

# **EXHIBITOR GUIDE & SERVICE MANUAL**

<http://www.course-mcgill.ca/web/>

**December 2-3, 2019**

**Hotel Bonaventure Montréal**

<b>Exhibit Schedule - Exhibit Hall: St-Laurent 2/3/4</b>	
Monday, December 2, 2019	10:00 - 16:00
Tuesday, December 3, 2019	10:00 - 16:00

## SECTION 1 - IMPORTANT DEADLINE DATES

### OCTOBER

- ❖ Friday, 11 Complete online Exhibitor Profile
- ❖ Thursday, 31 Last day to reserve your accommodations at the Hotel Bonaventure

### NOVEMBER

- ❖ Friday, 1 GES advanced shipping begins
- ❖ Thursday, 7 Booth set-up design/sketch if bringing your own booth  
Exhibitor registration
- ❖ Monday, 18 Liability insurance certificate due  
GES advanced order discount deadline
- ❖ Thursday, 21 Course registration closes
- ❖ Saturday, 30 GES regular price deadline
- ❖ Wednesday, 27 GES advanced shipping ends

Detailed information on the McGill Faculty of Medicine 70<sup>th</sup> Annual Refresher Course for Family Physicians from December 2-4, 2019 is available at [www.course-mcgill.ca](http://www.course-mcgill.ca).

In the Exhibitor Guide and Service Manual:

- the McGill Faculty of Medicine 70th Annual Refresher Course for Family Physicians is referred to as **70th Refresher Course**
- the Hotel Bonaventure Montreal is referred to as the **Bonaventure**

Should you not find the information you are looking for, please feel free to contact us at [isabel@iseventsolutions.com](mailto:isabel@iseventsolutions.com)

## SECTION 2 – OFFICIAL CONTACT INFORMATION AND SUPPLIER LIST

### IS EVENT SOLUTIONS

#### **Congress Secretariat, Exhibit Office**

633 Notre-Dame West, Tel: (450) 450-550-3488, ext. 113  
St-Lambert, QC J4P 2K8 Fax: (514) 227-5083  
Web: [www.iseventsolutions.com](http://www.iseventsolutions.com) E-mail: [isabel@iseventsolutions.com](mailto:isabel@iseventsolutions.com)

### GES

#### **Decorator: booth accessories & furniture rental, materials handling & storage, labour, plants & flowers, electrical services**

Exhibitor Services  
800, de la Gauchetière West, Suite 1165 Tel: (514) 367-4848 ext. 4  
Hotel Bonaventure Montreal Fax: (514) 392-1577  
Montréal, QC H5A 1K6 E-mail: [infomontreal@ges.com](mailto:infomontreal@ges.com)  
Web: [www.gesexpo.ca](http://www.gesexpo.ca)

### HOTEL BONAVENTURE

#### **Catering, Telecommunications (Internet)**

Lysanne Rioux Tel: (514) 878-2900  
Convention Services & Banquets Mgr. Fax: (514) 878-2980  
900, de la Gauchetière West E-mail: [lrioux@hotelbonaventure.com](mailto:lrioux@hotelbonaventure.com)  
Montréal, QC H5A 1E4

#### **Shipping Address**

McGill Faculty of Medicine 70th Annual Refresher Course for Family Physicians  
*Exhibitor Name / Booth #*  
Hotel Bonaventure Montreal – St-Laurent 2 & 3  
900, de la Gauchetière West  
Montréal, QC  
Canada H5A 1E4

#### **Loading Dock**

Corner of St-Jacques & Montfort Streets (see GES section)

### NORTH AMERICAN LOGISTICS SERVICES

#### **Customs, Shipping**

Fernando Vera or Andres Valdes Tel: (514) 868-6650  
205 Viger West Toll free: 1-877-332-8987  
Montréal, QC H2Z 1G2 Fax: (514) 868-6651  
Web: <http://www.nalsi.com> Email: [fvera@nalsi.com](mailto:fvera@nalsi.com); [avaldes@nalsi.com](mailto:avaldes@nalsi.com)

