CENTRE DE FOIRES







CLIENT GUIDE



ExpoCité | Ville de Québec

Welcome to the Centre de foires de Québec:

the largest exhibition venue in eastern Canada

Located on the largest event site in eastern Canada, in the *Cité-Limoilou borough*, the Centre de foires has everything you need to make your event a resounding success. This modern multipurpose building, with a surface area of 210,000 sq. ft^2 (19,500 m^2), offers turnkey options that meet the highest standards of excellence.

With its numerous multipurpose buildings and a surface area large enough to hold major public gatherings, ExpoCité is an ideal event venue. Concerts, tradeshows, sporting events and business conventions are only part of a spectacular offer that already attracts over two million Québec and international visitors every year.

ExpoCité is a City of Québec entity that commercially manages a range of infrastructures and activities on a 4,000,000 sq. ft^2 (371,000 m^2) site. By developing its reputation as a venue of highly popular events, ExpoCité is actively contributing to the economic, social and tourist development of the capital, and has expanded its global reach.

To assist you in making your event a memorable success, our Client Guide provides you with important information on ExpoCité operations and its broad range of services.

We are delighted to welcome you among us.

Version: September 2026

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1 Our facilities

1.1
Site access

The Centre de foires de Québec is located less than 20 minutes from Jean-Lesage International Airport, at the junction of the Laurentian highway (A-73) and Wilfrid-Hamel Boulevard (R-138). The site is easily accessible and well served by the public transport network (801 and 802 circuits).

Parking

ExpoCité has more than 4,000 parking spaces available. These parking spaces are allotted based on activities taking place on site.
The cost per day is $17 per vehicle and $30 per bus.

It should be noted that ExpoCité is governed by municipal regulations with respect to public roads and parking areas.

Parking spaces for heavy vehicles and tractor trailers[1] are also available. Please consult your account executive for terms and the current rates structure.

See section 2.2 Storage for more details.



Centre de foires

**2005, rue de l'Exposition
Québec City, Québec G1L 0B7**

1 To facilitate the free flow of traffic around the Centre de foires, tractor trailers are not allowed to remain in the parking area surrounding the building during event opening hours.



Easily accessible venue

With over 185,000 sq. ft. of exhibition space on the same floor, 14 loading docks and 6 over-sized doors at ground level, as well as 3 main visitor entrances, the Centre de foires offers unparalleled accessibility.

Access to your event

The multiple entrances to the Centre de foires remain open based on schedules tailored to the requirements of current events. With the aim of offering you the best possible experience, the access reserved for your event shall be determined by your events technician, considering rooms that are part of your contract, as well as cohabitation with other events.

Opening hours for the entrance assigned to your event shall be predetermined in consultation with your events technician. These opening hours may be modified up until 48 hours prior to your event.

No delivery is permitted to the ExpoCité administrative centre. See section 2.3 Deliveries for delivery addresses.

Access to people with limited physical ability

The Centre de foires de Québec, a Kéroul-certified building, is an acessible meeting venue designed to meet accessibility standards for people with limited physical ability. You will find spaces, access ramps and entrances, equipment and adapted services to meet the requirements of all visitors. Parking spaces are also available close to the buildings. If you have specific requirements in this regard please contact us as soon as possible so that adapted strategies can be established.

1.2

Rooms

Would you like to see first-hand the spaces reserved under your contract? Take advantage of our plans and virtual visits on our website. You are also welcomed to come and visit the premises. Your account executive will be pleased to help you to discover our spaces.



Capacity

Room capacity vary based on the selected room setup. For example, the use of rear projection or a large stage necessarily reduces the maximum capacity indicated in our documents. Your account executive may provide you with blank floor plans which can assist you in determining the range of formats styles (exhibition, theatre, school, banquet, etc.) and to facilitate your assignment of rooms. Please consult for reference our room capacity table on the following pages.

At all times, maximum capacity shall be calculated based on applicable laws, standards and regulations.



Room layout plans

Exhibition floor plans must be submitted for pre-approval by ExpoCité before the beginning of booth spaces sale by the promoter. ExpoCité does not offer a design service for its rooms. However, all plans without exception (rigging and hanging, design) must be approved by ExpoCité before setting up in the room.

Blank floor plans are available upon request for clients or their suppliers who wish to create special layouts.

To ensure security and the smooth running of operations relating to your exhibition, ExpoCité needs to approve the final floor plan no later than 30 working days prior to the event. Plans must be mapped out to scale and contain the following information:

- Event name, date and location;
- Entrances and exits clearly identified;
- Width of alleys;
- Dimensions of components found on the site (booths, exhibition modules, stage, etc.).





16 multipurpose rooms for rent

Special features

To understand the special features of our rooms, please consult the table below:

	Rooms A-B-C	Rooms D-E	Rooms 6, 7, 10	Rooms 1 to 5, 8, 9 and VIP
Floor covering	Polished concrete*		Linoleum tiles	Carpet
Available services	Electricity, audiovisual, telecommunications, Internet, water and drain, compressed air and natural gas (from traps)		Electricity, audiovisual, telecommunications and Internet	
Associated loading dock**	Docks 8 to 12	Docks 16 to 20	Rear docks	

* Installation of wall-to-wall carpeting (above the traps) in the exhibition rooms must be preauthorized. This practice prevents us from being able to adequately respond to your requirements and those of your exhibitors since all services are distributed from traps under the floor.

