintenance**

Centrexpo Cogeco Drummondville – 819 477-5880

#### **Plumbing, Telecommunication, Internet and wiring**

Centrexpo Cogeco Drummondville – 819 477-5880

#### **Handling**

Décor Experts Expo: Denis Dion, 514 913-5198

## **Official Suppliers**

The following services are recommended by Centrexpo Cogeco Drummondville, as official suppliers:

#### **Decorator**

Décor Expert Expo  
Longueuil: (450) 646-2251  
Quebec: (418) 666-7133  
Toronto: (416) 241-8067

#### **Audiovisual**

Productions Star Flash  
1 888 864-7006

To place an order, please contact [info@centrexpo.ca](mailto:info@centrexpo.ca) and we will send you the appropriate form to fill, according to your needs.

## Meals

During the events, the Centrexpo Cogeco Drummondville opens a dining room available to the visitors, according to the schedule agreed with the organizer.

There are several restaurants nearby. The list of restaurants can be referred to on our website ([www.centrexpo.ca](http://www.centrexpo.ca)).

## Food services

The food services are exclusively offered by the Centrexpo Cogeco Drummondville food-service operator. The establishment will supply, upon request and at the expenses of the exhibitor, the products and services at the cost applicable at the moment of the order. To place an order, please contact directly the coordinator of your event.

## Accommodation / Lodging

An hotel will be connected to Centrexpo Cogeco Drummondville by a walkway. There are also several other hotels nearby. The list of hotels can be referred to on our website.

The FQMC has reached an agreement with the hotel Le Dauphin. A special price for members and exhibitors is available before October 3, 2017, mentioning the group "Fondation Québécoise de la maladie coeliaque".

## The Use of French

The promoter/organizer and his exhibitors agree to adhere to the provisions of the Charter of the French Language and of the Regulation respecting the language of commerce and business concerning the use of French and other languages for public notices, labelling of a product sold as well as all sales and promotional literature handed out to the public.

## Animals

Except for guide dogs on duty, no animals are allowed in the building or in the space rented without any prior written consent from Centrexpo Cogeco Drummondville, who may refuse access to animals at its sole discretion.

## Retail Selling

Subject to the mandatory provisions of municipal, provincial and federal laws and regulations in connection with the sale of goods, Centrexpo Cogeco Drummondville recognizes the right of the exhibitors to carry out retail sales on the premises. These sales must be previously authorized in writing by the organizer and Centrexpo Cogeco Drummondville. However, the

promoter/organizer or their exhibitors have the responsibility to obtain, at their own expenses, the necessary permits from the municipal authorities.

## Insurances

Exhibitors must have their own “Liability” insurances. The Centrexpo Cogeco Drummondville and FQMC are not responsible for injury or damage to products, booths, equipment or decorations, caused by fire, water and theft within the rented premises or during transitions within the building, whatever the cause.

The exhibitor must be covered by liability insurance providing a minimum coverage of one million dollars (\$ 1,000,000). The FQMC assumes no responsibility for loss, damage, injury caused or suffered by an exhibitor during his participation to the Exhibition. The exhibitor agrees that the insurance required will be in force. In addition, the exhibitor agrees to indemnify and hold FQMC harmless from any claim or action that may be brought against it by false representations that the exhibitor may have made with respect to its products or for the products themselves within the framework of its participation in the FQMC 2017 Conference.

## Cleaning and Maintenance of the Booths

When the premises are used for a fair or an exhibition, only the walking aisles and the dining areas are subject to a normal maintenance and cleaning.

The establishment will proceed to the cleaning of the booths, at the expenses of the exhibitor who requires it. The establishment will bill directly the exhibitors asking for the service. To order this service, please send an e-mail to [info@centrexpo.ca](mailto:info@centrexpo.ca) to receive the form to fill.

## Heavy Objects

All pallets exceeding 1500 pounds must absolutely indicate the weight of the content on the packing slip.