### AUDIO-VISUAL EQUIPMENT

**Please contact Isabel Stengler at [isabel@iseventsolutions.com](mailto:isabel@iseventsolutions.com) if you have AV needs.**

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## **AUDIO-VISUAL, VIDEO SERVICES, COMPUTER RENTALS**

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Please contact Isabel Stengler at [isabel@iseventsolutions.com](mailto:isabel@iseventsolutions.com) if you have AV needs.

### **BOOTH**

Deadline: October 11, 2019

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A pipe and drape display booth are included in the exhibition fee. Please note that the exhibit hall has wall-to-wall carpets. *Please indicate on the online exhibitor profile if you will build your own booth or use the provided booth.*

#### **1. If you use the pipe and drape booth:**

You must inform the 70th Refresher Course Exhibit Office by October 11, 2019 via the online exhibitor profile. Your booth will be installed prior to your arrival on site.

Each regular 10' X 10' (3m X 3m) booth package includes:

- 8' high background and 3' high side dividers in black flameproof drapes
- One (1) 6' x 30" x 24" display table skirted in black flameproof material
- Two (2) grey side chairs
- One (1) 7" x 44" identification sign, black block letters on white background, if required
- One (1) electrical outlet (15 amps) per 100 square feet
- One (1) wastebasket

N.B. These furnishings are approved by show management and may not be returned or exchanged for a credit, reimbursement, or for alternative furnishings.

*Last minute and on-site modifications or orders will be subject to additional fees.*

#### **2. If you bring your own booth:**

The 70th Refresher Course Exhibit Office must approve any booth built by an exhibitor or rented from a firm other than the official decorator (GES). Please submit your sketches / plans **before November 7, 2019.**

**Please be reminded that the maximum building height in the exhibit area is 8 feet. If you bring a pop-up booth, you still need to maintain the pipe & drape booth. If you build your own booth entirely, you must adhere to the dimensions of 10x10 ft.**

### **CATERING**

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If you wish to serve food or beverages in your booth, you must contact the [Bonaventure](#) directly. Consumption or distribution of alcohol by exhibitors in their booth and in the exhibit hall is prohibited. A light breakfast, lunch and coffee breaks are served daily.

## **CEILING HEIGHT & COLUMN DIMENSIONS**

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The maximum building height in halls St-Laurent 2 & 3 is 8 feet and the columns in the exhibit hall measure 40" X 40".

## **CUSTOMS BROKER**

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North American Logistics Services has been appointed official Customs Broker & Freight Forwarder for 70th Refresher Course.

Exhibitors who follow the instructions of North American Logistics Services will experience no difficulty exhibiting in Canada.

### Contact Information:

North American Logistic Services Inc.  
Mr. Fernando Vera or Mr. Andres Valdes  
Phone: 514-868-6650  
Toll free: 1-877-332-8987  
Fax: 514-868-6651  
Email: [fvera@nalsi.com](mailto:fvera@nalsi.com); [avaldes@nalsi.com](mailto:avaldes@nalsi.com)

## **DECORATOR & DRAYAGE**

Discount Deadline: November 18, 2019

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**GES** is the official decorator for the 70th Refresher Course. Its services include the supplying of extra furniture, accessories, signs, labor, flowers & plants and drayage.

[Detailed brochure and order forms](#) for additional services, and [order forms for drayage](#) can be downloaded on the [Exhibitor manual page of the McGill Refresher Course website](#).

## **ELECTRICAL SERVICES AND INTERNET**

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One electrical outlet of 15 amps per 100 square feet is included in the exhibition fees. For all other electrical requirements, exhibitors should contact **GES**, who is responsible to provide this service in the exhibit hall.

Wireless Internet will be available to all participants. If you require wired Internet, please use the Internet order form from the [Bonaventure](#).

