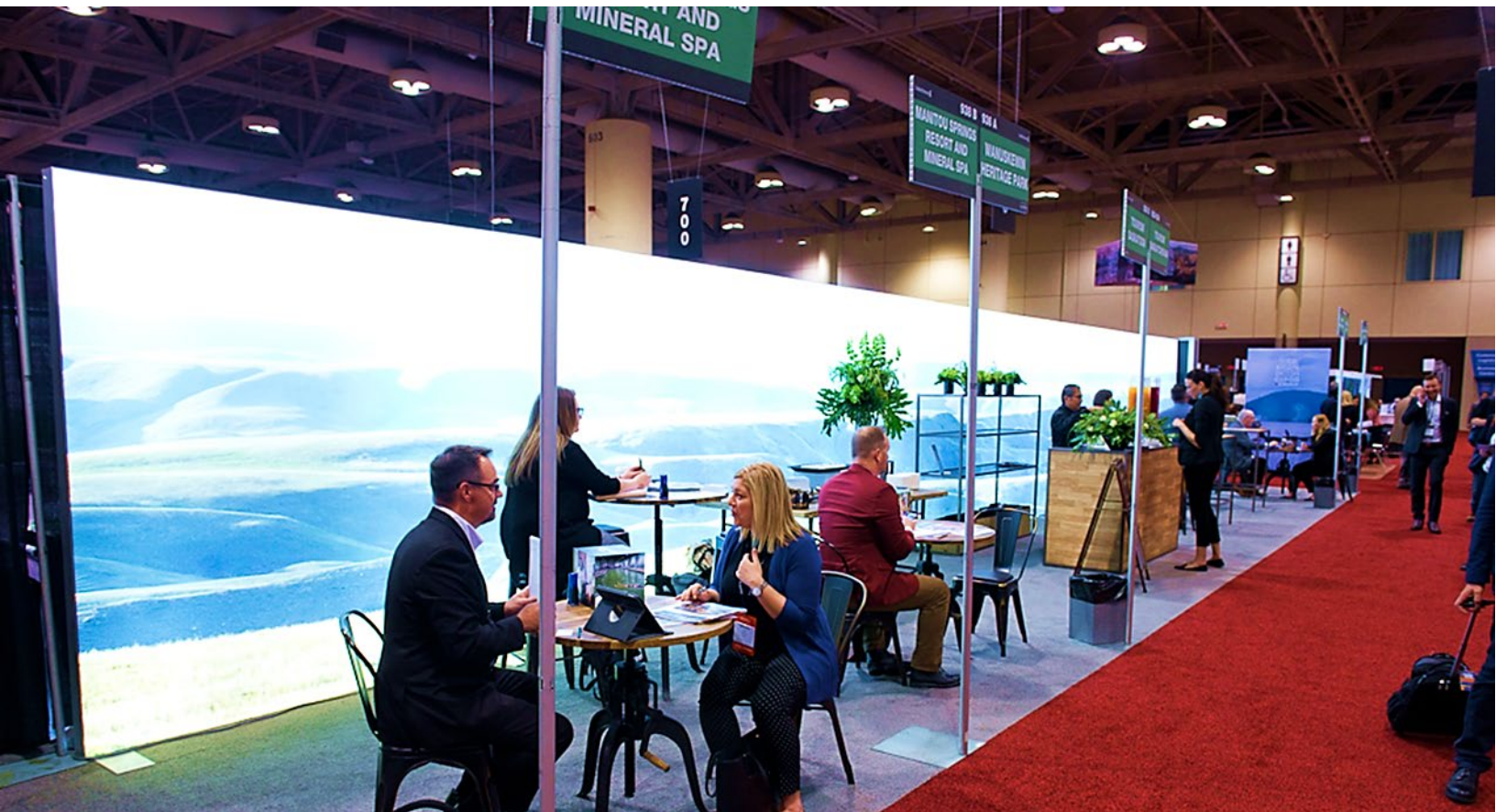


RVC

2023 Ville de Québec
Québec City

May 30 – June 2, 2023



Rendez-vous Canada 2023 Booth Policies & Guidelines

The information found in this package is designed to assist you with the planning and execution of your Rendez-vous Canada booth. Please review the information carefully and contact the [RVC Project Office](#) if you have any questions regarding these policies.

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RVC Project Office's Main Point of Contact



Nina Newman
Event Manager, Logistics

E: nnewman@tiac-aitc.ca / rvc@rendezvouscanada.ca

T: 613-238-8765

Official Exhibit Service Contractor of RVC 2023



Telephone: 780-426-2211 or 1-877-726-2244
(toll free, North America only)

info@goodkey.com OR
exhibitorservices@goodkey.com

<https://www.goodkey.com/>

Services offered:

- Standard furnishings
- Custom furnishings
- Classic booth carpet
- Designer carpet
- Signs/graphics
- Installation/Dismantle Supervision
- Labour
- Exhibitor Transportation and Custom
- Rental Displays – Standard and Custom
- Material Handling (and mandatory onsite empties storage)

Official AV Supplier of RVC 2023



CLEAR-CREATIVE-RELIABLE
AT CCR SOLUTIONS – IT'S ALL ABOUT THE PEOPLE

Contact: Madalena Morais
Mobile: 416-886-7391
Email: madalenam@ccrsolutions.com

www.ccrsolutions.com

Services offered:

- LED and 4K Monitors of 22" - 86"
- Notebooks, MacBooks, and Tablets
- Small and Large Sound systems
- LED walls or LED columns
- Projectors and Projection screens
- Videography
- LED Lighting - uplighting and wash
- Custom sets

Exhibitor Kit

Material handling, additional furnishings, other carpet colours, AV services, and other services can be purchased here : [Exhibitor Kit](#).