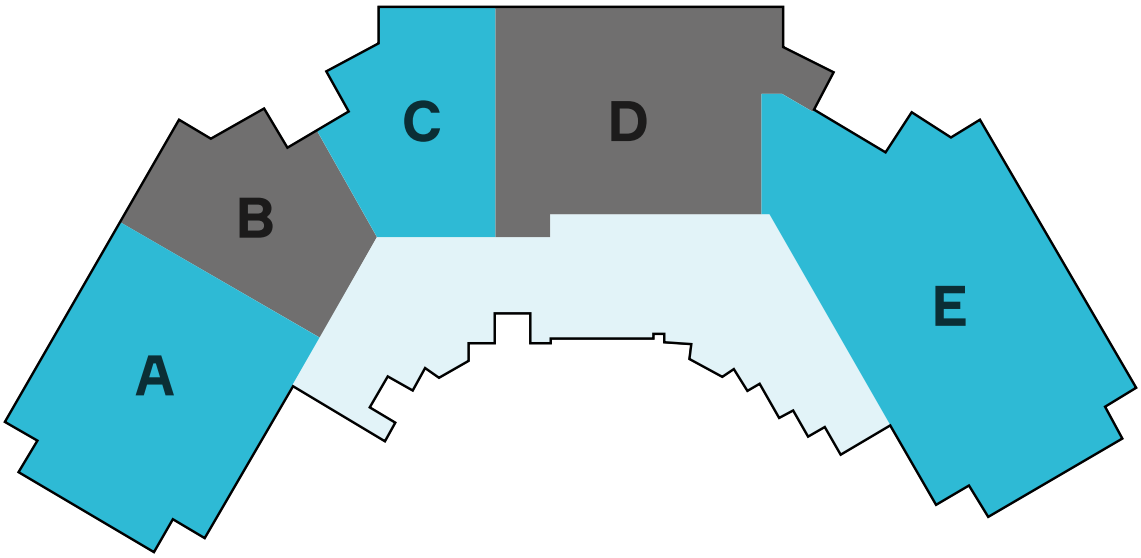
** Loading docks may be shared based on current operations. Please refer to your events technician.

Occupancy capacity of the rooms on the first floor

Rooms	Occupancy capacity							
	Dimensions		Number of people					
	Square feet	Square meters	Exhibition hall	Food function round table	Cocktail	Classroom	Theater	Reception*
A	38,610	3,587	1,195	2,989	3,776	1,939	4,145	4,145
B	23,906	2,221	740	1,851	2,338	1,201	2,473	2,473
C	23,906	2,221	740	1,851	2,338	1,201	2,473	2,473
D	36,317	3,374	1,124	2,812	3,045	1,824	3,045	3,045
E	60,999	5,667	1,889	4,722	5,361	3,063	5,361	5,361

* This data should also be considered as the legal evacuation capacity per room. This capacity includes anyone who has access to the room, as well as any public or employees.

General Note
At no time can the total number of occupants on a floor (combination of multiple rooms) exceed the evacuation capacity of the floor where these rooms are located. The total capacity per floor must be validated by the landlord, and restrictions may apply.



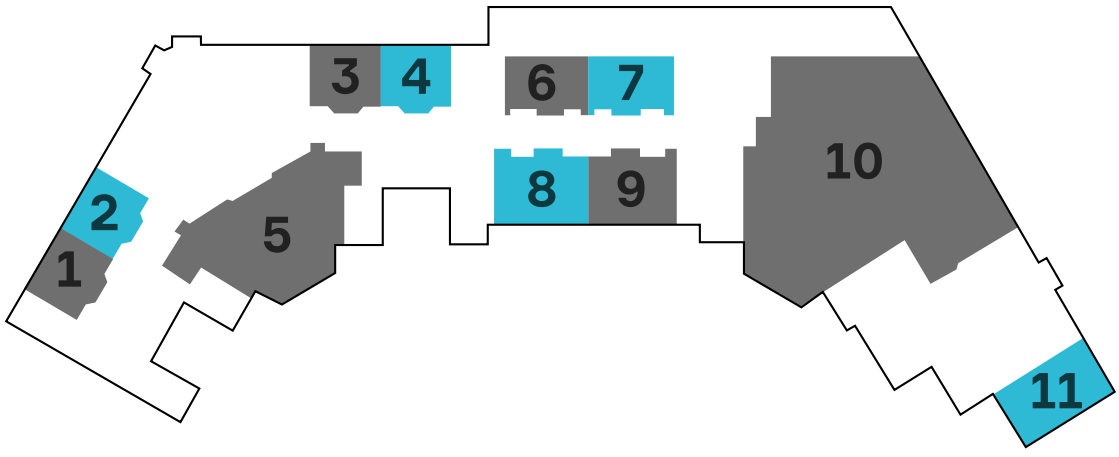
See Rental restriction areas on our website.

Occupancy capacity of the rooms on the second floor

Rooms	Occupancy capacity							
	Dimensions		Number of people					
	Square feet	Square meters	Exhibition hall	Food function round table	Cocktail	Classroom	Theater	Reception*
1	968	90		56	75	32	78	420
2	968	90		56	75	32	78	420
1+2	1,959	182		136	150	80	210	840
3	968	90		56	75	32	78	420
4	968	90		56	75	32	78	420
3+4	1,959	182		136	150	80	210	840
5	3,842	357	119	200	325	108	340	566
6	968	90		80	80	30	80	427
7	1,044	97		88	90	30	80	427
6+7	1,959	182		160	160	66	232	854
8	1,463	136		104	130	48	108	427
9	1,356	126		96	130	40	108	427
8+9	2,830	263		192	240	96	252	854
10	10,182	946	315	536	1,000	276	900	1,267
11	1,400	130	Salon VIP – 60 people					

* This data should also be considered as the legal evacuation capacity per room. This capacity includes anyone who has access to the room, as well as any public or employees.

General Note
At no time can the total number of occupants on a floor (combination of multiple rooms) exceed the evacuation capacity of the floor where these rooms are located. The total capacity per floor must be validated by the landlord, and restrictions may apply.