Order form for [Electrical Services](#) and for [Wired Internet](#) can be downloaded on the [Exhibitor manual page of the McGill Refresher Course website](#).

## **EXHIBITOR LISTING**

Deadline: October 11, 2019

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All 70th Refresher Course exhibiting companies are entitled to a listing in the Exhibit Directory. We ask that you fill out your ONLINE EXHIBITOR PROFILE <https://2019.course-mcgill.ca/users/login>. If you have not received your login information please contact Isabel Stengler at [isabel@iseventsolutions.com](mailto:isabel@iseventsolutions.com)

## EXHIBITOR REGISTRATION

Deadline: November 7, 2019

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The benefits of exhibiting companies include:

- Three (3) exhibitor staff badges for each 100 sq. ft that was purchased. This badge does **not** include access to the scientific sessions nor social functions.
- The exhibitor badge allows access to the exhibit hall, lunch, breaks and continental breakfasts.
- One (1) full registration with access to the scientific sessions. This does not include access to any social functions.
- Attendance at other Social Activities will require registration and payment of appropriate fees.
- A company listing and a 50-word description in the Exhibit Directory
- Logo placement in the following materials:
  - Website
  - Onsite Printed Signage
  - Pocket Guide

Additional exhibitor badges above the company's allowance may be obtained at a cost of \$300 CAN. It is permitted to surrender an exhibitor badge for replacement due to a correction or a change in personnel.

**Isabel Stengler will send you an exhibitor registration form for you to in September.**

## EXHIBIT TIMETABLE

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**Set-up:**            **Sunday, December 1, 2019**                    **15:00 - 18:00**  
                          **Monday, December 2, 2019**                    **06:30 - 09:30**  
                          *(small items only)*

All crates and boxes must be removed from the exhibit floor by 09:30 on Monday, December 2, 2019. If the booth space is not occupied by 08:30 on Monday, December 2, 2019, the 70th Refresher Course Exhibit Office reserves the right to use such space as it deems appropriate. All exhibits must be completed by 09:30 on Monday, December 2, 2019.

### Official opening hours:

**Monday, December 2, 2019**                    **10:00 - 16:00**  
                          **Tuesday, December 3, 2019**                    **10:00 - 16:00**

Exhibitors will be allowed in the exhibit hall 30 minutes before it opens, and may also leave 30 minutes after closing. Please check with the 70th Refresher Course Exhibit Office if additional time is required. All exhibits must be opened and staffed during official opening hours.

**Move-out:**        **Tuesday, December 3, 2019**                    **16:00 - 20:00**

The cartons, followed by the crates will then begin to be returned. All equipment must be ready and assembled at the loading dock before carriers are permitted access to the area.

All display material must be cleared from the exhibit hall by **20:00, Tuesday, December 3, 2019**. Should an exhibitor fail to remove his exhibit, the 70th Refresher Course Exhibit Office reserves the right to remove such exhibit at the exhibitor's expense.

## **HOTEL ACCOMMODATION**

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Deadline: October 31, 2019

70th Refresher Course participants may choose accommodations at the venue Hotel Bonaventure Montreal.

We have negotiated the following rates per one night

- \$204 CAD for single or double occupancy (plus applicable taxes)

Reservation code – 70th Annual Refresher Course for Family Physicians.

We recommend that you reserve your rooms online on the website:

<http://www.course-mcgill.ca/web/registration/accommodation>

Please make your reservation October 31, 2019 to receive this group rate.

## **LIABILITY**

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Neither 70th Refresher Course, the Course Organizer, the Bonaventure, any suppliers, their employees or representatives, nor any member of the 70th Refresher Course Organizing Committee is responsible for any injury that may occur to the Exhibitor or to the Exhibitor's employees or representatives, or for physical loss or damage of their property, including personal property, from any cause whatsoever.