Key Dates

April 7, 2023

Deadline to submit plans for booth design to RVC for approval
Deadline for Food and Beverage submissions - Networking Zones only

April 28, 2023

Deadline to request advance move-in access (for large or complex booth installations)

May 1, 2023

First day to receive shipments at the advanced warehouse

May 12, 2023

Deadline to get early order electrical, hanging and rigging, and booth cleaning rates with the Québec City Convention Centre

May 17, 2023

Deadline for advance order booth furnishings rates from Goodkey Show Services
Deadline to get advance order AV rates with CCR Solutions
Deadline to get early order electrical and internet connections rates from the Québec City Convention Centre

May 24, 2023

Last Day to receive shipments to advanced warehouse

May 26, 2023

First day to receive shipments directly to the Convention Centre

Marketplace Hours

Day	Date		Time		
Wednesday	May 31, 2023	from	9:00 AM	to	5:00 PM
Thursday	June 1, 2023	from	9:00 AM	to	5:00 PM
Friday	June 2, 2023	from	9:00 AM	to	5:00 PM

Move-in and Move-out

Move-in

Day	Date	Time
Tuesday	May 30, 2023	from 8:00 AM to 5:00 PM

All selling organizations with appointment taking booths have access to the marketplace floor. No prior request required.

Advanced Move-in

Day	Date	Time
Monday	May 29, 2023	from 2:00 PM to 6:00 PM

Provincial and Territorial organizations (PMO), National sellers and Tourism Partner Pavilion (TPP) only, including exhibitor appointed contractors / display houses may have access to the marketplace floor for the purpose of installing provincial or territorial branding, or large booth displays / installations.

To gain access, a written request must be submitted to rvc@rendezvouscanada.ca no later than April 28, 2023.

Please note: Organizations that have contracted with the Official RVC Display Contractor (Goodkey Show Services) your booth / display installation will be completed Monday, May 29 by 6 pm. No access will be granted before 2 pm.

Should you require additional time and need to work later than 6pm, this can be arranged in advance by contacting the RVC Project Office no later than Friday, April 28. Additional labour and security charges may apply.

Set-up/Tear-down passes

Individuals requiring access to the Marketplace on Tuesday, May 30 for the purposes of set-up only can obtain a set-up pass (wristband) at the Registration Desk. Set-up crew must show photo ID and sign a waiver before being granted access to the Marketplace.

Set-up passes (wristbands) for Monday, May 29 must be approved in advance and must be submitted to rvc@rendezvouscanada.ca with your request for advance move-in no later than April 28, 2023.

Move-out

Day	Date	Time
Friday	June 2, 2023	from 5:00 PM to 8:00 PM

Dismantling of booth/ displays can commence after the last appointment on Friday, June 2, 2023. Return of crates and boxes to individual booths will commence once delegates vacate the marketplace floor.

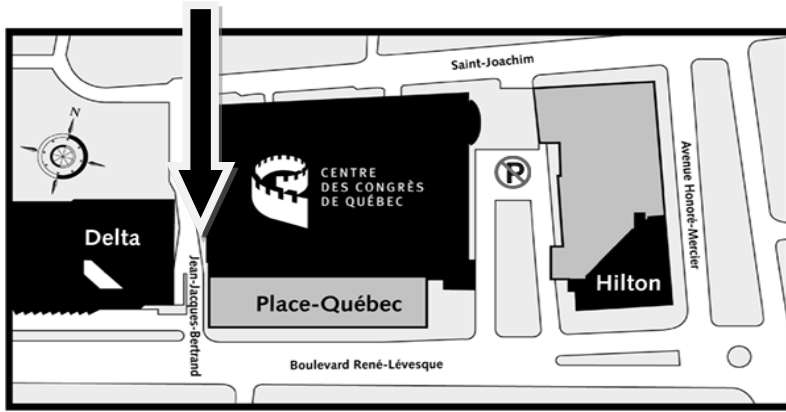
Forced Freight: Friday, June 2 as of 08:00 pm any unpacked booth materials shall become forced freight and consigned to Goodkey Show Services for removal from the marketplace floor and return shipping to seller's home address. The seller will be liable for all cost associated with the same.

Loading Dock Management

Level 4 Loading Dock

855, rue Jean-Jacques-Bertrand

Québec City, QC G1R 5V3



[Click here](#) for a map and pictures of the exact location.

Trucks and semi-trailers cannot exceed **53 feet** (16.15 m) in length and **13 feet, 6 inches** (4.11 m) in height.

