



# EXHIBITOR MANUAL

**Canadian Association for Laboratory Animal Science  
(CALAS)  
49<sup>th</sup> Annual Symposium  
April 24<sup>th</sup> - 27<sup>th</sup> 2010**

Quebec City Convention Centre

## **HOW TO USE THIS MANUAL**

The exhibitor manual is available in an electronic version with links throughout for ordering of equipment and services. Links to all order forms are embedded throughout the document and in addition, the entire table of contents is linked to the various sections – just click on the section you require and you will be brought directly to the section.

### **If you would prefer a hard copy of this manual**

This manual is environmentally friendly and simple to use, if, however, you would prefer a traditional hard copy manual be sent to you, please contact Mrs. Khadijah Hewitt at 416-593-0268 x225 or by e-mail at [khadijah@calas-acsal.org](mailto:khadijah@calas-acsal.org)

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## CHECKLIST – IMPORTANT DEADLINES

Deadline	Service	Contact	Done
February 26th	Submission of 50 word description for Final Program and Website	<b>CALAS National Office</b> Mrs. Khadijah Hewitt e-mail to: <a href="mailto:khadijah@calas-acsal.org">khadijah@calas-acsal.org</a>	<input type="checkbox"/>
April 13th to April 23rd	Advance warehouse receiving with GES	<b>GES</b> <a href="#">Click here</a> to download the form. <b>Jessica Légaré</b> Phone: 418.877.2727 x 229 e-mail: <a href="mailto:jlegare@ges.com">jlegare@ges.com</a>	If required: <input type="checkbox"/>
March 26th	Deadline to book Hotel rooms for Exhibit Staff	<b>Hilton Québec Hotel</b> <a href="#">Click here</a> to link to on-line reservation system or call the hotel an request the CALAS room block (418) 647-2411	<input type="checkbox"/>
March 8th	Register staff for the Symposium <i>Tickets for the Vendor/delegate challenge and Banquet can also be ordered on-line at an additional cost.</i>	<b>CALAS National Office</b> Register on-line at the following <a href="#">link</a> . Click "I would like to register as a confirmed Exhibitor" button and proceed.	<input type="checkbox"/>
<b>*PLEASE NOTE AFTER DEADLINE, PRICES INCREASE DRAMATICALLY*</b>			
April 8th at 16:30	Electrical, hanging, Internet, booth cleaning, temporary personnel, security and telephony	<a href="#">Click here</a> to download the forms. Submit to: <b>Quebec City Convention Centre</b> Exhibitor Services Phone: 418-649-7711 x 4066 Phone : 1-888-679-4000 Fax: 418-649-5266 e-mail: <a href="mailto:services@convention.qc.ca">services@convention.qc.ca</a>	If required: <input type="checkbox"/>
April 9th	Advance pricing discounts from GES. Download: <a href="#">Order Forms</a>	<b>GES</b> <b>Jessica Légaré</b> Phone: 418.877.2727 x 229 e-mail: <a href="mailto:jlegare@ges.com">jlegare@ges.com</a>	If required: <input type="checkbox"/>
April 8th at 16:30	Advance pricing discounts for Audio Visual Equipment rental	<a href="#">Click here</a> to download the form. Submit to: <b>AVW Telav</b> Ron Vidad Phone: (416) 824-0142 Fax: (905) 366-0274 e-mail: <a href="mailto:vidad@avwtelav.com">vidad@avwtelav.com</a>	If required: <input type="checkbox"/>
April 8th at 16:30	Advance pricing discounts for Computer rental	<a href="#">Click here</a> to download the form. Submit to: <b>Miro Computer Rental</b> Phone: 418-845-5600 Fax: 418-845-4989	If required: <input type="checkbox"/>

## QUICK FACTS

### Show Hours

#### Saturday, April 24

18:00 – 22:00      **Vendor/Delegate Social**  
Tickets are additional, \$60 (before March 9<sup>th</sup>), \$65 Regular