1.3
Services included in base rent

The following services are included at no additional cost during the rental of rooms:

- A certified operations team for the general event (operations manager and events technician);
- Reception services necessary to welcome and orient visitors during the event (see details under the heading Greeting staff);
- Ticketing service (see conditions under the heading Ticketing);
- Basic 24/7 security service (see details under the heading Security);
- Elements of event promotion (see Promotion Support Guide for details);
- Safe ride home service offered, thanks to our partner TZ Capitale Nationale, so that your visitors and participants can return home safely with their vehicle;
- Daily cleaning services of public areas, traffic areas and exhibit areas;
- One standard setup per room based on the initial layouts for the duration of the event (applicable to the 1st floor only);
- Sound system with basic functions (PA system using microphone and ambient music);
- One lectern (without microphone) subject to availability (limited);
- Tablecloth tables and chairs for reception/registration (limited number);
- Water service for conference speakers (in rooms on the second floor of the CDF);
- If required, a room used for the event office equipped with the basic requirements including telephone and wired Internet connection, also based on availability of equipment or service (no leasing shall be made at the expense of ExpoCité in the event of non-availability of equipment or service);
- Option to use other spaces based on the number of rooms rented and subject to premise availability (including adjacent premises);
- Two (2) "all access" passes[2] with photo, providing access to parking spaces for the promoter and his work crew;
- Access to drop-off zones and use of loading docks;
- Possibility of keeping a trailer at the dock without charge (limited availability).

2 Additional passes optional for each exhibition room leased, up to a maximum of eight (8) accreditations.

Lighting, heating, ventilation and air-conditioning

Standard supply of these services on the locations provided within your contract during your event's opening hours. During setup and teardown periods, lighting may be at half intensity. Additional lighting required for your activities shall be at your expense.

Water, drainage and natural gas supply

Rooms A, B, C, D and E* are served by a network of water drainage and natural gas supply. Hook-ups, disconnections and fittings are subject to charges (see order forms**).

Nonexclusive storage spaces

Nonexclusive storage spaces may be provided based on availability for purposes of packaging and temporary storage of merchandise during the rental period (see order forms**).

A contacless environment for your security

ExpoCité works with its partners to facilitate the implementation of contactless transaction solutions.

- Ticket purchase online is the option of choice for consumer shows;
- Contactless food ordering service (UEAT mobile application offered to exhibitors by our exclusive supplier);
- On-site payment by debit or credit card (parking, ticketing, food counter and restaurant);
- Safety signs posted at entrances and on walls to promote hand hygiene and respiratory etiquette.

* The number of BTUs is limited in room E.

** Exhibitor services are available on our website.



A memorable experience in an modern building

1.4

Events technician, your ally for success

Upon signature of your contract, an events technician will be assigned and will act as your principal resource person for the organization of your event at ExpoCité.

He or she will advise you on services offered and guide you with our team of experts both internally (temporary personnel, security, fire prevention, etc.) and our official suppliers (electricity, plumbing, natural gas, handling, food and beverage services, etc.) throughout every step of the process to ensure the success of your event.

1.5

Cleaning services

Building cleaning services are carried out by ExpoCité and are part of its basic services. For rented spaces, this consists of daily cleaning of meeting rooms, traffic areas and exhibit areas.

High sanitation standards for your safety:

- Cleaning services provides a continuous tour of public areas and meeting rooms;
- Use of extended efficacy products for frequent user contact points (elevators, restrooms, etc.);
- Installation of mobile sanitizing gel stations strategically placed to promote hand hygiene;
- Constant fresh air supply in buildings (more than 12 air changes per hour): high quality filter.

For the exhibitions, exhibitors are responsible for cleaning inside their booths. Cleaning services are not offered to exhibitors. If you would like to take care of this service for your exhibitors, you should enter into a service agreement for this purpose with a specialized supplier.

Where the condition of the room so requires, the amount of waste generated by exhibition operation and where deemed necessary by your events technician, costs of final cleaning or repairs may also apply at the time of teardown of certain events.

1.6
Security

ExpoCité rely upon a seasoned, rapid, well-trained security team that is familiar with its environment and fully prepared to act with the utmost discretion while keeping an eye on the premises.

ExpoCité provides a general 24/7 security[3] service as specified in your room rental contract. Our team allocates the resources based on your activities and the number of attendees and ensures a quick response to meet all contingencies.

If you wish to use the services of our security team for specific tasks such as close surveillance, crowd control, or a certified first responder assigned to your event, etc., please let us know promptly.

The document titled Fire prevention requirements applicable to events on the ExpoCité site is available on our website and will provide further information on applicable standards and regulations.

First aid

To effectively respond to any medical contingency or accident, the Centre de foires has a fully equipped nursing station with all necessary accessories. It is in sector E. Furthermore, a stretcher and two cardiac defibrillators are strategically located based on the events being held.

The Centre de foires security and operations personnel are qualified in First Aid. If you require the services of a First Responder available at all times during your event, you should enter into an agreement with the recognized provider. Your events technician can assist you in taking this step.

A safe environment



3 ExpoCité ensures security services inside the building throughout setup, teardown and during event times. This security service is limited and should in no manner be considered as a security guard service to protect property of the lessee or its exhibitors. This responsibility is always assumed by the lessee.

1.7

Digital signage and broadcasting

The directional signage is a basic service included within your contract.

The Centre de foires provides a digital signage network which is comprised of a group of screens positioned strategically within traffic zones and at the entrance point of certain rooms. These screens broadcast various information related to the events being promoted. A chart describing the content of announcements to be broadcast should be forwarded to us two weeks prior to the commencement of the event. We then determine the directional signage based on all the events in place simultaneously.

For an additional fee, it is also possible to program the broadcast of video images (without audio) and to arrange for display of logos of your sponsors.

ExpoCité also has digital outdoor screens above the entrance doors of the Centre de foires. We display current and upcoming events.



A digital signage network at your disposal

1.8
Greeting staff

Our reception service is one of the cornerstones of the customer experience.

ExpoCité provide basic greeting services, included in your contract, designed to monitor access to the Centre de foires and to properly direct your visitors in and around the spaces provided for under your room rental contract. Our reception team is comprised of qualified personnel. Their specialized training responds to the ExpoCité quality standards and prepares the team to react promptly under emergency situations.

We also offer customized service tailored to your specific requirements. This additional staff will be invoiced at the applicable rate indicated in the main services price list.

1.9
Ticketing and registration areas

If you are planning a trade fair or concert, Appendix B or C of your contract explains all the terms and conditions applicable to our ticketing solution.

