



Presented by



# Exhibitor Manual

**Dear Exhibitor,**

Thank you for signing up for **EXPO-SCÈNE 2019**, CITT/ICTS looks forward to welcoming you to our fifth edition that will take place on April 17 and 18, 2019 at the Palais des congrès de Montréal.

Your experience as an exhibitor is important to us, so please take the time to read the information below to help with your planning and participation in our event.

This manual contains important information in regard to your participation in the show, such as general rules & regulations, as well as suppliers' coordinates. Please take note that this guide is considered part of the exhibit space contract, it is therefore important that you read and understand its contents.

To place your orders with **EXPO-SCÈNE 2019** suppliers, please complete the relevant suppliers' order forms online. To avoid paying additional fees, please make sure your forms are filled out before the deadline outlined on their documentation. Please refer to page 12 to consult important dates as well as the reminder checklist provided.

We look forward to welcoming you at the Palais des congrès de Montréal in April!

**The EXPO-SCÈNE 2019 Team**

## OFFICIAL SUPPLIERS EXPO-SCÈNE 2019

CITT/ICTS has appointed the following companies as **Official Service Suppliers** for **EXPO-SCÈNE 2019**. If you are planning on using a non-official service contractor, please be advised that there are certain requirements that your appointed contractor must comply with before being allowed access to the floor.



### **ELECTRICITY & RIGGING – Exclusive Supplier**

To order your electrical, rigging, telephone, Internet services, cleaning and security needs with the **Palais des congrès de Montréal**, please visit their website below and select **EXPO-SCÈNE 2019** from the events listing:

<https://congresmtl.com/en/client-portal/>

Deadline for Early-Bird rate: **April 6, 2019**

Regular rates: **From April 7 to April 15, 2019**

On-site rates: **From April 16, 2019**, without exception

*\*\*Online orders won't be available on April 16th and all orders will have to be done on-site.*

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### **FOOD AND BEVERAGE SERVICE AT YOUR BOOTH CAPITAL TRAITEUR Montréal Inc.**



Exclusive catering supplier at the Palais des congrès de Montréal

[Click here](#) to order Food & Beverage at your booth.

[Exclusivity document](#)



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### **DECOR, TRANSPORT & MATERIAL HANDLING**

For all your requests or any special arrangements, please contact your GES Representative: **Ghislain Boucher**, Customer Service Representative

Email: [gboucher@ges.com](mailto:gboucher@ges.com)

Telephone: 514-861-9694 ext. 219

**Deadline for Early-Bird rates: April 1, 2019**

Download catalogue & order forms [here](#).

[Click here](#) to order on line.



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### **CUSTOM BROKER**

Questions or services for customs clearance should be directed to Director of Operations, **John Santini**

Email: [john@consultexpoinc.com](mailto:john@consultexpoinc.com)

Phone: 514-482-8886 poste 1

*For USA and International (non-resident of Canada) exhibitors only: A copy of the Border to Show recognition letter from Canada Border Services Agency is available upon request at [exposcene@citt.org](mailto:exposcene@citt.org)*

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# 1. GENERAL INFORMATION

## 1.1 Palais des congrès de Montréal - Coordinates

Our 5th edition will take place in **Room 220AB** at the Palais des congrès de Montréal.

- **Visitors Entrance** — 201 Viger Street West, Montréal – Place d’Armes Metro Station
- **Delivery** — Loading and unloading docks location is at 163 St. Antoine Street West
- **Map & directions:** [congresmtl.com/en/convention-center/maps-and-directions/](http://congresmtl.com/en/convention-center/maps-and-directions/)

## 1.2 Parking

There are several parking areas at or near the Palais des congrès de Montréal, including:

- Indoor parking lot (400 spots) on Viger Ave, via Chenneville Street.
- Indoor parking lot (1200 spots) accessible via St. Antoine Street.

