

**EXHIBITOR MANUAL**  
**TOYS & GAMES CONSUMER SHOW 2018**  
**(PLEASE READ CAREFULLY)**

## TABLE OF CONTENTS

1. GENERAL INFORMATION.....	5
1.1 DATES & OPENING HOURS .....	5
1.2 SECURITY .....	5
1.3 MAINTENANCE .....	5
2. GENERAL RULES.....	5
2.1 LIAIBILITY INSURANCE.....	5
2.2 SECURITY CLEARANCE.....	5
2.3 CONSERVATION OF THE INTEGRITY OF THE PLACES.....	6
2.4 FIRE PREVENTION .....	6
2.5 SOLICITATION.....	6
2.6 CONTEST .....	6
2.7 EMPLOYEES.....	6
2.8 SONORISATION.....	6
2.9 FOOD SERVICE / DISTRIBUTION.....	7
3. FURNISHING & DECORATIONS.....	7
3.1 RENTING: BOOTH, FURNITURE, CARPET, ETC.....	7
3.2 SETTING UP INSTRUCTIONS .....	7
3.3 HANGING FROM THE CEILING.....	7
3.4 PHONE / FAX.....	7
4. MERCHANDISE DELIVERY .....	7
4.1 SHIPPING ADDRESS.....	7
4.2 ENTRY SCHEDULE – SETTING UP.....	8
4.3 DELIVERY AND GOOD ISSUES DURING THE SHOW.....	8
5. INSTALLATION/DISMANTLING.....	8
5.1 INSTALLATION.....	8
5.2 MERCHANDISE HANDLING .....	8
5.3 STORAGE.....	8
5.4 DISMANTLING & EXIT .....	8
6. USE OF YOUR BRAND.....	9
7. LODGING .....	9
8. PARKING.....	9

9. PROCEDURES LOST AND FOUND CHILDREN ..... 10  
10. SIGNATURE..... 11

**NOVEMBER 16 2018** Day of assembly: Badges will be available at the instigator's desk

**NOVEMBER 17-18 2018** Fair's day: Badges will be available at 8:00 AM at the instigator's desk

**Badge quantity allowed depends of your stand square foot:**

**100sq. ft. = 3 badges | 200/300sq. ft. = 5 badges | 400 sq. ft. + = At the discretion of the promoter**

- You can collect your badge on Friday November 16. The number of badge you can have is based on the number of square footage your company have. The person who's in charge will be the only person that can collect the badges and is the only person responsible for their distribution.
- You must wear your badge to enter the exhibition hall. Be sure to give a badge to every person who is supposed to work at the show **BEFORE** the start of the exhibition.
- Foresee a work shift change period for your employees and badges. If all your badges are in the exhibition area, one of your employees will have to leave before the other will be allowed in the exhibition area.
- The badge of the expo cannot be customized. If you need more badges, please contact us.
- If you want to keep the badges after the event you can. However, we ask you to give them back if you thing to throw them in the garbage.
- **You must always wear your badge.**
- The badges given must serve for your employees who work in your booth during the weekend. It is forbidden to give it to your friends or family members for free entry.

# 1. GENERAL INFORMATION

## 1.1 DATES & OPENING HOURS

**SATURDAY NOVEMBER 17<sup>th</sup> 2018 9AM TO 6PM | SUNDAY NOVEMBER 18<sup>th</sup> 2018 9AM TO 5PM**

Exhibitors will have access to the exhibition hall 1 hour before the official opening. Saturday November 17<sup>th</sup>, exhibitors will have access to their stand at 7AM to prepare for the show.

## 1.2 SECURITY

The Direction of the show provides, in the exhibition hall, on the loading dock and everywhere else needed safety measures to assure and maintain order. The Direction of the show has the right to step in an event that may disrupt order and/or the security of the visitors. Upon exhibition closing, Sunday November 18<sup>th</sup>, the administration removes all security measures that were taken during the exhibition. However, the administration cannot be held responsible for any theft, breakage or any other incidents. **The exhibitors must protect his material at any moment.**

## 1.3 MAINTENANCE

Alleys and recreation areas will be clean during the fair. Each exhibitor booth must stay clean during the entire weekend. It's up to the exhibitor to assure the cleanliness of his booth over all the duration of the show.

# 2. GENERAL RULES

## 2.1 LIABILITY INSURANCE

Every precaution is being taken to prevent any material loss and protect the interest of the exhibitors. Fair's instigator and/or its representatives cannot be, under any circumstances, be held responsible for any loss, products damage, stands, tools, or decoration by fire, water, or any other hazards that could occur in the building. They are also released of any damage, loss, harm or injury caused to a person or the exhibitor property at any cost. Furthermore, it's highly recommended for each exhibitor to have a minimal insurance coverage of two million dollars (2 000 000 \$) in civil responsibilities for the entirety of the show. In addition, each company must have insurance coverage against theft.