#### Sunday, April 25

07:30 – 17:00      Symposium Registration Desk Open  
12:00 – 17:00      Exhibitor Move-in and Loading Dock Access  
12:00 – 15:00      Vendor Technical Sessions  
17:00      **Final Show Clean – All displays must be completely set up by this time or space will be considered forfeited**  
17:00 – 17:30      New Member Orientation Session  
17:30 – 18:30      Member Service Awards Presentation  
18:30 – 20:00      **Opening Reception in Exhibit Hall**

#### Monday, April 26

10:00 – 17:00      Exhibit Hall Open  
10:00 – 10:30      Coffee Break with Exhibitors  
12:00 – 14:00      Lunch with Exhibitors  
15:15 – 15:45      Coffee Break with Exhibitors  
17:30      Charles River Reception, all registered participants welcome

#### Tuesday, April 27

10:00 – 14:00      Exhibit Hall Open  
10:00 – 10:30      Coffee Break with Exhibitors  
12:00 – 14:00      Lunch with Exhibitors  
14:00 – 17:30      Exhibitor Move-out and Loading Dock Access  
17:30 – 18:00      Presidents Reception/Awards Reception  
18:00 onwards      **Gala Dinner**  
Tickets are additional, \$80 (before March 9<sup>th</sup>), \$85 regular

### Québec City Convention Centre Location

The Show takes place in **Room2000ABC** of the **Quebec City Convention Centre**

Delegates Entrance:

900 Honoré-Mercier

Quebec, QC

Note: No delivery or pick up will be accepted at this entrance.

For Québec City Convention Centre Shipping Label please [click here](#)

### **Move-in Set-Up**

Please share with your delivery agents!

Exhibitors may move-in and set up between 12:00 and 17:00 on Sunday, April 25<sup>th</sup> 2010. **No set ups will be allowed to start after 16:30.** Booths must be set-up and ready for the Opening Reception, commencing at 18:30. If exhibitors are not able to be set up by this deadline, show management must be consulted in advance to make alternate arrangements.

### **Dismantling and Move-out**

The Trade Show closes at 14:00 on Tuesday, April 27<sup>th</sup> 2010, immediately following lunch. Please wait to dismantle your exhibit until all visitors have vacated the hall. Move-out time is scheduled for 14:00– 17:30, if additional time is required to dismantle your display, please contact show management to arrange in advance.

### **Items Included With Your Booth Rental**

- 10' x 10' exhibit space defined by pipe and drape – 3'high on the sides and 8'high at the back.
- 6' skirted table
- 2 chairs
- Exhibit hall is carpeted
- Full conference registration for 2 representatives
- General show security during closed hours

### **Drape Colour**

The show drape is black and all tables are skirted in white.

### **What is not included?**

- |                                   |                                     |
|-----------------------------------|-------------------------------------|
| ▪ Audio visual equipment rentals  | ▪ Florals and plants                |
| ▪ Electrical service              | ▪ In-booth security                 |
| ▪ Booth cleaning                  | ▪ Shipping                          |
| ▪ Booth décor                     | ▪ Storage                           |
| ▪ Booth food and beverage service | ▪ Telephone or internet connections |
| ▪ Customized booth design         | ▪ Hanging                           |
| ▪ Desk, counter, shelf rentals    | ▪ Temporary Personnel               |
| ▪ Drayage                         |                                     |

## **Optional Events Open to Exhibitors**

### **Delegate/Vendor Challenge**

Saturday, April 24<sup>th</sup> 2010

6pm – 11pm Observatoire de la Capitale

Good food and good times are in store for you at the Observatoire de la Capitale, Quebec City's highest lookout point! The Observatoire offers breathtaking 360° views of the entire city. You will be challenged to discover important historical landmarks and learn more about the 400 year history of this beautiful city. A wonderful introduction to your fellow CALAS members and the city!

Cost: Tickets are \$60, with an early registration (on or before March 9) or \$65 with regular registration (after March 9)

### **Gala Dinner**

Tuesday, April 27<sup>th</sup> 2010

6pm Onwards

Plan to spend an extra night because you are in for a real Québécois treat at the closing Gala Dinner with musical entertainment by the Painchaud Family. A spectacular way to bid adieu to La Belle Province! You will not want to miss this.

