



**EXHIBITOR PACKAGE**  
**CONFERENCE 2018**  
**September 20-22, 2018**

THANK YOU for exhibiting at the upcoming CSGNA 2018 CONFERENCE. We are looking forward to having your company representatives with us!

This document contains valuable information pertaining to the upcoming Exhibit Hall at the CSGNA 2018 Conference, being held in QUEBEC CITY, QC at the QUEBEC CITY CONVENTION CENTRE.

The following guidelines have been established to ensure proper installation, viewing and dismantling of each Exhibitor's booth. Please read the details carefully and follow the guidelines. Your cooperation will allow us to meet your expectations and will significantly contribute to the success of the show.

**There are a large number of details contained in this document and forms to be completed ON-LINE. We appreciate your attention to this content and deadlines.**

### **EXHIBIT FEES**

Payment for booth space and other payments (ie. extra personnel) must be received in full to be allowed access to the Exhibit Hall at the CSGNA 2018 Conference.

### **REFUND POLICY**

Cancellations for booth space must be received at CSGNA Head Office (c/o Heather Dow [csgna@eventsmgt.com](mailto:csgna@eventsmgt.com)) in writing at least 30 days prior to the meeting (August 21, 2018). Refunds will be issued less 25% for administration charge. Cancellations received after August 21<sup>st</sup>, 2018 will NOT be refunded.

### **EXHIBIT PERSONNEL REGISTRATION**

The Exhibitor Registration Desk will be located in the foyer area of the FIRST FLOOR of the Quebec City Convention Centre. ALL exhibit personnel must wear a CSGNA 2018 CONFERENCE EXHIBIT PASS at all times. <http://reg.planetreg.com/2018CSGNA>

All booth personnel must check-in at the Exhibitor Registration Desk to receive their personalized name badge. This desk will be open as follows:

**Thursday, September 20, 2018**  
**Friday, September 21, 2018**  
**Saturday, September 22, 2018**

**0900 – 1900 hrs**  
**0800 – 1645 hrs**  
**0800 – 1600 hrs**

**BOOTH SPACE ASSIGNMENT**

Final booth assignments will be provided on/before FRIDAY, AUGUST 17, 2018 – giving careful consideration to the order of purchase and noted competitors. The floor plan is intended to allow for dining space to ensure maximum networking amongst delegates and exhibitors.

**DATES & SHOW HOURS**

The Exhibit Hall is located in room **2000 BC** of the **Quebec City Convention Centre**.

Exhibits must be staffed at all times during the open hours of the Exhibit Hall and must remain intact until show closing on Saturday, September 22, 1300 hrs, at which time the dismantling may begin.

Please consult the following table for the timeline of events:

Set Up	<b>Thursday, September 20</b> 0900 - 1600 hrs
Booth Inspection (see note below)	<b>Thursday, September 20</b> 1600 hrs
Opening of Exhibit Hall Reception - Unopposed Hours	<b>Thursday, September 20</b> 1700 to 1900 hrs – appetizers & cash bar
Exhibit Hall Hours - Unopposed Hours	<b>Friday, September 21</b> 1015 – 1100 hrs – nutrition break 1200 – 1315 hrs – lunch 1515 – 1600 hrs – nutrition break
	<b>Saturday, September 22</b> 1030 – 1115 hrs – nutrition break 1200 – 1300 hrs – lunch
Tear Down	<b>Saturday, September 22</b> 1300 - 2100 hrs

## EXHIBIT CONSTRUCTION

The exhibition booths will be 8' by 10' with a full 8' height back drape and 3' side drapes. All interior and outside perimeter booths' back walls are restricted to 8' in height and side walls to 4' in height. To ensure that the display value of the adjoining booths is not hindered, no display at its full 8' height may extend out more than 3' from the back wall at that height.

Room 2000 B/C **IS CARPETED**. If additional floor covering / carpet is ordered, it must remain in the dimensions of the booth space (8' x 10') as outlined in the floor plan.

## EXHIBIT BOOTH DECORATION

All exposed parts of displays must be draped or finished to present an attractive appearance when viewed from aisles or adjoining exhibits and must not be objectionable to other exhibitors or the CSGNA. If such required draping is not ordered, the official supplier of Exhibit Services and Equipment, **GES**, with approval of CSGNA, may install it and charge the exhibitor.

