

EXHIBITORS HANDBOOK

MICCAI 2017

10-14 SEPTEMBER 2017

CENTRE DES CONGRÈS DE QUÉBEC

QUEBEC CITY, QUEBEC, CANADA

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CONTACT INFORMATION

Please contact Caroline Worreth at caroline@miccai2017.org should you have any questions regarding this Exhibitors Handbook.

SCHEDULE & ROOM

The Partner Event will take place in **Room 400 AB** and will be paired with poster sessions and meal functions.

Day	Date	Hours
Sunday	10 September	From 8:00 a.m. To 5:00 p.m.
Monday	11 September	From 8:00 a.m. To 5:00 p.m.
Tuesday	12 September	From 8:00 a.m. To 5:00 p.m.
Wednesday	13 September	From 8:00 a.m. To 5:00 p.m.
Thursday	14 September	From 8:00 a.m. To 5:00 p.m.

SET-UP

Day	Date	Hours
Saturday	9 September	From 1:00 p.m. To 9:00 p.m.

TEARDOWN

Day	Date	Hours
Thursday	14 September	From 5:00 p.m. To 9:00 p.m.

LOADING DOCK ACCESS

Saturday	9 September	From 1:00 p.m. To 9:00 p.m.
Thursday	14 September	From 5:00 p.m. To 9:00 p.m.

Merchandise will not be accepted at the Centre's entrances and must be delivered to the loading docks.

The Québec City Convention Centre will accept material only as of Thursday September 7, 2017. **Storage charges will apply** for any exhibitor's material received before that date.

LOADING DOCKS

Loading Dock Level 4
855 rue Jean-Jacques-Bertrand
Québec (Québec) G1R 5V3

Trailers must not exceed 13 ft. 5 in. in height and 53 ft. in length.

Parking is prohibited. Only vehicles unloading and loading equipment are allowed. Vehicles violating these regulations will be towed away at owner's expense.

Access for heavy or oversized items

A large door facing Jean-Jacques-Bertrand street is located at the far western end of the alleyway on Level 4. Door dimensions are 22 ft. wide by 15 ft. high. Please inform us by email at caroline@miccai2017.org should you need to use this door.

PARKING

Cars

There are many underground parking spaces close to the Centre. More specifically, Marie-Guyart complex (Complex G), Place Québec, Delta Hotel and finally in the Place D'Youville parking lot all linked by underground connections. These lots operate 24 hours a day, 7 days a week (see plan on our [website](#)).

Week days (daytime) it is strongly recommended to use public transport, carpooling or car-parks to reach the Centre's area.

Please note that parking on the Promenade Desjardins is prohibited at all time.

CONVENTION CENTRE SERVICES

To order services for your booth, simply visit the Quebec City Convention Centre's website at <https://www.convention.qc.ca/en/exhibitors/order-forms/>, then select your event name. Follow the steps!

Benefit from a 20% early-bird discount for any orders placed by Friday August 25, 2017 before 4:30pm.

On-site, exhibitors can address their last-minute requests at our services counter at regular prices. **Some services may not be guaranteed.**

Services offered by the Centre are:

Sign and banner hanging, additional electricity*, material handling and mandatory storage and booth cleaning. All are exclusive except for booth cleaning. If needed, exhibitors may contact our Exhibitor Services at 418 649-7711, Ext. 4066 or 1 888 679-4000 or by E-mail at services@convention.qc.ca. *N.B.: Please note that a 15A 120V outlet is already included in your booth space.*

BOOTH

Standard booths consist in area (size depending on Partnership package) with:

- Blue drapes (8' high backwall and 3' high sidewalls)
- one 6 X 3 feet table, covered with a full length white tablecloth;
- chairs;
- a wastebasket; and
- one standard 15A 120V electric outlet.

Exhibition Service Company

Top Expo

Mr. Jérôme Dumont

Telephone: 1 418 934-4141

Fax: 1 418 867-5989

Direct line: 1 877 867-3383

Web site: www.topexpo.ca

E-mail: jerome@topexpo.ca

ORDER BOOTH ACCESSORIES

MATERIAL HANDLING AND STORAGE

Material shipped directly to the Québec City Convention Centre before the exhibitor is onsite will be handled by the Centre's staff **at applicable rate to be paid onsite**.

The exhibitor carrying his material himself to the Centre may handle it from the dock to his booth and back using the Centre's carts which are available at the loading dock.

The Québec City Convention Centre manages storage spaces near the exhibit room. The storage during the event is mandatory and must be confirmed by each exhibitor by completing the appropriate order form or at the service counter during set-up. Pricing only includes material labelling and storage space. **Handling charges apply** for moving empty boxes or crates from the exhibit room to the storage area and their return to the exhibit room at the end of the event.