## 1.3 Important Schedule Information

### 1.3.1 Deliveries, set up, installation and dismantling

**Shipping & Delivery: The loading and unloading docks are located at 163, St. Antoine Street West**

Monday, April 15 <sup>th</sup>	Delivery of 400 sq. ft.+ booths only	12:00 p.m. to 8:00 p.m.
Tuesday, April 16 <sup>th</sup>	Delivery of all booth sizes	8:00 a.m. to 10:00 p.m.

### NO DELIVERY ACCEPTED ON WEDNESDAY, APRIL 17<sup>th</sup>

#### Move-in and Break-down Schedule

Monday, April 15 <sup>th</sup>	Rigging installation only *	10:00 a.m. to 12:00 p.m.
Monday, April 15 <sup>th</sup>	Installation of 400 sq. ft.+ booths only	12:00 p.m. to 8:00 p.m.
Tuesday, April 16 <sup>th</sup>	Installation for all booth sizes	8:00 a.m. to 10:00 p.m.
Wednesday, April 17 <sup>th</sup>	Final preparations	8:00 a.m. to 9:30 a.m.
Thursday, April 18 <sup>th</sup>	Dismantling	4:00 p.m. to 11:00 p.m.

*\*The EXPO-SCÈNE team will confirm and communicate the requested arrival times for each exhibitor that requires rigging installation for their booth.*

All individuals present for the installation and the dismantling will have to register on-site, upon their arrival, at the **EXPO-SCÈNE 2019** registration desk to obtain a temporary access badge. Only those having these badges will be allowed to enter **Room 220AB**. Those who do not comply with this regulation will be refused at the entrance. Please advise your staff to plan accordingly. During these periods of time, the technical director and his team will be on-site to assist you and to answer your questions. They have the authority to apply all the rules mentioned in this manual.

### 1.3.2 Opening Hours for Visitors

- Wednesday, April 17<sup>th</sup> from 10:00 a.m. to 5:00 p.m.
- Thursday, April 18<sup>th</sup> from 10:00 a.m. to 4:00 p.m.

All exhibits must be opened and staffed during opening hours. The exhibitors may access the exhibition hall one hour prior to opening hours.

## 1.4 Booth Staff Registration

All your booth staff should be registered. **Please request your access code from us before registering your staff members.** Once you have your code, you may [click here](#) to register. Each staff member should wear his or her badge during the entirety of the show, to help identify them to visitors. Badges will be available at the **EXPO-SCÈNE 2019** registration desk:

- Tuesday, April 16<sup>th</sup>, from 3:00 p.m. to 5:00 p.m.
- Wednesday, April 17<sup>th</sup> and Thursday, April 18<sup>th</sup> as of 8:00 a.m.

## 1.5 Trade Show Promotion and Visitors Invitation

[Click here to download media material](#) to promote **EXPO-SCÈNE 2019** to your clients and other industry professionals. [Visitors and clients can sign up online](#) for their free pass.

## 1.6 On-site Restaurant & CITT/ICTS 5 @ 7 Cocktail

### 1.6.1. On-site Restaurant

A cash restaurant service will be available in the exhibition hall during **EXPO-SCÈNE 2019** opening hours. Thank you for supporting our restaurant service!

### 1.6.2. CITT/ICTS 5 @ 7 Cocktail

CITT/ICTS and its partners are pleased to offer a **private 5 @ 7 cocktail reception to its exhibitors and sponsors on the opening day, Wednesday, April 17<sup>th</sup>, from 5:00 p.m. to 7:00 p.m.** after the closing of the show in room 720 on the 7<sup>th</sup> floor of the Palais des congrès de Montréal. Exhibitors will receive further details prior to the event.

## 1.7 Travel & Accommodation

### 1.7.1 Transportation

Visit our website here [www.citt.org/travel\\_accomodations\\_exposcene.html](http://www.citt.org/travel_accomodations_exposcene.html) to get special rates with the following transporters:

- Air Canada [www.aircanada.com](http://www.aircanada.com)
- VIA Rail [www.viarail.ca](http://www.viarail.ca)

### 1.7.2 Hotels

We are proud to offer special rates at a selection of hotels for your stay. Details are available online on our **EXPO-SCÈNE 2019** website at [www.citt.org/travel\\_accomodations\\_exposcene.html](http://www.citt.org/travel_accomodations_exposcene.html).