Parts of exhibits, signs or other display materials may not be posted, taped, nailed or otherwise affixed to walls, doors, or any part of the venue, in any way that may cause damage. Damage caused by failure to observe this rule will be paid for by the exhibitor.

## EXHIBIT SPACE

### Space rental includes:

- ✚ 24-hour security
- ✚ Assigned draped booth 8' x 10'
  - 8' high back wall (BLACK) with 3' high sidewalls (BLACK)
- ✚ 1 draped 6' table
  - table cover (WHITE) with pleated skirting (WHITE)
  - 2 chairs
  - Wastebasket
  - One 1500-Watt, 120 Volt duplex electrical outlet (For additional electrical needs please contact the Quebec City Convention Centre)
- ✚ Exhibit personnel name badges (2 complimentary per booth purchase)
- ✚ Exhibitor package of on-site materials
- ✚ List of consenting delegates
  - both paper copy and electronic copy after the conference
- ✚ Access to all lunch and nutrition breaks during Exhibit Hall hours
- ✚ Company name listed in CSGNA 2018 final program
- ✚ Wi-Fi

### Space rental does NOT include:

- ✚ Floor Covering (additional to the carpeted floor)
- ✚ Unpacking, drayage, rigging, or material handling
- ✚ Special utilities
- ✚ Extra booth furniture
- ✚ AV requirements
- ✚ Storage of empty containers during show

## BOOTH INSPECTION

Booth set-up will be monitored throughout the set-up time for compliance with requests outlined in this document. A final booth inspection walk-about will be conducted at 1630 hrs, just prior to the opening of the Exhibit Hall on Thursday, September 20 at 1700 hrs. All booths must be completely set up and ready for inspection no later than 1630 hrs. In the event of any last-minute infractions, the exhibitor must correct the situation immediately prior to the opening of the Exhibit Hall at 1700 hrs.

## SPECIAL CONSIDERATIONS

**Latex Allergies:** In consideration of those delegates with latex allergies, CSGNA prohibits latex balloons in the Exhibit Hall. Thanks for your cooperation!

**Fragrances:** In consideration of those delegates with fragrance sensitivities, we discourage the use of scented products – for both men and women!

**No Outside Food & Beverage Policy:** Outside food and beverage may NOT be brought into the building.

## EXHIBIT HALL SECURITY

In addition to the **Quebec City Convention Centre** security services provided (24-hour security for building perimeter areas and internal patrols), CSGNA 2018 is pleased to provide dedicated event security for the duration of the show.

## INSURANCE

- Exhibitors must have liability insurance policies in force;
- Exhibitors who desire insurance on their exhibits must obtain the same at their own expense—CSGNA does not provide any insurance for exhibitors and assumes no liability for loss;
- Certificates of insurance must be procured by the exhibiting company and its contractors no later than August 23<sup>rd</sup>, 2018

## KEY CONTACTS

### QCC

Vanessa Côté | Event Coordinator  
Québec City Convention Centre  
418 649-7711 #4383 | 1 888 679-4000  
[www.convention.qc.ca](http://www.convention.qc.ca) |  
[VCote@CONVENTION.QC.CA](mailto:VCote@CONVENTION.QC.CA)

### GES

Julie Barrette Account Manager  
Principal 418.877.2727 \*239 | Téléc  
418.877.2828, Mobile 418.808.7366  
[ges.com/ca](http://ges.com/ca) | [jbarrette@ges.com](mailto:jbarrette@ges.com)

### Consult Expo Inc. Customs Inquiries:

Diane Labbé Deegan  
[DianeL@consultexpoinc.com](mailto:DianeL@consultexpoinc.com) |  
[www.consultexpoinc.com](http://www.consultexpoinc.com)

### AV

Mr. Bastien Lavoie  
Telephone: 418 649-5219  
Fax: 418 649-5224 E-mail:  
[bastien.lavoie@freemanco.com](mailto:bastien.lavoie@freemanco.com)

**ALL SHIPMENTS OF MATERIALS/EQUIPMENT SHOULD GO THROUGH GES. ACCESS THE EXHIBITOR KIT [HERE](#).**

**AUDIO VISUAL, CATERING, INTERNET AND COMPUTER RENTAL PARTNERS** are purchased through the QCCC English <https://www.convention.qc.ca/en/exhibitors/order-forms> and in French <https://www.convention.qc.ca/exposants/bons-de-commande/>.