Cost: Tickets are \$80, with an early registration (on or before March 9) or \$85 with regular registration (after March 9)

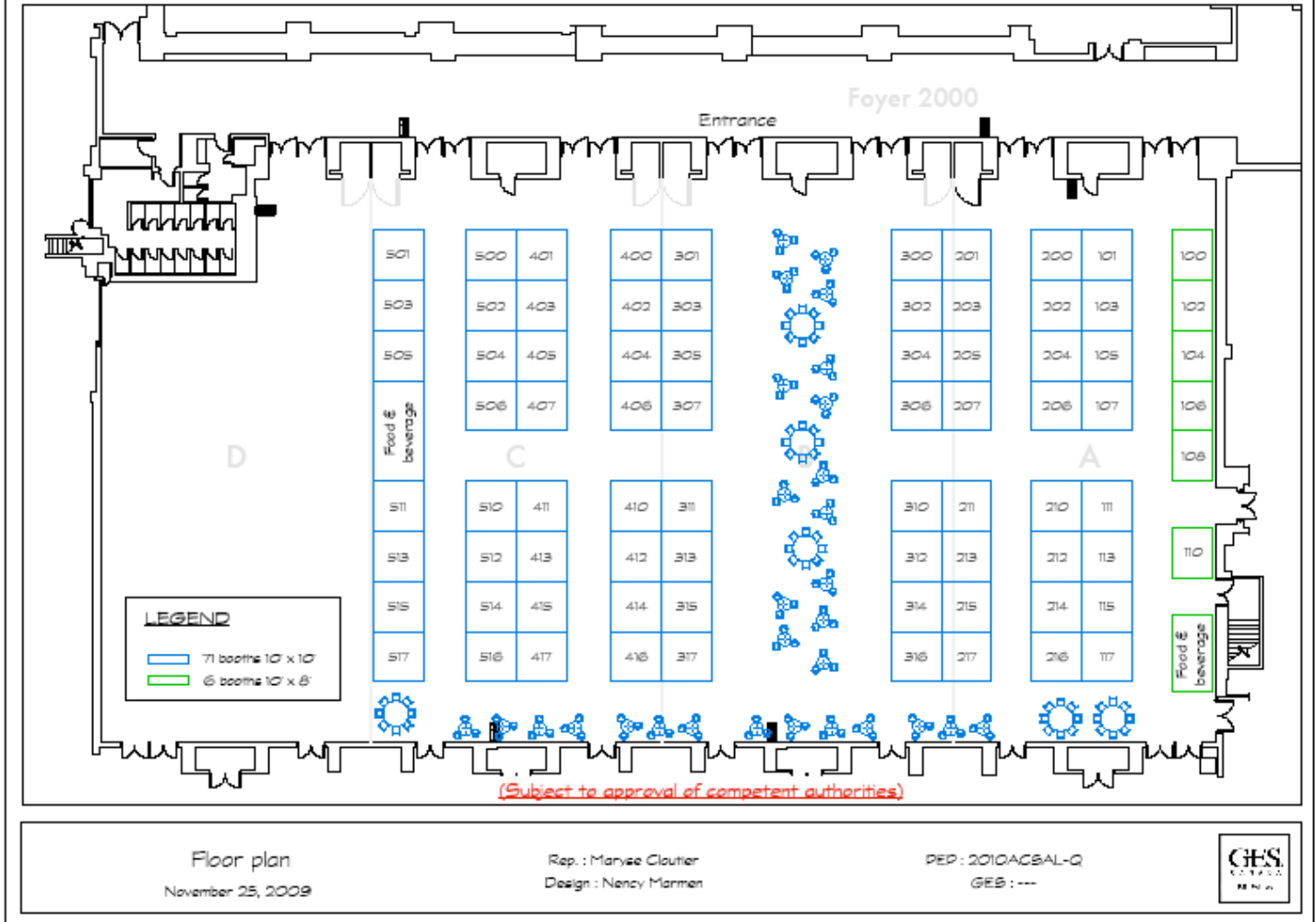
**Tickets for both of these events can be purchased during step 2  
of the on-line registration process.**