For security reasons, exhibitors are not allowed to store their own material. Neither an empty box nor an empty crate will be allowed inside or at the back of a stand.

Important information:

After the teardown of the exhibition, any material not recovered by the exhibitor's carrier will automatically be recovered by the official carrier of the Québec City Convention Centre, Dolbec International, and **all charges will be billed** to the exhibitor. Refer to the document "Move out procedures at the closing of the exhibition" at the end of this handbook.

N.B.: Return shipping is not an automatic process. All exhibitors are responsible for contacting the official carrier, Dolbec International.

CUSTOMS BROKERS

The local, Canadian and International customs broker for the Québec City Convention Centre is:

Dolbec International inc.

Ms. Ginette Blouin

Telephone: 1 418 688-9115

Fax: 1 418 688-3399

Direct line: 1 855 688-9115

E-mail: show@dolbec-intl.ca

Important: Exhibitors who use courier companies such as FedEx, UPS, DHL, or others must ensure that the costs of customs, taxes and so forth are paid in advance. All goods sent COD will not be accepted by the Centre.

In some cases, the courier companies do not declare that the costs are paid by the consignor at delivery. Consequently, the Québec City Convention Centre receives a bill sometimes 30-90 days after the event. In these situations, the exhibitor will be re-invoiced with administrative fees.

OFFICIAL CARRIER

The official carrier for the Québec City Convention Centre is:

Dolbec International inc.

Ms. Ginette Blouin

Telephone: 1 418 688-9115

Fax: 1 418 688-3399

Direct line: 1 855 688-9115

E-mail: show@dolbec-intl.ca

Note:

*Arrangements can be made with Dolbec International Inc. for deliveries prior to the event. In this case, **no pre-event handling nor storage fees will be charged to your exhibitors if the storage period doesn't exceed 5 days (certain conditions apply)***

FOOD AND BEVERAGE SERVICES

Capital HRS Inc. is the Convention Centre's exclusive food and beverage partner.

Only Capital HRS is authorized to hold or serve alcoholic products inside the Centre. Any alcohol coming from outside the Convention Centre, even for personal purposes, is prohibited.

If you would like to distribute, sell or hand out food samplers in your booth area, you must request beforehand an authorization from Centre management and its exclusive F&B partner, Capital HRS.

Capital HRS

Mr. Michel Walters

Telephone : 1 418 649-5212

Fax : 1 418 649-5202

E-mail : mwalters@convention.qc.ca

AUDIOVISUAL SERVICES

Expert'Ease

Mr. Daniel Fisher

Telephone: 1 514-458-7734

Fax: 1 450-258-2112

Direct line: 1 844 877-3273

E-mail: daniel@expertease.ca

ORDER BOOTH AUDIO-VISUALS

INTERNET SERVICES AND COMPUTER RENTAL

The exclusive Internet services supplier and computer rental official supplier at the Québec City Convention Centre is:

Bernard Drolet

Telephone: 1 418 649-7711 #4065

Fax: 4 418 649-5228E-mail:

bdrolet@convention.qc.ca

LIABILITIES AND RESTRICTIONS

The following liabilities and restrictions apply to exhibitors and their employees during exhibition setup and teardown.

Liabilities

Insurance

Exhibitors must have their own liability insurance. In the event of fire, flooding or theft, no matter how caused, the Centre and its representatives assume no liability for any bodily harm or material damage to products, booths, equipment or decorations occupying any rented space within the building or being moved in or out of the building.

Recycling and Residual Waste Management

The exhibitor has the obligation to use the equipment provided at his disposal for recycling (paper, paperboard, glass, plastic) for the duration of the event (including setup / dismantling and during the exhibition). Additional selective collection may be added to those mentioned above.

Each evening, at the closing of the exhibition, trash bins should be placed outside the stand in the alleyway. They will be emptied by the Convention Centre's staff at no charge. Any bins inside the booth will not be emptied.

Restrictions

Adhesive Tape

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

- Walls: 3M wall mounting tabs, no. 7220
- Floors: Echo Tape CL-W6300 or VI-N6120 or equivalent
Double Face Echo Tape DC-W188F
- Brick walls: 3M wall mounting tabs, no. 7220