Select “**CSGNA 2018**” from the list and follow the instructions. **QCCC is offering a 20% early-bird discount for orders received before 4:30 PM ET on Tuesday, September 4, 2018.**

#### Other useful links:

- [Exhibitor's Handbook Reference Manual](#)
- [Checklist](#)
- [Fire Safety and Prevention Regulations](#)
- [Price List](#)
- [Tips and Tricks for Eco-Friendly Events](#)

## EXHIBIT DECORATING SERVICES

**GES** has been appointed the official trade show contractor and logistics provider for exhibit decorating services, including installation and additional furniture requests.

## ADVANCED RECEIVING / MATERIAL HANDLING

**GES** provides advanced receiving service. Utilizing **GES** for your advanced receiving will include:

- Receiving and advance storage of your display material up to 30 days prior to the show dates
- Transport of your display material to show site and delivery of material, crates and boxes directly to your booth
- Removal and storage of empty boxes and crates during the show

Return of empty boxes and crates to your booth following the show and re-loading of display material on to outbound carrier(s) from show site.

**Please [CLICK HERE](#) for the Exhibitor Kit from GES with all necessary details for shipping/receiving, material handling, and other important information. PLEASE MAKE ALL ARRANGEMENTS WITH GES.**

## CUSTOMS BROKER

**Consult Expo Inc.** is the official supplier of customs brokerage services for CSGNA 2018. Consult Expo Inc. specializes exclusively in servicing the domestic and international trade show needs for any materials being shipped across the border. A Customs Letter is available for CSGNA 2018 [DianeL@consultexpoinc.com](mailto:DianeL@consultexpoinc.com) .

## AUDIO VISUAL / VISUAL RELATED EQUIPMENT

**Freeman Audio Visual Canada** is in-house at the **Quebec City Convention Centre**, and can professionally provide your booths audiovisual and computer needs. Please contact them at **(418) 687-9055** or **(418) 683-5843**.

## BOOTH CLEANING

Individual booth cleaning is NOT provided for exhibitors. If you require overnight booth cleaning, please order from Québec City Convention Centre. Please contact: [csgnaadministrativeassistant@csgna.com](mailto:csgnaadministrativeassistant@csgna.com)

## PARKING

### Cars

- A pedestrian tunnel links the Québec City Convention Centre to four indoor parking lots with a total of 4,175 parking spaces. The car parks are managed by [Indigo](#) and [Société Parc-Auto du Québec](#).
- There are many underground parking spaces close to the Centre. More specifically, Marie Guyart complex (Complex G), Place Québec, Delta Hotel and finally in the Place D'Youville parking lot all linked by underground connections. These lots operate 24 hours a day, 7 days a week (see plan on our website).
- Week days (daytime) it is strongly recommended to use public transport, carpooling or carparks to reach the Centre's area. For more details, please refer to your Event Coordinator.
- Please note that parking on the Promenade Desjardins is prohibited at all time.

### Heavy vehicles

- Arrangements for heavy vehicle parking in the vicinity can be made with our Event Coordinator.

## ELECTRICAL & LIGHTING

One 120 Volt, 1500 Watts Duplex Outlet is included in each booth purchase. Additional requirements can be supplied by the Québec City Convention Centre. [Click here](#) for all details.

## WIRELESS INTERNET

The exclusive Internet services supplier and computer rental official supplier at the Québec City Convention Centre is FREEMAN Audio Visual Canada.

### Mr. Bastien Lavoie

Telephone: (418) 649-5219 | Fax: (418) 649-5224 | E-mail: [bastien.lavoie@freemanco.com](mailto:bastien.lavoie@freemanco.com)

## CSGNA 2018 RULES AND REGULATIONS

### General Liability

Exhibitors and their representatives hereby agree to defend, indemnify and hold harmless The Canadian Society of Gastroenterology Nurses and Associates (CSGNA) and Innovative Conferences & Communications (contracted planning agency), the employees thereof and their representatives and agents, against any and all claims for third party loss, damage, theft or injury.