No objects weighting more than one hundred (100) pounds per ft<sup>2</sup> will be tolerated (unless a prior written approval was granted by the establishment indicating the designated places for such objects). The repair for any damage caused by the overload of the floor due to transportation, setting up, use, exhibition or removal of any material of the rented spaces will be at the expenses of the exhibitor.

Exhibitors will not be allowed to place exceptionally heavy objects weighting more than 1464 kilograms per m<sup>2</sup> (300 pounds per ft<sup>2</sup>) on the exhibition level and weighting more than 488 kilograms per m<sup>2</sup> (100 pounds per ft<sup>2</sup>) on the second level as well as on the tunnel level. Any damage caused by the non-compliance of these rules or during the assembly of the premises, installation, use, exhibition or the moving of any object will be repaired at the expenses of the exhibitor.

## Operation of Appliances and Equipments

If an appliance, equipment or another machine makes noise and/or emit an unpleasant smell that disturb exhibitors or guests, it will be necessary to stop the operation of these appliances immediately upon the very first verbal notice.

## Noise

Noise intensity must not exceed 70 decibels at a distance of 4 feet from the noise source.

## Regulations for Fire Prevention

The fire protection systems installed on the premises have been designed to protect against the inherent risks related to events. The goal for these regulations is to reduce the risks to a level that can be controlled by the systems. The rules are strictly applied by the Centrexpo Cogeco and are relevant to all events whether they are open or not to the public.

**Important:** The tenant as well as his exhibitors have to read and understand the rules related to fire prevention which will be sent in a separate document, if applicable.

## Prohibited Materials

Gasoline, acetylene, explosives or any other flammable material are prohibited everywhere in the building and in the rented spaces. Products or material contrary to the rules of the Service de sécurité incendie (fire prevention) of the City of Drummondville or any other relevant governmental authority cannot be exhibited nor brought in the building or in the rented spaces. The tenant will not bring in nor allow in the building or in the rented spaces any material, substance or object that could cause physical injury or represent a threat for life. No flammable material such as fabric, silk paper, embossed paper, etc. can be used to decorate or for publicity purposes within the building or in the rented spaces. All material to be used for decoration or for publicity purposes will first have to be fireproofed, and its use will have to comply with the regulations of the Service de sécurité incendie (fire prevention) of the City of Drummondville that governs all activities in public buildings. The tenant will not use oil, flammable fluid, camphene, liquid oxygen, ethylene, propane, kerosene, naphtha or any other flammable gas for technical purposes or for purposes other than electricity.

Moreover, no risky displays of any kind is allowed and it is strictly forbidden to use:

- Acetate fabrics, corrugated paper box, no-seam paper;
- Back of aluminium foil, unless it is glued safely to the back;
- Polystyrene;
- Explosives, gas, flammables liquids and other hazardous materials;
- Fuel supply for motor vehicles;
- Wooden matches;
- Dangerous coolant such as sulphur dioxide and ammonium;
- Portable heating equipment;
- Resinous trees.

## Electric Equipment

All electrical appliances, wires and connections must comply with the Quebec Electrical Code and the Canadian Electrical Code.

## Amenities

### Nursing Room

A 100 ft<sup>2</sup> nursing room is available for Centrexpo Cogeco Drummondville clients during events.

### WiFi

A WiFi network will be available free of charge in common areas. For exhibitors, Wi-Fi will be offered free of charge by the FQMC throughout the event.

## CODE OF CONDUCT FOR EXHIBITORS

### Animation

For the duration of the event, representatives must be present at the stand to maintain constant presence, this from 8:00 am to 5:00 pm on November 4, 2017.

### Promotions and samples

As an exhibitor you can:

- Sell products
- Provide samples
- Distribute coupons
- Distribute information on your products

Please note that any form of promotion will be strictly limited to the stand space that was assigned to you unless special permission has been granted in writing by the FQMC. In addition, if you want to use audiovisual equipment, strict standards must be respected. The sound must be adjusted so as not to disturb neighboring exhibitors. The FQMC and Centrexpo reserves the right to determine when the noise level of audio equipment constitutes interference with others or becomes unacceptable, in which case the noise level must be reduced or the equipment removed at the expense of the exhibitor.