# FLOOR PLAN

CALAS 2010

Canadian Association for Laboratory Animal Science

Quebec City Convention Centre, Room 2000ABC



## IMPORTANT CONTACTS

For	Contact
<p><b>Show Organizer</b></p> <ul style="list-style-type: none"> <li>◆ General questions related to your booth or move-in</li> <li>◆ Show rules &amp; regulations</li> </ul>	<p>Mrs. Khadijah Hewitt  <b>CALAS/ACSAL National Office</b>                      640-144 Front St. W.                      Toronto, ON M5J 2L7                      Phone: 416-593-0268 x 225                      Fax: 416-979-1819                      e-mail: <a href="mailto:khadijah@calas-acsal.org">khadijah@calas-acsal.org</a></p>
<p><b>Venue</b></p> <ul style="list-style-type: none"> <li>◆ Clarification of facility rules</li> <li>◆ Food &amp; Beverage</li> <li>◆ Housekeeping</li> <li>◆ Hanging</li> <li>◆ Security</li> <li>◆ Temporary Personnel</li> </ul> <p><b>Communications</b></p> <ul style="list-style-type: none"> <li>◆ High speed internet</li> <li>◆ Telephony</li> <li>◆ Electrical</li> </ul>	<p><b>Quebec City Convention Centre</b>                      Exhibitor Services                      Phone: 418-649-7711 x 4066                      Phone: 1-888-679-4000                      Fax: 418-649-5266                      e-mail: <a href="mailto:services@convention.qc.ca">services@convention.qc.ca</a></p> <p>Or download order forms at this <a href="#">link</a>                      Catering order form at this <a href="#">link</a></p>
<p><b>Show Services</b></p> <ul style="list-style-type: none"> <li>◆ Furniture Rental, Plants</li> <li>◆ Exhibit Rentals, Accessories</li> <li>◆ Signs</li> <li>◆ Booth Cleaning</li> <li>◆ Advance Warehouse</li> <li>◆ Storage</li> <li>◆ Drayage</li> </ul>	<p>Jessica Légaré  <b>GES Canada</b>                      Phone: 418.877.2727 x 229                      e-mail: <a href="mailto:jlegare@ges.com">jlegare@ges.com</a></p> <p>Order forms can be downloaded at the following links:  <a href="#">Order Forms</a></p>
<p><b>Audio Visual Equipment</b>                      Monitors, televisions, data projectors, etc.</p>	<p>Ron Vidad  <b>AVW TelAV</b>                      Phone: (416) 824-0142                      Fax: (905) 366-0274                      e-mail: <a href="mailto:vidad@avwtelav.com">vidad@avwtelav.com</a>                      Web Site: <a href="http://www.avwtelav.com">www.avwtelav.com</a>                      Or download order form at this <a href="#">link</a></p>
<p><b>Computer Rental</b></p>	<p><b>Miro Computer Rental</b>                      Phone: 418-845-5600                      Fax: 418-845-7989                      Web Site: <a href="http://www.mirolocation.com">www.mirolocation.com</a>                      Or download order form at this <a href="#">link</a></p>
<p><b>Customs Brokers</b></p>	<p>Ms. Diane Labbé Deegan  <b>Livingston Event Logistics</b>                      Phone : 514-987-2700 x 23                      Fax : 514-849-3446                      Email : <a href="mailto:dlabbe@livingstonintl.com">dlabbe@livingstonintl.com</a></p>

## GENERAL INFORMATION

### Accommodation

A block of rooms has been reserved at the Hilton Québec Hotel. You can book reservations on-line by [clicking here](#)

Room rates:

\$179.00\* single or double occupancy for a standard room

\$229.00\* single or double occupancy for a deluxe room

\*Rates shown are per night, plus applicable taxes.

Or contact the hotel direct at 418-647-2411 and mention that you will be attending the CALAS Symposium to obtain discount rates.

The deadline for booking rooms at the discount rate is March 26, 2010.