### Security in Exhibit Area

CSGNA cannot guarantee against loss or damage of any kind but will endeavor to protect exhibitors by providing security on a 24-hour basis for the duration of the show. Exhibit management will provide necessary security during exhibit hours to ensure those persons entering the hall are wearing proper badges, and after exhibit hours when the hall will be closed. Exhibitors who wish to remain in the hall after hours must identify themselves to security personnel. Exhibitors wanting to remove any goods or items from the hall must advise security.

### Liability and Insurance

Exhibitors must carry their own fire, theft or other insurance. The CSGNA will take responsible precautions to prevent losses and to protect the interest of exhibitors. However, under no circumstances will CSGNA be liable for such losses, however caused. In addition, the exhibitor agrees to indemnify, defend and hold harmless the CSGNA and Innovative Conferences & Communications (contracted planning agency) from any and all claims for loss or damage asserted against the aforementioned by any third party person as a result of, or in any way connected with, the wrongful acts or negligence of the exhibitor.

### Fire Regulations

All exhibit equipment and material must be protected by safety guards and devices whenever appropriate. All display materials must be flame-proofed and subject to inspection. No flammable liquids or substances of any kind may be used, stored or displayed in the Exhibit Hall. Aisles and exits must be kept clear at all times. All fire hose cabinets must be left accessible and in clear view at all times.

### Care of the QUEBEC CITY CONVENTION CENTRE

The exhibitor is responsible for ensuring the care of the venue during the conference. No signs, posters, or other items or articles are to be fastened to the venue by any means. The venue does not allow the use of thumbtacks, scotch tape, masking tape, nails, screws, bolts, clamps, tools or any adhesive materials or glue to be affixed to its property which could mark the floors, walls or fixtures of the facility. Your cooperation in adhering to this policy is appreciated.

## SOCIAL EVENTS DURING CSGNA 2018 CONFERENCE

Friday, September 21, 1830 hrs \$95.00 per exhibitor personnel  
Our social event will be an evening cruise on Friday, September 21 on the AML - Louis Jolliett.  
Get your boarding pass and don't miss this evening of fun and entertainment!

**NOTE:** tickets can ONLY be purchased in advance - to order tickets, please complete the section in the on-line registration.

## ACCOMMODATION

For hotel reservations, we ask that the exhibitors contact the [Hilton Québec](#).

Rooms have been reserved for the CSGNA Conference at a special rate of \$219.00 for the Hilton Downtown City View & Parliament View or \$229.00 for the Old-Québec River View – rooms are subject to availability. Online and phone reservations will be accepted from Jun 12, 2018.

**Reservations can be made calling the toll free # 1-800-447-2411 or local 418-647-6500 and indicate the CSGNA room block or via this online form: [CLICK HERE](#)**

## TRAVEL

The Quebec City Convention Centre is easily accessible. CSGNA recommends that you use this [link](#) for all travel information.

Please use this [link](#) for air travel codes.

## NAME TAG REGISTRATION

Please list the names of all expected booth personnel. **Each booth purchased is entitled to 2 complimentary EXHIBIT BOOTH STAFF PASSES.** If more than 2 representatives per booth will be attending, **ADDITIONAL** Exhibit booth passes can be purchase for \$200 to cover the expense of food & beverage and administrative handling.

Note: **ALL** booth personnel must be registered and are required to wear the official CSGNA name badge at all times. Name badges will be supplied by CSGNA.

## FRIDAY EVENING: Dinner & Entertainment

AML – Louis Jolliett Cruise \$95 per person Friday, September 21<sup>st</sup>, 2018 6:30pm.  
Get your boarding pass and don't miss this evening of fun and entertainment!

### EXHIBIT BOOTH PASSES\* & TICKETS

**REGISTER HERE:** <http://www.planetreg.com/2018CSGNA>.

Under “Speaker/Exhibitors” select either “Exhibit Booth Pass @ \$0.00” or “Exhibit Booth Staff Pass” @ \$200. On the next page, you can purchase the cruise tickets.