- **InterContinental Montreal** –\$169.00 per night – Rate available from April 14 to 21, 2019
- **Holiday Inn Centre-ville** - \$150.00 per night – Rate available from April 14 to April 21, 2019

## 1.8 Sponsorship & Advertising Opportunities

Support CITT/ICTS and increase your visibility at **EXPO-SCÈNE 2019** through these exclusive sponsorships and advertisement opportunities as detailed in our [EXPO-SCENE 2019 Sponsorship Brochure](#). We offer a wide range of sponsorship opportunities to suit your needs and that will ensure maximum visibility before, during and after the event itself.

Contact us at [exposcene@citt.org](mailto:exposcene@citt.org) for more information.

## 2. EXPO-SCÈNE 2019 SUPPLIERS

The services described below **are not included** in your exhibition registration fees. Please contact the following suppliers for any services you may require. They are offering a full range of services to our exhibitors.

- Cut-off date for preferred rates at GES: **April 1, 2019**
- Cut-off date for preferred rates at Palais des congrès de Montréal: **April 6, 2019**

### 2.1 Palais des congrès de Montréal

All the Palais des congrès de Montréal detailed order forms are available online at <https://congresmtl.com/en/client-portal/>. To benefit from their early bird special rates, don't forget to **order before April 6, 2019**. Phone orders are not accepted. Please refer to their rules and regulations.

### 2.1.1. Electrical Services

No electrical outlet is supplied with your exhibition booth. The Palais des congrès de Montréal is the sole official supplier for electrical services and exhibitors are responsible for ordering their own electrical connections through them. Exhibitors are responsible for supplying all adaptors required for the proper functioning of their electrical equipment. It is strictly forbidden to plug into the electrical outlets of neighbouring booths or to the permanent outlets of the building.

### 2.1.2. Rigging, Sign and Banner Installation

All anchor points will be installed exclusively by Palais des congrès technicians or by one of its representatives. Your plan and order form should be submitted to the Palais des congrès.

- a. Installation of structures over 50 lbs and rigging points – this service is not available on the portal - **Please contact the technical representative Yves Guertin: [yves.guertin@congresmtl.com](mailto:yves.guertin@congresmtl.com)**
- b. Installation of banners less than 50 lbs: service available on the portal

### 2.1.3. Installation of Audiovisual and Scenic Equipment

All the regulations and details governing the installation of audiovisual and scenic equipment at the Palais des congrès de Montréal are [available online by clicking here](#).

### 2.1.4. Phone / Internet

Please note that basic Wi-Fi (1,5 Mv/s) is provided free of charge in the exhibit hall. Any other Wi-Fi connection (5Mb/s) must be ordered through the Palais des congrès.

### 2.1.5. Booth Housekeeping

Booth housekeeping services including CARPET VACUUMING / GARBAGE COLLECTION done prior to show opening on the dates required is available by completing the order form online at: <https://congresmtl.com/en/client-portal/>

### 2.1.6. Security

**CITT/ICTS EXPO-SCÈNE 2019** will not be held responsible for any loss or damage. Exhibitors must take all precautions to protect their material and safety inside and around their booths. If you need security, please complete the Palais des congrès order form.

## 2.2. Food, Beverages (alcoholic or not, Bottled Water, Coffee (F&B))

**Capital Traiteur Montréal inc.** holds the exclusive catering rights at the Palais des congrès. A restaurant will be opened on-site during the show opening hours. If you wish to use their services at your booth, please [use this order form for exhibitors](#).