The exhibitor expressly releases and holds harmless the above entities; associations, employees and members thereof from any and all claims arising from any cause whatsoever.

## **PUBLIC ACCESS**

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- The main entrance to the Hotel Bonaventure is at 900 de la Gauchetière.
- The Bonaventure metro station is connected to the Bonaventure.

## **SCIENTIFIC PROGRAM**

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The most recent scientific program details are available on our frequently updated website [www.course-mcgill.ca](http://www.course-mcgill.ca).

## **SECURITY**

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General security will be provided from beginning of move-in to the end of move-out. Although the 70th Refresher Course Exhibit Office provides general security, the Office, the Course Organizer and the Bonaventure will not be responsible for loss or damage to merchandise or personal possessions before, during or after the exhibition, or for personal injury to the exhibitor, company employees or representatives.

We ask your assistance and cooperation with our security efforts by being aware of the following rules and guidelines:

- Badges must be worn at all times to gain admittance to the exhibit hall, from move-in through move-out.
- If deliveries or pick-ups of any kind are to be made prior to, during or after the close of the exhibition, it is the exhibitor's responsibility to obtain the necessary paperwork/credentials at the Refresher Course Registration Counter, for these people to gain admittance to the exhibit hall.
- **Please keep your giveaways and other promotional material out of sight after exhibit hours.**
- **Do NOT leave laptop computers and other electronic devices UNATTENDED at ANY time.**

- Please do not schedule any meetings in your booth outside of exhibit hours.
- Safety and courtesy require that all aisles be free of obstacles such as protruding furniture, displays or display material.

**ALL VALUABLE ITEMS SUCH AS LAPTOPS, OTHER SMALL ELECTRONIC ITEMS AS WELL AS GIVE-AWAYS SHOULD BE REMOVED FROM THE BOOTH DURING THE NIGHT.**

## **SHIPPING OF MATERIALS**

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The 70th Refresher Course Exhibit Office strongly recommends the use of [GES](#), the drayage contractor, to avoid long waits at the loading dock.

### **Advance Shipments to GES**

Advance shipments must be done through GES and must arrive between November 1-27, 2019. Fees apply. More details can be found in the GES Exhibitor Kit.

### **Direct Shipments to the Hotel**

The Bonaventure will accept shipments consisting of 2-3 small boxes ONLY 48 hours in advance of the exhibit set-up.

**The Bonaventure will accept shipments starting Friday, November 29, 2019.**

*Address for deliveries:*

McGill Faculty of Medicine 70th Annual Refresher Course for Family Physicians

*Exhibitor Name / Booth #*

Hotel Bonaventure Montreal – St-Laurent 2 & 3

900, de la Gauchetière West

Montréal, QC

H5A 1E4

For a [shipping label](#) can be downloaded from the Exhibitor manual page of the McGill Refresher Course website.

**Loading Dock: Corner Montfort & St-Jacques**

## SECTION 4 - RULES AND REGULATIONS

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## **ADMISSION TO THE 70th Refresher Course EXHIBIT**

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The 70th Refresher Course Exhibit Office reserves the right to refuse admission to the exhibit hall to any visitor, exhibitor or employee of an exhibitor who, in their opinion, is undesirable or likely to disrupt the smooth functioning of the event.

***N.B. Children under 12 years of age are not admitted during move-in and move-out. During exhibit hours, children must be accompanied by a person over 18 years of age.***

## **ALLOCATION OF SPACE**

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The 70th Refresher Course Exhibit Office reserves the right to allocate space to the exhibitor according to the total exhibit design and overall space constraints.

## **CARE OF RENTED SPACE**

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Exhibitors must make sure that the space rented for their booth remains in good condition. They must not use, or allow the use of nails, screws, hooks or other similar fixtures for attaching any items. It is forbidden to paint the floor or to put anything on it without adequate protection that has been approved by the 70th Refresher Course Exhibit Office. Exhibitors may not put signs on the walls of the Bonaventure without written permission from the Office.