Alcohol drinking during Setup and Teardown	To minimize the risks of accidents, and unless otherwise agreed with the Convention Centre, the Centre's caterer will not sell alcohol during the setup and teardown activities.
Animals	With the exception of assistance dogs, the client must not bring any animals into the Centre without prior written authorization, nor allow any to be brought in.
Balloons and Confettis	The use of helium balloons must be preauthorized by your Event Coordinator. Charges apply for taking balloons down from the ceiling after your event. The use of confettis and sequins is prohibited.
Children	For safety reasons, the presence of children at the loading dock is not advised during set-up and dismantling.
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.
Cooking Appliances	The exhibitor must comply with the fire prevention rules. Please refer to "Security Measures and Fire Prevention" document on our Web site: www.convention.qc.ca/en for full details.
Fire	Exhibitors must comply with the fire prevention rules. Please refer to " <i>Security Measures and fire prevention</i> " for full details. Also, please note that the Convention Centre is a nonsmoking establishment.
Food Services	Capital HRS Inc. has an exclusive agreement to sell and distribute food and beverages inside the Centre. No food or beverages may be sold or distributed without the written permission of Convention Centre management or Capital HRS Inc.
Motorized Vehicles	The exhibitor must comply with the fire prevention rules. Please refer to "Security Measures and Fire Prevention" document on our Web site: www.convention.qc.ca/en for full details.
No smoking policy	The Québec City Convention Centre provides a totally smoke-free environment to its clientele. Since May 31 st 2006, according to provisions of the Law on the tobacco, smoking is strictly forbidden inside the Centre and also in the loading docks.
Noise Limits	Equipment or devices producing noise or odors that disturb exhibitors or visitors will not be tolerated. Noise levels must not exceed 70 decibels at a distance of four feet from the sound source. The Convention Centre has sole authority in this matter.
Security	The Centre offers general site security on a 24-hour basis. However, the Centre is not responsible for goods and property belonging to the exhibitors in rented spaces. Any additional security is a chargeable expense. Please use the order form to make your request.
Stickers	Stickers of any kind are strictly prohibited at the Convention Centre.

LABEL EXAMPLE

Sender's name
Address

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

NAME OF THE EXHIBITOR : _____

C/O MICCAI 2017

Booth(s) number: _____

Loading Dock Level 4

855 rue Jean-Jacques-Bertrand

Québec (Québec) G1R 5V3

Canada

MOVE-OUT PROCEDURES AT THE CLOSING OF THE EXHIBITION

After dismantling you must use the loading dock to move your material out.

FOR INFORMATION:
418 644-4000

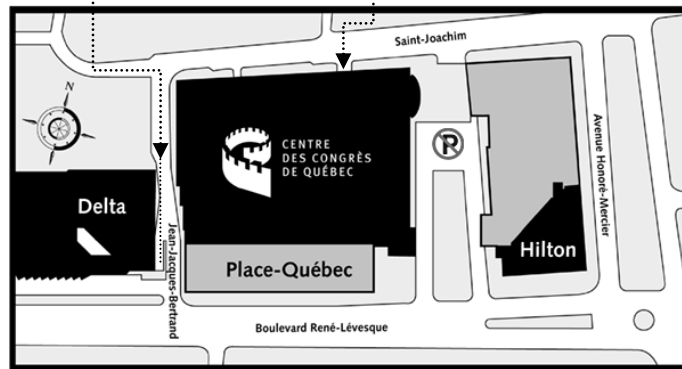
Parking by the Convention Centre's main entrance (Promenade Desjardins) is prohibited.

Dollies are not allowed in the Centre's main halls.

Please note that any exhibitor who wishes to use a courier service (FedEx, UPS, Purolator, DHL, etc.) must complete the waybill HIMSELF with his account number and contact the courier to order his material pick-up.

ACCESS TO THE QUÉBEC CITY CONVENTION CENTRE LOADING DOCKS

LOADING DOCK
855, rue Jean-Jacques-Bertrand
G1R 5V3



CLOSING OF THE EXHIBITION

The decorator removes the aisle carpeting if applicable.

Return of empty crates for re-crating. Exhibitor wraps up and labels his material.

MOVE-OUT OF MATERIAL BY:

Show Management

Material handling is done by the Convention Centre staff.

The Exhibitor

The exhibitor handles his material himself to the loading dock.
OR
The exhibitor who has paid the handling fees asks the Convention Centre staff to carry his material to the loading dock.

The exhibitor asks the loading dock master for an **exit coupon**.

The exhibitor drives to the loading dock and shows his coupon to the traffic attendant who gives him access to the loading dock.

MOVE-OUT OF MATERIAL BY OFFICIAL CARRIER

Once all material is ready and properly labeled, the exhibitor informs the Convention Centre staff, who advises the loading dock master.

At the end of the time period allowed for teardown and move-out of the show MICCAI 2017, the official carrier of the QCCC, Dolbec International, represented by Ginette Blouin, at telephone number 418-688-9115 will automatically be in charge of the remaining material.

All fees will be charged to the exhibitor.



Recycling containers are located at the entrance of the room, in the service hallway.

THANK YOU for your cooperation