If your registration is carried out at another location, it will be coordinated based upon visitor traffic, particularly in situations where clients are sharing common space. Your events technician will provide you further details to keep you informed.

1.10
Invoicing

Based on the category of your event, ExpoCité billing process consists of three sent out to the lessee at various stages of the planning of an event and after it is over.

The following table indicates the content of each invoice and the scheduled time of their sending.

Type of invoice	With ticketing	Without ticketing	Due date
On account	Full payment due on signature of the contract	Full payment due on signature of the contract	10 days following receipt of the invoice
Contract	50% of the balance due according to the initial rent under the contract (total rental cost less paid “deposit”)	Balance due based on the initial rent under the contract (total rental cost less paid “deposit”)	10 days prior to the event
Sales-based settlement of account	Return of ticket revenues collected for the promoter less the invoicing of balance of rent and various rentals not included under the contract and any other charges (lost keys, lost mic breakage, etc.)	Invoicing of various services and rentals not included under the contract and other charges (lost keys, lost mic breakage, etc.)	30 days following issuance of the invoice

Accepted methods of payment are:

- by cheque
- Wire Transfer

N.B.: Please note that due to an adjustment to municipal regulations, beyond the due date of your final invoice, interest charges of 7% per year will apply.

1.11
Cancellation policy

In the event that you need to cancel the reservation for your event, the following cancellation penalties may apply.

Days before the event	Rental fees	Food and beverage
More than 90 days	10% of the rent	-
From 61 to 90 days	25% of the rent	25%
From 31 to 60 days	50% of the rent	50%
From 15 to 30 days	75% of the rentr	75%
Less than 15 days	100% of the rentr	100%

1.12
Exhibitor manual

To provide any logistic information concerning the progress of your exhibition, we invite you to prepare an exhibitor manual designed for organizations who are planning to attend your exhibition.

This manual is a practical information tool for your exhibitors to create optimal conditions for a successful experience at the Centre de foires de Québec.

We provide you with a template to assist you in preparing the manual. Your exhibitor manual should be verified and approved by your events technician prior to being distributed to exhibitors.



Services provided by ExpoCité and its partners

2

Experts at your service





Prior to the sale of your exhibition spaces, you have several decisions to make regarding the services you intend on offering to your exhibitors. This means assessing which services need to be included within the cost of leasing your booth space (Electricity, handling, storage, etc.).

These services are subject to a fee. For better budget planning, please feel free to consult your event technician.

2.1 Exclusive services

ExpoCité and its partners exclusively provide the following services:

- Food services
- Alcohol services
- Parking
- Coat check
- Installation of banners on the building,
- Material handling
- Connection services (electricity, natural gas and plumbing)
- Material hanging
- Security and surveillance services
- Greeting services
- Admission control
- Ticketing solution

2.2
Material handling

Solely the staff of ExpoCité, may carry out handling of merchandise being received, shipped and stored inside the Centre de foires and the pavillon Guy-Lafleur. These services are offered on our online ordering platform.

Only ExpoCité-owned forklifts and lifting devices are authorized, and shall be exclusively operated by ExpoCité personnel.

Handling fees

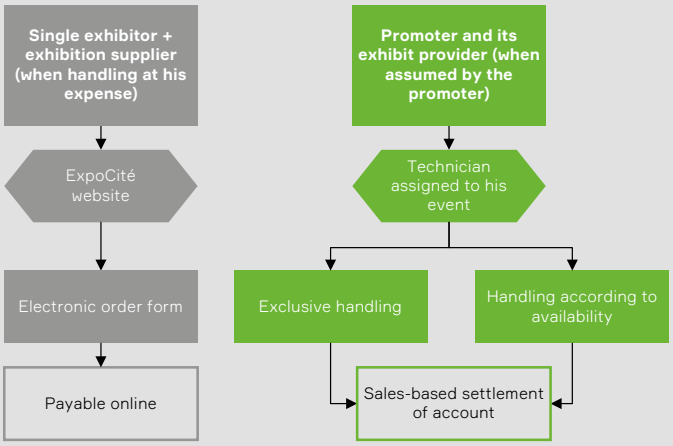
Any exhibitor shipping its material directly to ExpoCité via carrier or courier service acknowledges and agrees that its material will automatically be handled by ExpoCité at the client's expense.

Our handling service can offer you, among others:

- Loading of full containers delivered by the carrier;
- Transport from the loading dock to the assembly booth;
- Transport of the empty containers from the booth to the storage zone for setup;
- Transport of empty containers from the storage zone to the teardown booth;
- Transport of full containers from the booth to the loading dock;
- Unloading of full containers collected by the carrier;
- Early bird rate available if ordered 10 days before the first day of assembly.

Any exhibitor who arrives on the loading dock with material has the option of receiving the material with a manual lift provided by ExpoCité.

Handling request process



Storage

The Centre de foires has a limited number of nonexclusive storage spaces. Subject to availability, they may be temporarily used for packaging and storage of merchandise during the rental term provided for in your contract. If you intend to hold an exhibition or anticipate substantial storage requirements, please discuss this with your events technician as soon as possible.

The exhibitor shall confirm storage by visiting our online ordering platforme. During the exhibit setup, the rates based on space occupied in the exhibition hall shall solely include identification of materials and storage space (handling not included).

Possibility of keeping trailers on site at a cost of $50 per day (limited availability).

2.3
Deliveries

ExpoCité will not accept deliveries or storage prior to the scheduled setup dates. Deliveries shall be carried out according to a pre-established schedule between you and your events technician who shall provide the address of the loading dock assigned to your event.

To facilitate coordination of deliveries, we (or our exclusive agent) require, no later than 10 business days before the event, the exhibitor move-in schedule and corresponding list of exhibitors. Schedules must indicate delivery times and equipment requirements. The same procedure applies for teardown and exit.

Following the scheduled cut-off time for teardown of the event, any material not recovered from the exhibitor will automatically be taken in charge by the official transporter of the event or stored by ExpoCité. All costs incurred will be billed to the organizer.

Important information to include on your shipment:

Shipper

Name of sender
Address
Telephone
Number of boxes
Carrier and phone no.