### Unfair competition

The exhibitor is expressly prohibited, for the entire duration of the event, to engage in acts of unfair competition. Any action taken outside the booth and giving rise to a profit or diversion of visitors to their stand is strictly prohibited.

### Character and conduct

Exhibitors must comply with all regulations, codes, laws, including the labeling of products bearing the claim gluten-free. They must also respect ordinances and provisions governing the manufacture of the products they offer for tasting or as samples. Similarly, the exhibitor must comply with all standards of safety, hygiene and health in force for the preparation and storage products offered for tasting or as samples during the FQMC Conference day.

## **ARRANGEMENT OF EXHIBITS, SECURITY AND OBLIGATIONS**

### **Exhibit space**

The exhibitor rents a booth space consisting only of the items listed below. **Electricity is not included with the booth space.** The exhibitor must hire outlets with the FQMC. The exhibitor will be responsible for assembling and dismantling the booth. The exhibitor agrees to comply with the space that has been assigned by lease and not overflow the space or obstruct the view of neighboring booths. Booths must not exceed 8 feet in height, unless prior authorization has been obtained from the FQMC. **The exhibitor may not use or permit to use nails, screws, hooks, tape or other similar equipment to hang anything on the walls, on the floor or any other structure of the hotel.**

The leased space must be left in its original state. Any deterioration of the leased space, building or land occupied, caused by facilities or goods of the exhibitor will be invoiced. Exhibitors must comply with all rules, regulations, laws and local, provincial and federal ordinances.

### **Furniture and supplies included in booth :**

#### **12 X 10**

Table 8'

2 chairs

1 white tablecloth

#### **10 X 8**

Table 6'

1 chair

1 white tablecloth

### **Subletting**

Subletting space is prohibited. The Exhibitor shall not assign, sublet or apportion the whole or any part of the space allocated by FQMC.

### **Assignment of exhibit space**

The number assigned to the exhibitor's booth is shown on the Exhibitor Identification Form. The FQMC took into account, to the extent possible, the wishes expressed by the exhibitor. Once the booth has been assigned, no change in the location of the stand will be permitted. The layout could be subject to certain modifications, however, only FQMC retains the right to move a stand. Exhibitors directly affected by these changes will be notified in advance.

### **Number of representatives per booth**

We recommend that at least two (2) representatives participate in the animation of the booth. The FQMC requires that at all times at least one (1) representative to be present at the booth. To facilitate identification of employees of exhibitors, each exhibitor will receive by mail about a week before the

event, the official identification card of the 2017 Conference of the FQMC for each of its representatives. To enable customization of ID cards, we ask you to kindly complete the identification of representatives Sheet .

### **Meals**

During the events, Centrexpo Drummondville makes a dining room available to the participants according to a schedule agreed upon with the Organizer.

## **CANCELLATION POLICY**

The rental spaces must be canceled in writing. Requests for cancellations must be made 60 days before the date of the event to receive a full refund \*. Requests for cancellations received between the 31<sup>st</sup> and 59<sup>th</sup> day of the event will be refunded at 50 %. No refunds will be made within 30 days of the event.

\* Administrative costs will be deducted.

## **FORCE MAJEURE**

If during the exhibition, the space required for the conduct of the event was not available, due to fire, war, or force majeure, the FQMC may decide to suspend, at any time, temporarily or permanently the event, without compensation or indemnity to the Exhibitor. Regardless of the reason for this decision, Exhibitors expressly waive any claim whatsoever against the FQMC whatever the cause or motive.

## **GENERAL**

In case of dispute, the courts of the Province of Quebec will be the exclusive jurisdiction and venue for any disputes arising out of or relating to this agreement.