**Please remember that booking rooms at the host hotel helps us keep delegate registration fees low.**

### Audio Visual Equipment

AVW TelAv is the official audio-visual contractor for the show. If you wish to arrange rental of audio-visual equipment, please contact Ron Vidad at 416-824-0142 or download the [order form](#) and fax it to 905-366-0274

If you would like to rent a computer please contact Miro Computer Rental at 418-845-5600 or download the [order form](#) and fax it to: 418-845-7989

### Car Parking

There are many underground parking spaces close to the Québec City Convention Centre, including 1,575 spaces at the Marie-Guyart complex (Complex G), 1,000 spaces at the Place Québec and 1,366 spaces in the D'Youville parking lot all linked by underground connections. These lots operate 24 hours a day, 7 days a week.

Parking by the Québec City Convention Centre's main entrance (Desjardins Promenade) is prohibited.

Arrangements for heavy vehicle parking in the vicinity can be made with the Québec City Convention Centre.

### Concierge Desk

For tourist information, reservations, souvenirs, and tours, the Quebec City Convention Center will provide a Concierge desk. They can handle a wide variety of needs in addition to providing fax and photocopy services. Location: Hall 2000. Hours: to be determined.

### Customs and Transportation

We are pleased to announce that Livingston Event Logistics has been appointed as the Official Transportation Provider and Customs Broker for the Symposium. Livingston Event Logistics is committed to providing you with a seamless customs and logistics package.

Customs and logistics solutions include:

- All modes of transportation including land, air, and sea
- Local cartage service, tailgate, driver assist
- Real time freight tracking and tracing
- Canada, U.S. and international Customs Clearances
- Temporary imports, on-site clearances, ATA carnets
- On-site representation and around the clock contact information

**PLEASE NOTE: UPS and Federal Express are not Canada Customs bonded carriers.** This means that, shipments sent via these couriers from outside Canada will require customs clearance and will need to be accompanied by the appropriate documentation. It is your responsibility to arrange for customs clearance and if you do not have a Customs Broker, we suggest that you appoint Livingston Event Logistics to clear these shipments on your behalf to ensure timely delivery.

Please ensure that all items are sent well ahead of the event and with complete documentation. The organisers and The Québec City Convention Centre will not be responsible for the payment of any costs associated with customs, shipping, transport and storage.

### **Delivery of Goods to the Advance Warehouse**

Please share with your delivery agents!

We strongly recommend that all goods be shipped to the Advance Warehouse (to arrive anytime between April 13<sup>th</sup> and 23<sup>rd</sup>). If your shipment is received at the Advance Warehouse within this time frame, it will be delivered to your booth space on Sunday April 25<sup>th</sup>, before the Exhibitor Move-In and Set-up hours. For more information about this service, please refer to the [GES Order Forms](#).

### **Delivery of Goods Direct to the Venue**

Please share with your delivery agents!

**The Québec City Convention Centre will only accept shipments starting on Friday April 23<sup>rd</sup>.** Deliveries arriving prior will be refused and returned to the sender. All packages should be clearly labeled. For your convenience, please use the Québec City Convention Centre [Shipping Label](#).

All shipments sent directly to the Québec City Convention Centre, must order materials handling from GES. Please refer to the [GES Order Forms](#) for further information.

Only hand-carry items may be brought through the main entrance of the convention centre.

**Note: No empty carton or case will be accepted inside or behind the booth.** You will need to order material handling (which includes storage) from GES. Please refer to the [GES Order Forms](#) for further information.

### **Electrical Services**

Please note the price of the exhibit booth does not include electrical outlets. Exhibit temporary electrical power is provided by the Québec City Convention Centre. Please complete the [order form](#) for your electrical requirements. Questions regarding these services should be directed to the Québec City Convention Centre's Exhibitor Services at 418-649-7711 x 4066 or email: [services@convention.qc.ca](mailto:services@convention.qc.ca)

### **Exhibitor Registration**

Exhibitors are allowed 2 full symposium registrations per booth. **All exhibit personnel are required to register for the Symposium** and will require an exhibitor identification badge in order to enter the Exhibit Hall. To register personnel, please complete the online [registration form](#).

