



International Society of
Electrophysiology and Kinesiology

ISEK EXHIBITOR GUIDE


**QUEBEC CITY CONVENTION CENTRE
JUNE 22 – 25, 2022**

HEALTH AND SAFETY MEASURES FOR EXHIBITIONS

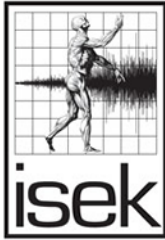
QUÉBEC CITY CONVENTION CENTRE

The safety of our clients and staff is our top priority!

In order to respect the Government of Québec directives, exhibitors must respect the following health and safety measures:

-  **Commented [NL1]:** No longer valid.
- Wash their hands at the handwashing stations set up throughout the Centre (strongly recommended).
- Disinfect their hands with an alcohol-based gel. Disinfection stations are located throughout the Centre (strongly recommended).
- Avoid all direct contact when greeting someone, such as handshaking. Opt for alternative means when greeting people.

IMPORTANT: These health and safety measures also apply to the **exhibit service contractor, carrier, customs broker, and/or any other supplier** that exhibitors will have partnered with for services to install, dismantle, deliver, or pick up exhibit material.



International Society of Electrophysiology and Kinesiology

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International Society of
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LABEL FOR SHIPPING EXHIBIT MATERIAL DIRECTLY TO THE QUÉBEC CITY CONVENTION CENTRE 15

Exhibitor Guide

Official exhibition name ISEK Congress

Room number: 200B

Official dates and times:

Day	Date	Time			
Thursday	June 23	from	8:00	to	17:30
Friday	June 24	from	8:30	to	17:30
Saturday	June 25	from	8:30	to	13:00

MOVE-IN

Day	Date	Time			
Wednesday	June 22	from	13:00	to	17:00

MOVE-OUT

Day	Date	Time			
Saturday	June 25	from	13:00	to	16:00:00

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

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

ISEK Congress will be using Level 1 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**.

The door to Room 200ABC is **7 feet 10 inches** (2.38 m) **wide** x **10 feet** (3.04 m) **high**. Exhibitors are responsible for making pre-arrangements for the handling of all items beyond door size capacity.

NOTE:

- All freight can be send in advance to the exclusive Show Services Supplier, [GES](#), for priority delivery to the Québec City Convention. **A preshow storage fee may apply** for exhibit material delivered directly to the Convention Centre (direct shipping) before the above-mentioned 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.

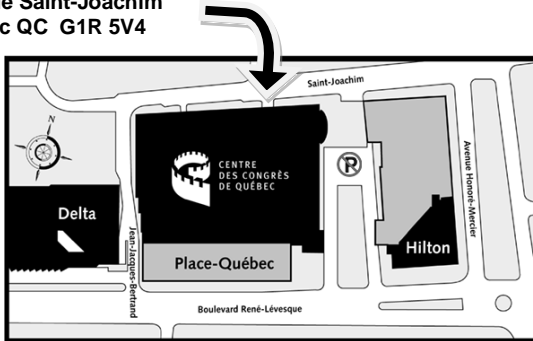
Access to Heavy Vehicles and Industrial Equipment for Exhibit Demonstrations

PARKING

Cars

The Convention Centre is located near several underground parkades: Place Québec (off

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



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.

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 **Friday June 17, 2022 by 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
- Electricity
- Booth cleaning

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

For more information, please contact:

Exhibitor Services
418 649-7711, Ext. 4066 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 agree that their material be managed by GES without further notice and that a **handling fee will be charged, and payable onsite**.

All shipping and material handling should be ordered through [GES](#), our exclusive show services supplier.

Exhibitors arriving with their material at the loading dock in their own vehicles may handle their material personally using the four-wheel dollies provided by the Convention Centre (open dock).

“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. All exhibitors are required to fill out a GES material handling form, available on the GES website or at the GES mobile service booth during the move-in period.
- The service includes free labels for identifying empty containers and available at the GES 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.

OFFICIAL CARRIER AND CUSTOMS BROKER

OFFICIAL CARRIER AND CUSTOMS BROKER

ConsultExpo
(Customs, Shipping, Taxes)

John Santini

Telephone: 514 482-8886, Ext. 1
johns@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 (GES and ConsultExpo) *at the exhibitor's expense.*
- 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 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 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.

Please note:

- 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 (8ft x 10ft) includes:

- Back and side walls
- 1 x 6ft table
- 2 x chairs
- 1 x garbage can
- Complimentary wireless internet to be used for light internet (emails, web lookups). Please note it is not strong enough to stream videos or heavy social media usage.

Each booth (8ft x 10ft) does not include:

- Wired internet
- Power
- Hanging and rigging
- Booth cleaning
- Material handling and onsite empties storage (supplied by GES)

OFFICIAL EXHIBIT SERVICE CONTRACTOR

GES Canada

Customer Service

Telephone: 418 877-2727

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www.ges.com/ca

serviceinfo@ges.com

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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

Vincent Carreau

Telephone: 418 649-7711, Ext. 4618

vcarreau@convention.gc.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

Note: Free wireless Internet service is available throughout the Centre.

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	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.
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 <i>Tobacco Act</i> 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**

Please see the [GES Ordering page](#) for shipping labels and advance shipping information

**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: ISEK 2022

QUÉBEC CITY CONVENTION CENTRE
LEVEL 1 LOADING DOCK
(ROOM 200B)
875 RUE SAINT-JOACHIM
QUÉBEC CITY, QC G1R 5V4