Recipient

Centre de foires - ExpoCité
2005, rue de l'Exposition
Québec City, Québec G1L 0B7

Rear entrance (offloading ramp)
Name of exhibiting company
Name of event - Booth No.
Person in charge and phone no.

A complete and diversified service offer

2.4
Loading docks

The Centre de foires is equipped with several loading docks, two of which are full service, to meet its clients' needs. Please consult your events technician to determine which dock has been assigned for your event.



South DOCK (Docks 8 to 12)

This dock is designed to accommodate five tractor trailers simultaneously, not to exceed a maximum of 53 ft. in length. This loading dock is commonly used for the events held in rooms A, B and C.



North DOCK (Docks 16 to 20)

This dock is designed to simultaneously accommodate five vehicles. The tractor trailers shall not exceed 13 ft. 6 in in height and 53 ft. in length. This loading dock is used on a priority basis for events held in rooms D and E.



Access for heavy or outsize parts

No vehicle is authorized to drive inside the building. However, the Centre de foires has two large doors (doors 7 and 22) located at the opposite ends of the building, measuring 22 ft. wide and 16 ft. high. If you require these entry points, please inform the events technician as specific logistics apply (fees may apply).

Parking is prohibited in these zones. Solely loading and unloading are authorized. Unauthorized vehicles will be towed.

2.5
Connections (gas, water, electricity)

Only the staff of Solotech, the exclusive agent in the Centre de foires de Québec for these services, may carry out connection, disconnection or refitting operations for any electricity, natural gas or plumbing needs inside the Centre de foires.

A network of electricity, water, drainage and sewer supply is available in the floor traps of rooms A, B, C, D and E.



2.6
Wall and ceiling hanging

Only Solotech personnel, exclusive agent of the Centre de foires de Québec, is authorized to carry out hanging and rigging to ceiling structures of the building.

All rigging, hanging, and lifting equipment — such as trusses, motors, hoists, pipes, cables, and rigging accessories — must be supplied exclusively by Solotech.

Charges apply for this exclusive service (see Solotech website for list of applicable prices). Any hanging method and loads must be approved in advance by ExpoCité.

Location of rigging points

The rigging points locations appear on the technical plan. These can be provided upon request.

Maximum capacity *	Summer	Winter
Main beam	2,268 kg / 5,000 lbs	567 kg / 1,250 lbs
Secondary beam	1,360.8 kg / 3,000 lbs	340 kg / 750 lbs
Rings	122.4 kg / 270 lbs each at all times	

* The whole must not at any time exceed 11,339.8 kg / 25,000 lbs per 25 m² sector.

2.7

Posting & banners (interior & exterior)

The Centre de foires offers several opportunities to erect posters and banners, and has several locations that are ideal for promoting your event.

For more details on display options, please refer to the Promotion Support Guide.

Posting in the Centre de foires and outside the building must be authorized by ExpoCité who has equipment and material necessary and considers the requirements of events held simultaneously on the site.

The client shall ensure that the rented space remains in good condition and must not use or allow the use of nails, tacks, screws, hooks, self-adhesives or other fixation devices and accessories.

Charges apply for the hanging of banners in lobbies, halls or inside rooms. Solely the personnel of Solotech, the exclusive agent of Centre de foires, is authorizedto carry out hanging.

Authorized adhesives

To maintain the high standards of excellence of our facility, only the following adhesives shall be accepted in the Centre de foires.

- Wall surfaces (concrete and other):
  - 3M: Command™ Picture Hanging Strips 17209-EF (preferably white)
  - SCOTCH: Scotch® Removable Mounting Putty 860S-ESF, White, 2 oz
- Floor surfaces:
  - ECHOtape CL-W6033
  - 3M 6910
  - Uline S-21257

Where deemed necessary by a member of our team, cleaning fees may apply where traces of adhesive remain or the surfaces are damaged after teardown.



Several display possibilities

2.8
Food and beverage services

La Cage traiteur événementiel, ExpoCité's food and beverage services partner, possesses the exclusivity for sale and distribution of food and beverages inside the Centre de foires and the Pavillon de la jeunesse. La Cage traiteur événementiel services is subject to contracts separate from that of ExpoCité and responsibility shall be entirely assumed by the lessee.

Any request for food and beverage services may be made in advance by contacting the Banquets Coordinator:

418-691-7110, extension 2403
expocite@cage.ca

During the event, at the contact information of the maître d'hôtel responsible for your event forwarded to your attention.

Guaranteed number of attendees

A final, guaranteed headcount of the number of attendees for all food and beverage functions and bar services must be confirmed with La Cage traiteur événementiel at least 10 business days before the opening of the event.

Food and beverage samples

No food or beverage may be distributed, sold or handed out as samples without prior written authorization from ExpoCité. Refer to the Sampling and distribution of food and beverages policy for additional details.

Alcohol – Permits

La Cage traiteur événementiel holds all required alcohol permits. Only La Cage traiteur événementiel is authorized to hold and serve alcohol products inside the Centre de foires. Any inadequately labelled alcohol will be immediately confiscated. A refusal to comply will trigger expulsion from the premises. The lessee is responsible for cooperating with ExpoCité to enforce the respect of this guideline.

Catering

Breakfast, lunch and dinner facilities are on site for visitors to the Centre de foires. Hours may vary and are set based on the activity schedule of events.

Le Grill, a permanent snack food counter, located in the main hall of the Centre de foires.

Café Vittorina, a coffee counter, located in the main hallway of the Centre de foires.

La petite brasserie, a complete restaurant with seating for 150 that offers a relaxed atmosphere that is excellent for networking and social contact, located in the main hallway of the Centre de foires. Clients may reserve this space for private functions.

Lounge

Le Salon VIP, with its intimate and comfortable décor, is located on the second floor of the Centre de foires. Clients may reserve this space for their event.

2.9
Audiovisual

All the premises of the Centre de foires are served by distinct audio and video cable networks. Each circuit is controlled individually from a central station. A fibre-optic network is available for video transmission as is a cable distribution network.