## **CONDITIONS OF PARTICIPATION**

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The exhibitor agrees to comply with and accept terms and conditions on the contract for space location and the "Exhibitor Guide & Service Manual" issued by the 70th Refresher Course Exhibit Office and such other rules and regulations or operating procedures as the Office may reasonably require for orderly construction, conduct and dismantling of the exhibition from move-in through move-out.

## **ENTERTAINMENT OR SOCIAL FUNCTIONS**

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No entertainment or social functions may be scheduled to conflict with the official 70th Refresher Course program or exhibit hours.

## **FIREPROOFING**

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The Montréal Fire Department regulations require that all objects or materials used for decoration are non-flammable.

## **INSPECTION OF LEASED PREMISES**

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The 70th Refresher Course Exhibit Office will inspect the leased areas with a representative of the Bonaventure. Both parties will note existing damage to walls and floors, as any additional damage to the premises will be charged to the exhibitor for repairs.

## **INSURANCE**

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Deadline: November 18, 2019

The exhibitor should get proper liability insurance, being solely responsible for any physical loss or damage to, or any personal injury or other liability arising from exhibit material. All exhibitor property is in the care, custody and control of the exhibitor at all times.

The 70th Refresher Course Organizing Committee, Congress Secretariat (IS Event Solutions) and Exhibit Office, the Bonaventure or its agents assume no responsibility for bodily loss of, or damage to products, booths, equipment or decorations, due to fire, water accident, theft or any other cause while they are on the premises or in any of its outbuildings.

Therefore, it is recommended that the exhibitor provide the 70th Refresher Course by **November 18, 2019, with satisfactory proof of liability insurance in the limit of \$2,000,000 each and every occurrence** with an insurance company acceptable to 70th Refresher Course and **naming 70th Refresher Course and the Bonaventure as additional insured. The certificate holder should be made to:**

**IS Event Solutions  
633 Notre-Dame  
St-Lambert, QC  
J4P 2K8**

## **KEEPING EXITS CLEAR**

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Display material may not block:

- Emergency Exits
- Fire-hose Cabinets
- Fire Alarms
- Fire Alarm Rooms
- Electrical Rooms
- Signs
- Cleaning Stations

## **PHOTOGRAPHY / VIDEOTAPING OF EXHIBIT**

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Photography of exhibits and displayed equipment (other than your own) is strictly prohibited. Please note that exhibitors have the right to request that photographs may not be taken without permission.

## **PROHIBITION OF STICKERS**

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Stickers of any kind are prohibited at the Bonaventure because of the removal and cleaning problems they create. Anyone who ignores this regulation will be billed for the cost of cleaning and repairs.

## **RESTRICTIONS**

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The following restrictions are applicable to exhibitors and helpers used during move-in and move-out of the exhibition.

*Animals:* with the exception of Seeing Eye dogs, no animals, birds or pets of any description are permitted without prior written approval of the 70th Refresher Course Exhibit Office.

*Escalators:* are not to be used for transporting freight or equipment from level to level.  
*General:* absolutely no drinking of alcoholic beverages, possession or usage of prohibited substances; no horseplay or other activities that can create accidents.

## **SOLICITING AND PROMOTIONAL ACTIVITIES**

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Not only commercial soliciting, but also distribution of samples, souvenirs and promotional items are prohibited except inside an exhibitor's own booth. These activities are forbidden in the aisles, restaurants or entrance hall.

## **SOUND TRANSMISSION**

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The prescribed standard is as follows: level may not exceed 70 decibels, 4 feet (1.22 meters) away from the source. Any machine, musical group, information broadcaster or any other source may not exceed this limit. The 70th Refresher Course Exhibit Office will be the sole judge in this matter.

## **SUBLETTING**

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It is strictly forbidden to sublet a booth (space) without prior written permission of the 70th Refresher Course Exhibit Office.