## 2.3. GES

**GES** is the official in-house supplier and decorator for drapes, carpets, tables and all required accessories for your booth. They are responsible for all the motorized handling and storage (compulsory) and will work with you upon your equipment arrival and departure to the show. For all your requests or any special arrangements, please contact your GES representative: **Ghislain Boucher**, Customer Service Representative, phone: 514-861-9694 ext. 219 or email: [gboucher@ges.com](mailto:gboucher@ges.com).

### 2.3.1. Booth Decors, Drapes, Carpets, Tables, and others

- The GES catalogue is available at [EXPO SCENE 2019/GES](#)
- GES order forms are available at [GES.com](#)

### 2.3.2. Advanced Shipping and Handling

GES offers advanced shipping and material handling services. The information and order forms are available online at [GES.com](#)

### 2.3.3. On Site Motorized Handling (Forklift)

- GES is responsible for all motorized handling. Please refer to **their catalogue** here:
- [EXPO SCENE 2019/GES ORDER FORM.pdf](#)
- Online order forms at <https://e.ges.com/CA-00054491>
- Exhibitors not requiring motorized material handling are welcome to carry in their own items during the Exhibitor Delivery and Move-In days. See Direct Shipping Label on page 11.

### 2.3.4. On site and Off-Site Storage

During the show, the storage of road cases is mandatory, and space will be available on-site handling under GES supervision. CITT/ICTS will provide limited on-site storage area for exhibitor's road cases only. Because of fire regulations at the Palais des congrès de Montréal, **we no longer accept CARDBOARD BOXES in the dedicated CITT/ICTS storage area.** If you have any **bulk cardboard boxes**, you will need to have your own off-site storage or you may use and pay for the handling and storage services provided by GES, with no exceptions!

## 2.4. Customs Broker for USA & International Shipping

[Consultexpo Inc.](#) as been mandated as the **Official Customs Broker** for **EXPO-SCÈNE 2019** for exhibitors shipping material to Canada from the USA or overseas. If you require assistance or further information please contact **John Santini**, Director of Operations at [johns@consultexpoinc.com](mailto:johns@consultexpoinc.com) or 514-482-8886, Ext. 1.

## 2.5. Lead Retrieval Barcode Scanner Rental

CITT/ICTS gives you the opportunity to rent a barcode scanner lead retriever for the duration of the show through **INSCRIPT**, our official supplier. When renting a wireless, handheld scanning device, you will not only collect information about the visitors to your booth, but most importantly, you will be able to efficiently qualify them using your own qualifiers! Rental fee: \$200.00 (plus taxes). Payment with VISA or Mastercard accepted.

To rent your scanner, please click here <https://www.inscriptweb.com/Inscript/Publique/>

## 2.6. CITT/ICTS EXPO-SCÈNE 2019 Team

In addition to the information available in this Exhibitor's Manual, additional information is available on the CITT/ICTS Website at <https://www.citt.org/ExpoScene.html>. Among other information, you will find the floor plan and the exhibitors list. For any additional information, please do not hesitate to contact one of us:

- For technical support, booth design approbation, set-up schedule questions should be addressed to our Technical Director **Joël Décarie** by email at [joeldecarie@gmail.com](mailto:joeldecarie@gmail.com).
- For information about the show, seminars, sponsorship, the exhibitor's manual, your staff and visitors' registration, or any other questions related to EXPO-SCÈNE 2019, please contact **Monique Corbeil** or **Erin Whittaker** by email at [exposcene@citt.org](mailto:exposcene@citt.org) or by phone at 514 380-9147 (direct line) or (514) 504-9998.

## 3. CODE OF CONDUCT

The following rules are intended to help your successful participation in **EXPO-SCÈNE 2019**. They are part of your exhibit space contract and designed to help you prepare for the show and to allow you to maintain safety standards for exhibitors and the public. Thus, we advise you to read them carefully and to comply accordingly.