**Please note:** Additional exhibitor personnel badges are available for purchase at the early registration rate of \$295.00 CAD per person. Tickets can also be purchased for the optional social events during step 2 of the registration process.

Exhibitor identification badges will be available for pick-up at the Symposium registration Desk.

### **Exhibitor Service Desk**

An Exhibitor Service Desk will be staffed by GES from 12:00 – 16:00 on Sunday, April 25<sup>th</sup> 2010. On-site orders will be processed at that time as long as items are available. **Save money by ordering before the discount deadline date.**

The Québec City Convention Centre will also provide an Exhibitor Service Desk from 12:00 – 17:00 on Sunday, April 25<sup>th</sup> 2010. A 25% additional charge will apply and some services may not be guaranteed. **Save money by ordering before the discount deadline date.**

### **Final Program and Symposium Website**

All exhibitors will be recognized in the Delegate On-site Show guide included in delegate kits and on the conference web site (<http://symposium.calas-acsal.org>). Information on your organization, contact information and a 50 word description of your products and/or services will be included. Please email this description to Mrs. Khadijah Hewitt at [khadijah@calas-acsal.org](mailto:khadijah@calas-acsal.org).

### **Food and Beverage**

The following food functions will take place on the show floor:

Sunday: Welcome Reception

Monday: Morning & Afternoon coffee breaks, lunch

Tuesday: Morning coffee break & lunch

Please consult the program for exact times.

Capital HRS Inc. has an exclusive agreement to sell and distribute food and beverages inside the Québec City Convention Centre. No food or beverages may be sold or distributed without the written permission of the Québec City Convention Centre or Capital HRS Inc.

To order catering for your booth please fill out the attached [order form](#).

### **Garbage Removal**

During the move-in period on Sunday, April 25<sup>th</sup> 2010 please leave garbage in the aisles. These will be cleared at regular intervals. The exhibitor has the obligation to use the equipment provided at his disposal for recycling (paper, paperboard, glass, plastic) for the duration of the symposium (including setup/dismantling and during the exhibition).

### **Housekeeping**

The final pre-show aisle clean up will commence at 5pm, on Sunday, April 25<sup>th</sup> 2010. **All display arrangements must be finalized by this time.** Should you require in-booth cleaning you must complete the appropriate [order form](#). Please do not leave refuse in aisles or other exhibition areas during the exhibition visiting hours.

### **Move Out**

The show closes at 14:00 on Tuesday, April 27th. Please do not tear down any displays prior to the close of the show. We strongly suggest that you do not leave your booth unattended during move-out, especially if you have valuable items that can easily be removed. If any display is not taken down by 19:30, Tuesday, April 27th, Show Management and the Québec City Convention Centre reserve the right to dismantle the display and charge the Exhibitor accordingly.

### **Official Web Site**

For any information pertaining to the program please refer to the official web site at <http://symposium.calas-acsal.org>

### **Travel Fellowship Award Fundraiser**

Once again, exhibitors will have the opportunity to participate in the CALAS CASH Auction. All proceeds from the auction will support the CALAS Travel Fellowship Award Fund. Your donation will get you a bundle of CALAS CASH that can be handed out at your booth to visitors as you wish. Delegates will have the opportunity to bid on items during the show, using their CALAS CASH. You can participate in a two ways – donate to receive a bundle of CALAS CASH to hand out and/or donate a prize valued at \$100 or more to go up for auction. (\* A bundle of CALAS CASH = 75 x \$50, note: sponsors will receive their CALAS CASH in \$100 denominations)  
To order CALAS CASH, please contact Mrs. Khadijah Hewitt at [khadijah@calas-acsal.org](mailto:khadijah@calas-acsal.org).