No audiovisual service exclusivity is currently in effect at ExpoCité. Audiovisual service providers are required to proceed with setup and teardown within time periods provided for by contract. Any damage, rental costs or other costs incurred by the audiovisual services firm are the responsibility of the client.

There are several benefits to choosing Solotech, our official inhouse audiovisual provider. However, to enjoy these benefits, you must use Solotech services for all your audiovisual needs. Please contact your account executive or events technician for additional information.

Solotech
418-683-7656, extension 3695
cdf@solotech.com





A network at the cutting edge of technology

2.10
International alliance of theatre and stage technicians (IATSE)

Please note that ExpoCité and its event facilities are governed by the accreditation in effect. Thus, this collective agreement applies to all employees who perform the tasks of editing, rehearsal, performance and dismounting of a show, installation and operation of tracking lamps and sound systems, representation cinematographic and video, cinematographic and video recording with artists or comedians and other tasks of the same nature.

Performing these tasks includes repair, maintenance, handling, installation and operation of scenery, props, costumes or stage equipment electrical, electronic, mechanical or sound, and may also include the installation of decorative and advertising elements, stages, temporary scenes, scaffolding or other scenic elements used to present the activities listed below:

a) for-profit, professional or non-professional stage activities;

b) non-profit, professional or non-professional stage activities organized by recognized cultural organizations for which tickets are not sold or for which entry fees may be required to access the site;

c) scenic type activities held in equipment whose main purpose is outside the realm of entertainment *.

You are planning this type of activity for your event, please contact your event technician to make sure you follow the rules.

View the convention

* In the case of a planned activity whose main purpose is outside the scope of the show, rental equipment can be assembled and disassembled by a maximum of two (2) persons employed by the lessors and operated by a person employed by lessors regardless of the number of subcontracting companies present. Every person required for the assembly, disassembly or operation of the equipment must be an employee provided by the Union.

2.11
Telecommunications

ExpoCité has its own telephone system and a structured cabling infrastructure to support your telecommunications requirements. Major cellular phone networks possess internal antennas that ensure efficient coverage throughout the Centre de foires.

The ExpoCité's telephone number cannot be published as an official number for your event. The telecommunication services are offered on our online ordering platform. For any other requirement, please consult your events technician.

2.12
Internet

Wherever you are at the Centre de foires, you will have access to free wireless internet thanks to our partnership with ZAP Québec. We offer basic coverage in every room and common area for the personal requirements of your visitors.

Custom Internet services and leasing of IT equipment

Would you like to derive maximum profit from high speed wireless or wired Internet networks or to create internal private networks? We offer you customized Internet services.

These exhibitor services are offerred through our online ordering platform.

- Qualified technicians for assistance.
- Turnkey solutions for your event requirements.

Please note that the use of external Wi-Fi routers is strictly prohibited in the Centre de foires.

2.13

Exhibition services (decoration)

No exhibition service exclusivity is currently in effect at the Centre de foires. The promoter is free to contract with the provider of its choice. These providers offer services such as plan development, booth assembly, carpeting and furniture supplies, excluding, however, services exclusively provided by ExpoCité.

Exhibition service providers shall carry out setup and teardown within the period provided for under the contract. Any damage, rental costs or other charges incurred by the exhibition services firm shall be the responsibility of the client.

Drapes

ExpoCité offers black velvet drapes (full length) for rent that comply with the flame-spread ratings for fabrics.

For any other curtains please ensure that they meet the Fire prevention requirements applicable to events on the ExpoCité site.

Equipment

ExpoCité has an inventory of rental equipment and furnishings, exclusively for promoters to set up their spaces (e.g., reception kiosks, lounge areas, aisles, etc.). As a result, these items cannot be used to set up exhibitor booths or spaces. Exhibitors must contact an exhibition company to rent the necessary equipment for setting up their spaces.
For any questions or to check equipment availability, feel free to contact your event technician.



Quebec City's largest exhibition space



Important information

3



3.1

Our experts to guide you

Start-up meeting

To facilitate your planning, better assess your requirements and allow our teams of experts to accompany you throughout this process, we strongly recommend the scheduling of a start-up meeting, including a visit to the Centre de foires at least three months prior to the commencement of the event.

Event planning (scenario)

During meetings, discussions and information exchanges, your events technician will develop an event memorandum summarizing your overall requirements, activity schedule, deliveries, providers, special provisions, etc.

The event scenario is both a work document shared with your events technician, and a reference guide used by our operational teams assigned to your event. Therefore, most of the information necessary for its preparation needs be submitted no later than 45 days before the event. This delay allows for finalization of the event, giving you enough time to validate it and ensures optimal planning of resources for your arrival.

Customer satisfaction

The ExpoCité team wishes to offer you a unique experience in the preparation of the completion of your event. To determine your level of satisfaction with the services we provide, we invite you within two weeks following the debriefing to fill out an online satisfaction survey. Thank you in advance for your responses and comments that allows us to pursue our process of continuously improving the quality of our services.

VIP guests and dignitaries

Will any VIP guests or dignitaries be attending your event? Please forward the following details: names, positions, time of arrival, lengths of stay and any other special requirements. We will be happy to assist you with planning and hosting.

3.2

Services tailored to your needs

Keys

Depending on your requirements, your events technician can provide keys for your team members. There is a $100 charge for any key not returned after the event.

Elevators and lifts

To facilitate the handling of your equipment, the Centre de foires has three passenger elevators and two freight elevators.

Floors – heavy objects

All supply services such as electricity, audiovisual links, telephony, compressed air, water and drainage are accessible via the protected traps in the floor tiles of rooms A, B, C, D and E. Some of these services are also available on the second floor. We are happy to provide this information!

Any exceptionally heavy load shall be subject to approval by ExpoCité, without which the contemplated installation could be refused.

Cloakrooms

Cloakrooms are available in all sectors of the Centre de foires and are put into service on an ad hoc basis (principally in winter). They are operated by the staff La Cage traiteur événementiel, based on the nature of events.