### 3.1. Booth Drawing and Design

- The booth design and drawings must be submitted to the **EXPO-SCÈNE 2019** Technical Director, Joël Décarie, at [joeldecarie@gmail.com](mailto:joeldecarie@gmail.com) for approval. If your booth design and drawings are not approved by Joel prior to the show, your installation will be refused on-site.
- **All overhead rigging plans must be approved by the Palais des congrès.**



### 3.1.1. Booth Definitions

- **20' x 20' Island** is an open space with all 4 sides open to aisles.
  - The following restrictions apply to booth numbers: **300-320-400-420-440-500-520-600**
    - No walls or curtains that obstruct the sightlines from the main entrance
    - Maximum height of any object on floor is limited to 6 feet
    - Over-head hanging height starts at 10 feet from floor.
- **20' x 20' Peninsula** has one back wall (with flexible height) and with 3 sides open to aisles.
- **10' x 20' Split Peninsula (or double space)** is an island booth divided by a 8' back wall and 3 sides open to aisles.
- **10' x 10' (single) or 10' x 20' (double) linear** include a 8' back wall and two 3' side dividers.

### 3.2. Insurance

The **EXPO-SCÈNE 2019** show management, the Palais des congrès de Montréal and their agents will in no way be held responsible for accidents or injuries to persons in the booths, nor for loss or damage to products or booths caused by fire, theft or any other reason. Exhibitors are required to provide proof of insurance valid for the duration of **EXPO-SCÈNE 2019**. Exhibitors are required to obtain, at their expense, a multi-risk policy and must have during the entire show a general responsibility insurance with a civil responsibility of two million dollars (\$2,000,000). The **Certificate of Insurance** supplied by your insurance broker should name

**CITT/ICTS 404-4529 Clark Street, Montréal, QC H2T 2T3 Canada** as a third party. The description of the operations or activities or location should indicate:

***Proof of insurance for the EXPO-SCÈNE 2019 show (including the setting up and the breakdown) that will be held from April 15 to April 18, 2019, inclusively, at the Palais des congrès de Montréal.***

The form should be sent to [exposcene@citt.org](mailto:exposcene@citt.org) at least one month before **EXPO-SCÈNE 2019** opens.

### 3.3. Fire Proofing & Prevention

The City of Montreal Fire Department rules requires that all objects, materials and textiles used in the booth must be non-flammable and fireproofed, including the following materials: dried flowers, leaves, artificial trees or flowers; plastic materials; textiles; Styrofoam; paper and cardboard less than 0,3 cm.

Use of the following materials is forbidden: cellulose acetate fabric; polypropylene (Coroplast) except if the surface used corresponds to 10% or less of the total surface of stand; any metallic based laminates not glued to an adequate surface; cut flowers and trees; explosives of any kind; jute, straw and straw shavings; sonotube.

All booths with a ceiling of more than 300 square feet must be equipped with sprinklers to adhere the norms of fire protection code of the City of Montreal.

### 3.4. Stickers

Stickers of any kind are prohibited at the Palais des congrès because of the removal and cleaning problems they create. Anyone who ignores this regulation runs the risk of having their material confiscated. They will also be billed for the cost of cleaning and repairs.

### 3.5. Construction and Safety Standards

The exhibition space, during set-up and dismantling, is considered a construction site according to the law. Consequently, safety shoes, safety glasses, helmets and safety harnesses are strongly recommended for certain situations and mandatory for others. To learn more: [www.csst.qc.ca](http://www.csst.qc.ca).

### **3.6. Attitude, Behaviour and Respect**

Exhibitors are responsible for their personnel and their behaviour and attitude. In order to maintain the smooth operation of the show, any person considered violent, aggressive, unpleasant or undesirable may be expelled from the exhibition site. No excesses will be tolerated toward exhibitors, visitors or the personnel of **EXPO-SCÈNE 2019** or its suppliers.

**EXPO-SCÈNE 2019** reserves the right to refuse access to the Exhibition hall to any visitor, exhibitor or exhibitor's employee judged by **CITT/ICTS EXPO-SCÈNE** management to be undesirable, drunk or that he or she hampers the exhibition's smooth progress.