## **Rules & Regulations**

### **Adhesive Tape**

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

- Walls: 3M wall mounting tabs, no 7220
- Floors: Tuck Tape 85 or Tuck Tape 99
- Brick Walls: 3M wall mounting tabs, no 7220

### **Advertisements and Promotion**

All aisles must be kept clear of exhibits and materials at all times. Interviews, demonstrations, distribution of literature, etc., must be made inside the exhibitor's booth only. Distribution of noise making devices of all kinds is prohibited. (See the Sound Equipment section below.) Show Management reserves the right to ban objectionable premiums or novelties and to prevent the sale or distribution of any articles or products that they believe might endanger the health and safety of those attending the Symposium.

### **Alcohol Consumption**

The consumption of alcoholic beverages is restricted to the exhibit area during those times as designated by the Show Managers. For safety reasons, alcohol consumption is not permitted during set-up, move-in or move-out times.

### **Animals**

With the exception of assistance dogs, the exhibitor must not bring any animals into the Québec City Convention Centre without prior written authorization, nor allow any to be brought in.

### **Balloons and Confetti**

The use of helium balloons must be preauthorized by the Québec City Convention Centre. Charges apply for taking balloons down from the ceiling. The use of confetti or sequins is prohibited.

### **Children**

Children under 16 years are not permitted in the Exhibit Hall during move-in or move-out.

### **Common Areas**

Exhibitors must keep hallways, elevators, escalators, entrances, halls, lobbies, plasma screens, stairways, video monitors and building emergency exits free from obstruction at all times.

### **Competitions, Draws and Contests**

Sales promotions and competitions conducted by exhibitors in conjunction with their display must be free of any obligation on the part of the winner. Prize winners must not be required to place an order before collecting the prize offered.

### **Damage to Property**

The exhibitor is liable for any property damage caused to building floors, walls or columns, standard booth equipment or other exhibitor's property. Exhibitors may not apply paint, lacquer, adhesives or other coating to building columns and floors or to standard booth equipment.

### **Elevators**

Passenger elevators and escalators are not to be used for transporting freight or equipment from level to level. This includes easels, chairs and tables, etc.

### **Electrical Equipment & Connection**

The Electrical Safety Code, Quebec Regulation requires that all electrical equipment be approved before it may lawfully be advertised, displayed, offered for sale or sold or otherwise disposed of or used in the Province of Quebec.

Exhibitors may not store materials on or around any electrical equipment or connections of any kind.

Equipment that trips or quits due to overload may not be restarted until the Québec City Convention Centre has found the source and corrected the problem. Electrical services are not included in booth rental costs.

### **Events**

No Exhibitor shall plan any type of event, social or otherwise that conflicts with the hours of official symposium related events April 24<sup>th</sup> – 27<sup>th</sup> inclusive. Any Exhibitor or representative thereof scheduling a social function in conjunction with the symposium must have the event approved in advance by Show Management. The social function may NOT conflict with the times and/or venues used for any symposium official event. The event start time must be scheduled a minimum of 30 minutes after the published conclusion time of any official symposium event. For early morning events, it is mandatory that the event ends in time to allow attendees sufficient time to make their way to the symposium official events.

### **General Height Limits**

No exhibit shall exceed 8' in height without written permission from the Show Managers.

### **Insurance**

Exhibitors should arrange their own commercial general liability insurance, including personal and bodily injury liability, in the amount of \$2 million. If you already have insurance coverage for these items, ask your insurer to extend the policy to cover you during your participation at the **49<sup>th</sup> Annual CALAS Symposium**.

The exhibitor assumes entire responsibility and liability for losses, damages, and claims arising out of injury or damage to exhibitor's displays, equipment and other property brought onto the premises of the Québec City Convention Centre, and shall indemnify and hold harmless the Québec City Convention Centre, Absolute Conferences & Events Inc. (Absolute), Canadian Association for Laboratory Animal Science (CALAS), GES, their agents, servants and employees from any and all such losses, damages and claims.

The exhibitor acknowledges that the Québec City Convention Centre does not maintain insurance covering exhibitor's property, and it is the sole responsibility of the exhibitor to obtain business interruption and property damage insurance covering such losses by the exhibitor. In addition, neither CALAS, GES nor Absolute will accept responsibility for loss or damage to your equipment, goods, gifts and/or personal effects. Do not leave valuable items unattended during the course of the exhibition.