## 2.2 SECURITY CLEARANCE

No stand or material can obstruct the access to security equipment: security exits, fire cabinet, trigger alarm, electrical room, signs, maintenance room. Motor vehicles or expose gas apparel must have a tank cap, batteries must be unplugged, and fuel tank filled to a minimum.

## **2.3 CONSERVATION OF THE INTEGRITY OF THE PLACES**

Under the lease, the exhibitor will be liable for costs incurred by itself or one of its representatives for any damage to the walls, floor, and columns or to the property of others. The exhibitor shall not use or permit the use of nails, screws, hooks or other such fixtures to hang anything on the walls, columns or floor. It is forbidden to use paint on floor or fix anything without sufficient protection which hasn't been approved by the Technical Authority.

**VERY IMPORTANT NOTE:** The helium-filled balloons are prohibited inside the exhibition hall. Any damage caused by the exhibitor or his employees will be repaired at the expense of the exhibitor.

## **2.4 FIRE PREVENTION**

The Quebec City Fire Department (QCFD) requires that all objects, materials and your booth components are non-flammable fabrics. Any stand covered with a ceiling must be protected by a sprinkler system. Inspectors may require the dismantling of booth if they are found non-compliant with these standards. The exhibitor must provide the plans required for approval to the Technical Authority. To obtain the flame retardant products Safety First: (418) 621.9959. Moreover, an inspection by the QCFD may occur during the assembly day.

## **2.5 SOLICITATION**

The distribution of souvenirs, samples, advertising materials and any solicitation must be done inside your booth. It is prohibited to distribute or remove anything that might interfere with the activities or obstruct access to neighboring booths and aisles.

## **2.6 CONTEST**

Commercial and contests organized by exhibitors must be authorized by the promoter (Agence Puzzle S.E.N.C.) and must never commit it. An authorization from the "Régie des alcools, des courses et des jeux" must also be obtained for any prize of \$ 100 worth and more. Further information may be obtained from the Board by calling 418-643-7667 or 1-800-363-0320.

## **2.7 EMPLOYEES**

The exhibitor is responsible for the actions of its employees, agents, suppliers and contractors during their presence at the scene of the Show. The exhibitor must ensure the presence of at least one person in the stand during the Exhibition opening hours. The exposure leaders reserve the right to refuse entry to a person intoxicated or for any reason going against the good behavior of the Exhibition. Wearing the accreditation of exhibitors is obligatory at all times.

## **2.8 SONORISATION**

The music and the information disseminated within the stand must not exceed 85 decibels at 1.5 meters from the source.

## **2.9 FOOD SERVICE / DISTRIBUTION**

No exhibitor shall provide public catering service without special permission. Exclusivity for sale or distribution of any food or beverage is reserved for the for the caterer of ExpoCité.

## **3. FURNISHING & DECORATIONS**

### **3.1 RENTING: BOOTH, FURNITURE, CARPET, ETC.**

For your participation in the exhibition, you may need to use service companies. The official decorator of the exhibition is TOP EXPO. Please find enclosed order forms for their services.

**We recommend starting your research early. You will be sure to have exactly what you need on more favorable terms.**

### **3.2 SETTING UP INSTRUCTIONS**

**All stands must be constructed with rigid walls or curtain walls measuring 8 feet high on the back of the booth and 3 feet high on both side of the booth. Exhibitors who plan to build their own stand or use the services of a decorator other than TOP EXPO must contact Francis Fortier at 418-956-0833 and submit by email a plan of the stand. For esthetic reasons, carpets are mandatory (or other floor covering).**

### **3.3 HANGING FROM THE CEILING**

You can install signaling elements from the ceiling above your location, the authorization of the Technical Authority. However, the identification must appear on both sides and the installation must be made by Solotech / 418.683.5553 (see order forms).

### **3.4 PHONE / FAX**

Exhibitors who plan to use the telephone and / or internet must make the rental directly with ExpoCité (see order forms). Public telephones are available on site.

## **4. MERCHANDISE DELIVERY**

### **4.1 SHIPPING ADDRESS**

All exhibit material must be shipped freight prepaid, to the following address:

**Your company name  
Your booth number  
c/o (name of the contact person)  
SALON DU JEU ET DU JOUET  
Centre de Foires Québec, QC,  
G1L 5A7**

Any shipment for the Exhibition will not be accepted at the Centre de Foires until 8:00 am, Friday, November 16, 2018.