### **3.7. Exhibitor Documentation and Literature**

In order to satisfy all visitors, the exhibitor agrees to distribute documentation in French in sufficient quantities for the duration of the event. (Quebec's Charter of the French Language requires posters and advertising to be in French and that where one or more other languages are used, French must be predominant.)

### **3.8. Copyright**

Exhibitors are responsible for obtaining the rights to use any music, photographs, video or other media subject to copyright laws. The **CITT/ICTS EXPO-SCÈNE 2019** management reserves the right to remove any products considered offensive or that do not conform to the regulations in force.

### **3.9. Noise Limits**

The use of radio, television, movie or any audio and visual equipment is allowed by **CITT/ICTS EXPO-SCÈNE 2019** management as long as it doesn't disturb the other exhibitors. The sound and visual effects should be limited to the exhibitor booth and the **CITT/ICTS EXPO-SCÈNE 2019** management keeps the right to forbid any equipment that does not comply with these rules and may regulate the volume.

**Special sound effects and demos at exhibitor booths during the opening hours must be submitted to the CITT/ICTS EXPO-SCÈNE 2019 management for approval.**

### **3.10. Aisle Space**

Aisle space may not be used for exhibit purposes, or for general solicitation of business. It is strictly prohibited to distribute or display souvenirs, samples or advertising material of any kind outside of contracted exhibit space. Verbal, physical and visual solicitation must be done inside your booth. It is also forbidden to distribute or exhibit articles that could impede Exhibition activities or obstruct access to neighbouring booths and aisles. No promotional activity of any kind is permitted outside your stand.

#### **4. SHIPPING ADDRESS LABEL**

Please use this information below for your direct shipping label

**Palais des congrès de Montréal**

**EXPO-SCÈNE 2019**

Exhibiting Company Name:

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

Palais des congrès de Montréal  
163 St-Antoine Street West  
Montréal, QC H2Z 1H2 Canada

## 5. REMINDER / CHECK-LIST

The following lists and dates will help you meet the numerous **EXPO-SCÈNE 2019** cut-off dates.

### a. TO DO

- Sign my contract and pay for my booth space.
- Reserve my hotel and my train or plane tickets.
- Design a booth to ensure fluent traffic, product visibility and that meets the exhibition regulations. Decide which news and existing products to showcase and highlight!
- Submit the booth design and drawings to Joël Décarie at [joeldecarie@gmail.com](mailto:joeldecarie@gmail.com) for approval.
- Fireproof the booth, material and accessories.
- Make arrangements for shipping my booth to the Palais des congrès de Montréal.
- Promote my presence at **EXPO-SCÈNE 2019** through mailings and emails to my clients.
- Invite my customers to visit the show and to [register online](#).
- Get a two million dollars (\$2,000,000) civil responsibility insurance and send it to [exposcene@citt.org](mailto:exposcene@citt.org).
- Order company swag for the booth!

### b. TO ORDER

#### Order from GES at anticipated rates

- Booth Decors & Accessories, Tables, Chairs, other Before April 1
- Advanced Shipping & handling and Storage Before April 1

#### Order from Palais des congrès de Montréal at anticipated rates

- Electrical Services Before April 6
- Rigging for Signage, Banner, AV Equipment set up Before April 6
- Telephone & Dedicated Internet services Before April 6
- Security services Before April 6
- Housekeeping services Before April 6
- Catering services 3 weeks before the show

### 1.2. TO BRING

- A dolly and step ladder for setting up the booth
- Safety Shoes and working gloves for setting up and dismantling the booth
- Demonstration material & products, Posters, Signs
- Lights and additional bulbs for the booth
- Extension cords and power bar with an over-voltage protection
- Gaffer tape
- Tool kit (hammer, screwdriver, cutting knife, etc.)
- First aid kit
- Cleaning product with paper towel
- Business cards & brochures and their holders
- Advertising bags and swag
- Office supplies: scotch tape, stapler and staples, markers, pens, note pads
- Your most comfortable pair of shoes
- Your brightest smile and your patience ☺