If, however, the lessee wishes to reserve the cloak room for a private operation, this will be allowed based on a flat-rate fee calculated according to the number of attendants needed for the size of the group. A limited quantity of temporary mobile coat checks is also available.

Lost and found

To facilitate their handling, lost objects are always delivered to our security office, even when it is not open. After your event, all unclaimed lost items are forwarded to our administrative centre.

All lost and found items are recorded and stored for a 90-day period. After this period ExpoCité reserves the right to freely dispose of them.

Outstanding services



3.3

Safe spaces

Health, safety and well-being at work is an important value of our organization. Thus, ExpoCité focuses on prevention, but to achieve this, you must also contribute by complying with all laws, regulations and other requirements regarding health and safety at work.

Insurance

You must take out an insurance policy covering your event according to the conditions set forth in your rental contract. Proof of insurance shall be provided upon signature of the contract.

The exhibitors must also subscribe to their own liability insurance and it is your responsibility to ensure its validity.

Animals

Only assistance dogs for people with disabilities are authorized in the Centre de foires.
Other animals are not allowed unless previously approved by ExpoCité representatives. The lessee must cooperate in the application of this regulation.

Children

Please note that for security reasons children under the age of 16 are prohibited from circulating in the Centre de foires during setup or teardown periods.



Shared responsibility



Alcohol consumption during setup and teardown

For security reasons, no alcoholic beverages will be tolerated during periods of setup and teardown of your rooms.

Obstruction of common areas

For reasons of security and comfort, it is prohibited to obstruct corridors, lifts, lobbies, halls, stairways and entrances to emergency exits of the building, or to use them for any purposes other than those provided by ExpoCité and by authorities governing the safety of public buildings. If you are considering special projects, it is best to consult us to find the best solution possible for your requirements.

See Rental restriction areas on our website.

Pyrotechnics – presence of smoke

Any interior pyrotechnics are subject to strict rules. Any use of smoke machines must be authorized in advance. Further to analysis, a smoke control squad may be activated at your expense. ExpoCité's security service must be warned prior to the use of such devices to avoid triggering the fire alarm.

Motorized vehicles in demonstration

Inside the Centre de foires, vehicles and equipment equipped with internal combustion engines must respect the Fire prevention requirements applicable to events on the ExpoCité site.

Prior agreements must be concluded to ensure access of motorized vehicles towards your room.

3.4

Rules for better cohabitation

Copyright, taxes, permits and licenses

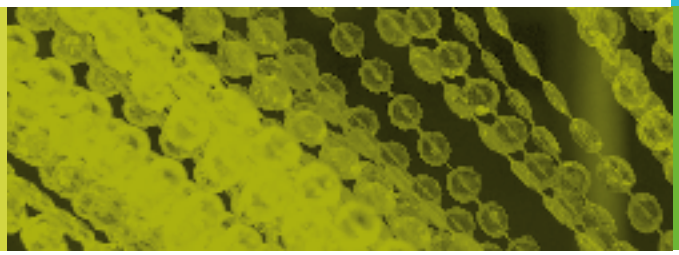
- ExpoCité must collect the copyright royalties payable to Entandem (a joint venture between RE:SOUND and SOCAN, created to simplify the licensing process) for each activity involving music with or without dancing (recorded or live), unless the client can provide proof that they already have reached an agreement with Entandem.
- La Cage traiteur événementiel hold all required alcohol licenses.
- The client is solely responsible for obtaining from competent authorities any other permit or licence required by existing laws and regulations governing the use of the premises.

Sponsors, promotion and media

To enhance the experience of all visitors, ExpoCité has developed partnerships with several enterprises. You must ensure that all your collaborators respect the agreements between ExpoCité and its sponsors and commit no act likely to harm these sponsors.

Any presence of a sponsor likely to be in competition with one of ExpoCité sponsors must be mentioned to ExpoCité and is subject to approval.

For any project involving activation, sampling or media presence, please validate the conditions and possibilities with your account executive.



Floor marking

Floor may be marked using chalk or adhesive tape (only the following models are allowed: ECHOtape CL-W6033, ECHOtape DC-W188F, 3M 6910 or Uline S-21257).

It is important to avoid interventions that could cut, tear or stain floor surfaces. The personnel of the ExpoCité may advise you on measures to be taken in such cases.

See section 2.7 Posting and banners for more details.

Balloons and confetti

The use of helium-inflated balloons is restricted in exhibition rooms and must be pre-authorized. If balloons should be recovered from the ceiling after your event, charges will apply.

This also applies for confetti and glitter, the use of which may result in significant cleaning costs. Please specify your intentions to your events technician.

Tobacco and Vaping

ExpoCité is pleased to offer a smoke-free environment. It is therefore prohibited to smoke or to vape inside its buildings with no exceptions to this rule.

Residual materials

Due to the large amount of waste left by exhibition operations, Residual materials management fees may apply. These fees vary depending on the time required by our staff to complete the task. We may, if necessary, provide you with an estimate in advance for budget purposes.s.





4 Appendix

4.1
Exit procedure

After teardown, please use the loading dock to recover your merchandise

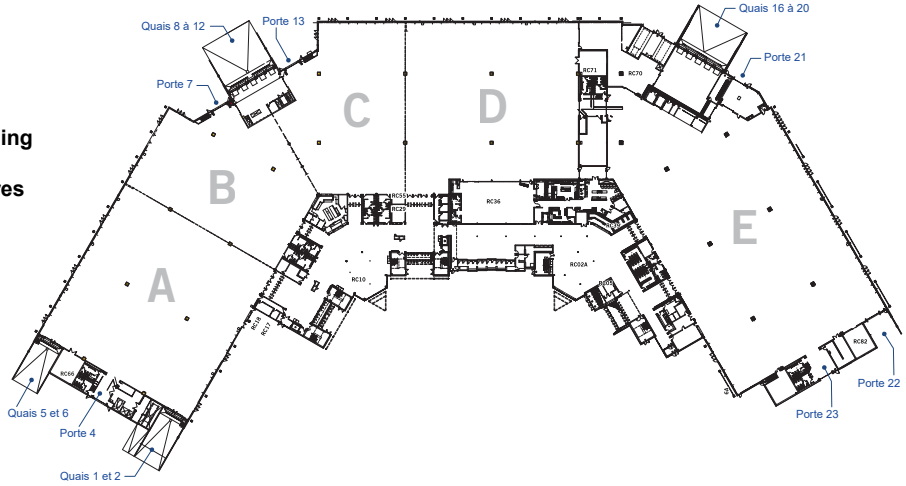
For information:
418 691-7110, ext. 2247