### **Late-comers/No-shows**

Any space not claimed and occupied by Sunday, April 25th, 2010 at 4:30 pm may be resold or reassigned by Show Management without any obligation on the part of the CALAS for any refund whatsoever. Failure to occupy contracted space does not relieve the exhibitor of the obligation to

pay the full rental of such space. Please advise Show Management if you have a last minute emergency or need to make special arrangements in advance.

### **Limitation of Liability**

The exhibitor agrees to make no claim for any reason whatsoever against CALAS/ACSAL, and/or Québec City Convention Centre and/or Absolute Conferences & Events Inc. for loss, theft, damage or destruction of goods; nor for any injury to himself/herself or employees or attendees as a result of negligence on the part of the exhibitor while in the exposition quarters, nor for the damage of any nature including damage to his/her business by reason of failure to provide space for his/her exhibit; nor for any action of service suppliers of CALAS/ACSAL, and/or Québec City Convention Centre and/or Absolute Conferences & Events Inc; nor for the failure to hold the exposition as scheduled.

### **Move-out**

Move-out time is scheduled for 14:00– 17:30, if additional time is required to dismantle your display, please contact show management to arrange in advance. If any display is not taken down by 19:30 Tuesday, April 27th, Show Management reserves the right to dismantle and ship the display and charge the Exhibitor accordingly.

### **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.

Exhibitors shall not play or permit the playing of or distribution of any copyrighted material at the Show unless they have obtained all the necessary rights and paid all royalties, fees or other payments. Sound of any kind must not be projected out from the Exhibit Booth.

### **No Smoking Policy**

The Québec City Convention Centre provides a totally smoke-free environment. Since May 31<sup>st</sup> 2006, according to the provisions of the Law on the tobacco, smoking is strictly forbidden inside the Québec City Convention Centre and also in the loading docks.

### **Problems/Disputes**

All disputes, complaints, or objections must be referred to the CATA President and/or Symposium Chair and the CALAS/ACSAL National Office. The decision must be accepted as final.

### **Security Measures and Fire Prevention**

The Québec City Convention Centre offers general security on a 24 hour basis; as well general show security has been scheduled after show hours. Note: No empty carton or case will be accepted inside or behind the booth.

All Exhibitors must comply with the fire prevention rules. See the attached [Security Measures and Fire Prevention](#) protocol.

### **Stickers**

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

### **Sub-leasing and Cancellations**

Exhibit spaces that have been assigned and confirmed are not transferable. The exhibiting company may not sublet its space, nor any part thereof, nor offer for sale the allocated space without the knowledge and written consent of the Symposium organizers. Exhibitors must show only goods manufactured or dealt by them in their regular course of business. No firm or organization not assigned exhibit space will be permitted to solicit business within the exhibit area, nor shall any firm be permitted to solicit business or promote their organization outside the exhibition area. Exhibitors withdrawing their application prior to February 12, 2010 will have their payment refunded less an administration fee of \$300 per booth booking. Cancellations received after February 12, 2010 will be subject to full contract price. Cancellations must be made in writing on company letterhead.

## Quebec City Convention Centre Package Label

Please complete the necessary information legibly and attach onto each one of your packages.

[Name of Exhibitor]

CALAS 49<sup>th</sup> Annual Symposium

Exhibit Booth # \_\_\_\_\_

Show Move in April 25<sup>th</sup>, 2010

Box # \_\_\_\_\_ of \_\_\_\_\_

## Québec City Convention Centre

Loading Dock Level 1

875 rue Saint-Joachim

Québec (Québec), G1R 5V4

Anne-Isabelle Pelletier

Phone: 418-649-7711 ext 4085

Group Contact: Jacqui Sullivan

### Exhibiting Recipient:

\_\_\_\_\_

Last Name

\_\_\_\_\_

First Name

\_\_\_\_\_

ORGANIZATION / COMPANY NAME

Will recipient be staying at the Hilton hotel?: Yes / No

If no, contact number where recipient can be reached: \_\_\_\_\_

Charges may apply for receiving, processing, storing and coordinating with your event and delivery to your booth.