## 4.2 ENTRY SCHEDULE – SETTING UP

An entry schedule indicates the time at which you must go to the loading dock is required. You must choose your schedule by contacting Sylvie Bédard at 418-666-7133 or by email at [sbedard@dee-expo.com](mailto:sbedard@dee-expo.com). Exhibitors or their carriers must have on hand this schedule and comply to avoid clogging. **Valid only for the exhibitors who use DEE handling services.**

### 4.2.1 ACCESS TO DOCK AND LOADING DECK

**There is no pre-established schedule for access to loading docks and / or loading docks. We operate on a first-come, first-served basis. We invite you to be courteous to each other. We know that arrival and departure are very busy times. This is why respect is required at all times.**

## 4.3 DELIVERY AND GOOD ISSUES DURING THE SHOW

Delivery of small crates, boxes or other parcels, provided it is done manually, will be allowed one hour before the opening of the Exhibition, every day. No goods transport will be allowed in the room during the show opening hours. No release materials will be permitted during the duration of the show, without being accompanied by a removal and approved by a manager on site, available at the show office.

## 5. INSTALLATION/DISMANTLING

### 5.1 INSTALLATION

The installation will begin Friday, November 16, 2018 at 1PM. The installation of all stands must be completed by 9PM. Throughout this period, the organizing team will be there to assist you and answer your questions. **They will have all authority in regard to the application of the regulations in this manual.**

### 5.2 MERCHANDISE HANDLING

Trolleys are available for transporting your goods from the loading dock to your booth. For additional services such as cargo handling with forklifts, contact Décor Experts Expo inc., exclusive supplier (see order forms).

### 5.3 STORAGE

If you need storage space, please contact the instigators of the fair. Make sure you know the size required for the proper functioning of your booth for the duration of the Show.

### 5.4 DISMANTLING & EXIT

Dismantling will begin at 5PM Sunday, November 18<sup>th</sup>, 2018 and MUST be completed by 11:59PM (midnight). No dismantling will be allowed before the official close of the show and lifting aisle carpet installed by the designer. Your storage boxes will then be reported directly to your stand as soon as possible. Your carrier will have access to the loading dock only when all your equipment will be provided there. No material or equipment will not stay put after midnight.



## **6. USE OF YOUR BRAND**

By participating at the Toys & Games Consumer Show, you authorize the promoters of the event to use your brand and/or the products that you distribute and/or sell. Your brand may be use only for promotion purpose and/or for the creation of the promotional material such as flyers, roll-up and posters, Facebook posts, etc.

## **7. LODGING**

Exhibitors who need lodging have to choice of hotels:

- 1) The Best Western hotel located at 330 rue de la Couronne. It's a 5 minutes car ride to the Centre de foires. Their phone number is 418-649-1919. When you call, you only need to tell «Salon jouet» to obtain a rebate of 20%. You also may need to confirm your booth number. We recommend you to write it down somewhere when you get it. The rebate will apply from November 17<sup>th</sup> to November 20<sup>th</sup> 2017. Since the quantity of rooms is limited, we recommend reserving your room as early as you confirm your presence at our event. A fee of 25\$ per car will be add to everybody who will want to use the parking of the Best Western
- 2) The hotel Le Dauphin located at 400 rue Marais. It's a 5 minutes car ride to the Centre de foires. Their phone number is 1-800-668-5911. When you call, you only need to tell that's for the Salon du jeu et du jouet. Your price will start at 112\$ per night for a room with 1 person and a king size bed. You need to add 10\$ per person per night. The breakfast and the parking are included.

## **8. PARKING**

When assembling on Fridays, parking is free. It costs \$ 20 per car for the weekend to park on the site of Exposité. You can pick up your parking ticket on Friday at the promoter's office upon arrival or pay at the gate directly on Saturday morning. Your ticket entitles you to three outings during the weekend (in addition to outings after the Show).

You can also park for free in the neighboring streets of the site. There are several free parking. Please allow about five minutes walk.

## **9. PROCEDURES LOST AND FOUND CHILDREN**

### **LOST CHILDREN**

- Inform the parent to immediately go to the information booth located at the entrance of the show;
- Ask the parent the child's description (age, height, clothing, color of hair and eyes, name...);
- Security personnel will be notified immediately to the exit controls. Every exits will be close until the child is found.

### **CHILDREN FOUND**

- Take the child to the information desk at the entrance of the show;
- Ensure that the child is entrusted to the staff expo; Agence Puzzle S.E.N.C.;
- The parent will be call on the microphone and need to go to the information desk.

## 10.SIGNATURE

I, \_\_\_\_\_ have read and understood the entire Exhibitor Manual. I also understood that the promoter of the show and the Fire Department of Quebec City, are the only one who can judge the conformity of my booth.

I understand that failure to the rules mentioned in this document may incur in additional charges. Charges that I will I have to pay immediately otherwise the promoter can cancel my right to be present without any refund.

I also recognize that I have all necessary rights to represent and / or sign it for \_\_\_\_\_ (name of the company).

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**Signature**

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**Date**