Parking in front of the Centre de foires is prohibited

No equipment or carts are allowed in the entrance hall of the Centre de foires

Any exhibitor wishing to use a courier service (FedEx, UPS, Purolator, DHL, etc.), shall fill out its OWN purchase order with the courier service

Accès to loading docks at the Centre de foires



CLOSING OF THE EXHIBITION
The decorator removes carpets from the alleys where necessary

Distribution of material stored and packaging by the exhibitor

REMOVAL OF MATERIAL – RECOVERY

By the organizer or the exhibitor
The organizer or exhibitor brings his material to the loading dock with a hand cart
OR
If he paid for the handling services, he accompanies the material handler

The exhibitor shall arrive on the dock with vehicle and wait until the dockmaster authorizes entry to recover

REMOVAL OF MATERIAL BY CARRIER

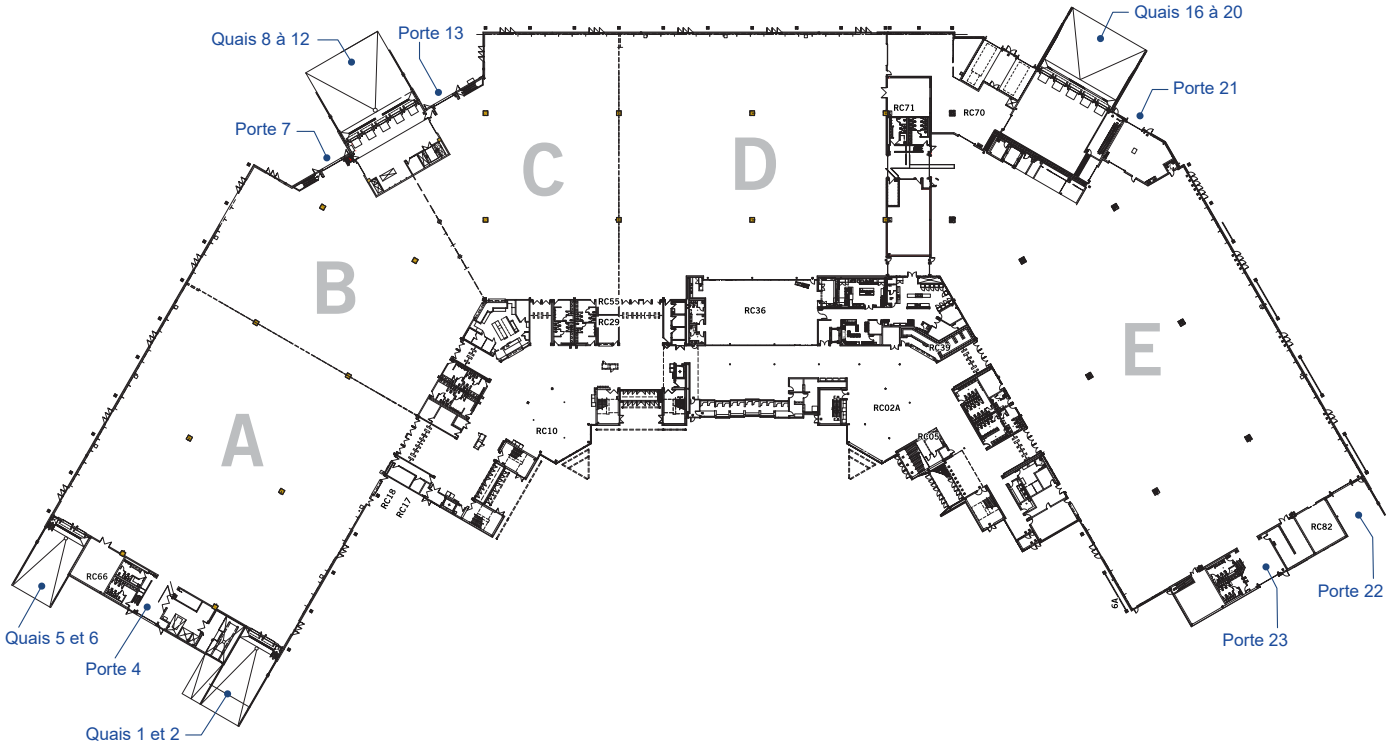
When its material is prepared and properly labelled, the exhibitor informs a handling agent who notifies the dockmaster

At the end of scheduled hours for takedown of the event, any non-recovered material shall be automatically picked up by the official carrier of the event or stored at ExpoCité

Any costs incurred shall be invoiced to the organizer

INFORMATION:
418 691-7110, ext. 2247

4.2
Access to loading docks



4.3
Benefits of working with Solotech

The official supplier of audio-visual services at the Centre de foires de Québec

- Solotech has access to the Centre 24 hours a day, 7 days a week.
- Solotech is mandated to use the audiovisual network at the Centre de foires. Solotech personnel are very knowledgeable about the building and its capacities, the staff and organization of ExpoCité in addition to safety and aesthetic requirements.
- Solotech has a permanent inventory of equipment on site.
- Solotech has a sales team across North America.
- Some gratuities for stage management furniture, stage management, and lighting control console.
- Qualified bilingual staff with corporate event experience.
- Costs for electricity and the use of lifting equipment are always included in their proposal to avoid any unexpected charges after your event.
- Solotech supports IATSE resource planning (2.10, p.28) to provide a turnkey service for all your audio-visual needs. These fees are included in their proposal avoiding unexpected bills after your event.

CENTRE DE FOIRES

ExpoCité | Ville de Québec