(\*complimentary and additional)



The following are DUE ONLINE no later than Friday, August 24, 2018 using this [ONLINE FORM](#)

### COMPANY DESCRIPTION

Please provide a brief description (approximately 35-50 words) of your company and the products / services being displayed at CSGNA CONFERENCE 2018. This description will be provided to delegates in the on-site guide.

### CSGNA 2018's PROCEDURES & GUIDELINES

CSGNA recognizes the contributions of exhibitors in providing a meaningful learning experience for program participants. To this end, CSGNA will provide space for exhibits in accordance with the following procedures:

1. Only those exhibitors who have made full payment by **SEPTEMBER 4, 2018** may set up exhibits.
2. All exhibitors must conduct exhibits in a dignified and professional manner. Sample literature and educational material is the property of each individual company.
3. All exhibits must be set up by the designated time and no exhibitor shall dismantle the exhibit prior to the official closing time.
4. All exhibitors and booth personnel must wear the official badge supplied by CSGNA.
5. All exhibitors, booth personnel and guests must register to gain entrance to the Exhibit Hall.
6. Each exhibit will be confined to the limit of its respective booth(s) as indicated by the floor plan.
7. The space contracted by an exhibitor is for the sole use by that exhibitor and may not be resold or sublet to another exhibitor.
8. Exhibitors must surrender space occupied in the same condition as it was at the time occupied. The exhibitor is responsible for all damage to the exhibit hall property occurring in or upon the exhibitor's booth space or because of acts of the exhibitor, his employees, agents, licensees or contractors, and from and against any and all liability, claims and demands which may arise from, or be asserted in connection with the foregoing undertakings and responsibilities of the exhibitor.
  - a. **Each exhibitor is required to insure himself/herself against property-loss/damage and liability for injury.**
9. Under no circumstances may Exhibitors affix anything to any surface of the building outside the exhibit booth space. Should you wish to hang a banner(s) above your booth, the venue will provide this service wherever possible and if approved by CSGNA. The banner hanging charge (if applicable) will be assumed by the exhibitor.
10. The exhibit hall will be locked when not open for delegate access. CSGNA will not be responsible for exhibitors' goods, displays or equipment, however, additional 24-hour security will be provided in the Exhibit Hall areas during operation.
11. The use of latex products is prohibited due to latex allergies; due to increasing sensitivities to scented products, the use of fragrances is discouraged.
12. MUST PROVIDE PROOF OF INSURANCE

PLEASE INDICATE ON THE [ON-LINE REGISTRATION](#) THAT PROCEDURES AND GUIDELINES HAVE BEEN READ AND AGREED TO.

## CSGNA 2018 INSURANCE FORM

Exhibitors (booths only) must comply with the mandatory insurance coverage as outlined in the Exhibitor Manual in order to participate in the CSGNA 2018 National Conference at Quebec City Convention Centre.

### OPTION #1

YES, we declare that we have Comprehensive General Liability insurance in force, with a minimum of \$2,000,000 CDN and that the policy includes the Québec City Convention Centre, CSGNA Association and contains a cross-liability clause. **(Please forward the Insurance Certificate via email to [csgnaadministrativeassistant@csgna.com](mailto:csgnaadministrativeassistant@csgna.com) or fax 866-531-0626)**

### OPTION #2

NO, we currently do not have the required coverage and will require Comprehensive General Liability for the Conference. Coverage will be obtained prior to our participation at the CSGNA 2018 National Conference **(Proof no later than August 24, 2018)**.

Québec City Convention Centre:  
1000 Boulevard René-Lévesque E, Québec,  
QC G1R 5T8

CSGNA Head Office:  
4 Cataraqui Street, Suite 310, Kingston, ON  
K7K 1Z7

INDICATE OPTION # 1 OR #2 USING THIS [ON-LINE REGISTRATION FORM](#)

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For any questions or concerns, please contact Heather Dow:  
[csgnaadministrativeassistant@csgna.com](mailto:csgnaadministrativeassistant@csgna.com) , or phone 613-507-6130.