The level 4 loading dock is designed to accommodate up to seven vehicles at a time.

NOTE:

- The Québec City Convention Centre will accept material deliveries on **Friday, May 26, 2023**.
- **A preshow storage fee may apply** for exhibit material delivered before the agreed date.
- Please have all material delivered or picked up exclusively at the loading dock. Do not use Centre entrances.
- Parking in the loading dock area is not tolerated during the unloading and loading process. Parked vehicles could be towed away at the owner's expense.

Access to Heavy Vehicles and Industrial Equipment for Exhibit Demonstrations

A large door at the west end of the service corridor on Level 4 that opens onto Jean-Jacques-Bertrand Street. It is **22 feet** (6.70 m) wide by **15 feet** (4.57 m) high. If you need to use this door, please contact:

Nathalie Loiselle

Exhibitor Services Manager
Québec City Convention Centre
418 649-7711, Ext. 4384
nloiselle@convention.qc.ca

Booth Design

Character of Exhibits

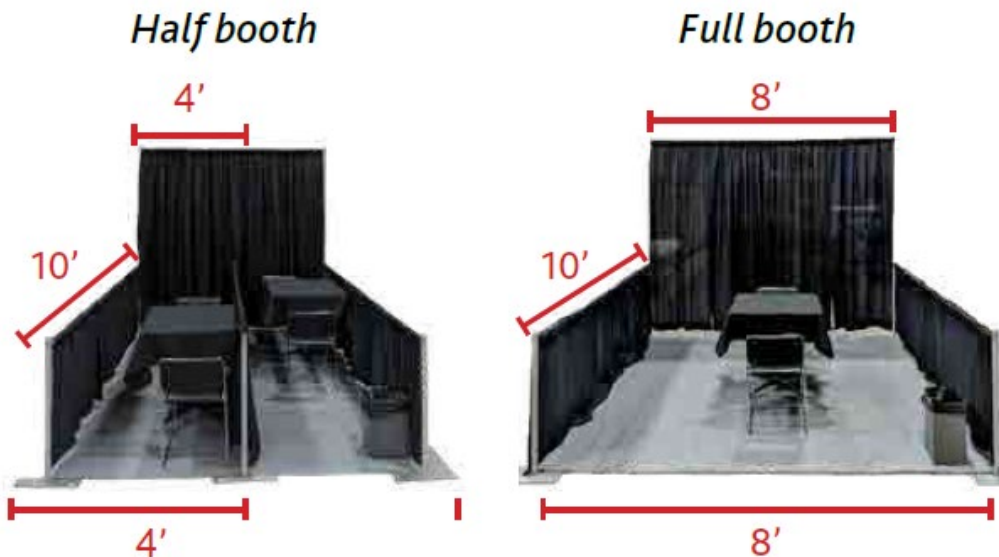
The event has been planned as a "tabletop" marketplace at which Buyers and Sellers can meet in a business-like atmosphere. All aisle and air space belong to Rendez-vous Canada. No exhibits or advertising matter will be allowed to extend above or beyond the contracted booth space.

The dimension of each half booth 4 feet (1.2 meters) wide, 10 feet (3 meters) deep OR full booth are 8 feet (2.4 meters) wide, 10 feet (3 meters) deep or each. The height of side walls are 3 feet (0.9 meters) and rear (back) wall constructed of pipe and drape is 8 feet (2.4 meters) high.

Sellers may not place anything to obstruct, block, or interfere with the lighting or visibility of an adjacent booth. Background height not to exceed 8 feet. Sidewalls of a single zone or corner zone may be no higher than 3 feet to ensure there is no obstruction of an adjacent booth.

Each Booth Includes

- Complimentary Wi-Fi intended for casual email service not streaming data. Hardwire internet service may be purchased separately if required through Encore.
- Booth sign sticker which includes booth number and company name, placed on the floor.
- Booth number sign is included.
- Table and chairs.
 - Half booth (4' wide x 10' deep) = (1) 32" x 32" clothed (black) table + (2) chairs
 - Full booth (8' wide x 10' deep) = (1) 32" x 32" clothed (black) table + (2) chairs
- Carpet (charcoal grey).
- Wastepaper Basket.



Electrical service, hanging and rigging, and booth cleaning services are not included and may be purchased separately through the [Québec City Convention Centre](#).

Material handling, additional furnishings, other carpet colours, AV services, and other services can be purchased here : [Exhibitor Kit](#).

Booth Design Approvals

All Sellers wishing to use custom booths may do so provided they do not exceed the booth dimensions and provided detailed drawings with all dimensions for all top view, elevations front and sides with full dimension measurements, for all elements, and must be submitted in writing for approval by **April 7, 2023**.

Furnishings

Soft furnishings such as tables chairs, or carpet may be substituted at the expense of the seller without pre-approval. However, the seller must notify the RVC office 3 weeks (**Monday, May 8**) in advance of the show opening date. This applies to all booths and Networking zones.

Sound

Sound amplification is permitted provided it is rendered inaudible beyond the contracted booth space.

Care of Exhibits

Sellers must keep their exhibits cleaned and dusted and in good order. Booths must be maintained in perfect condition and be properly staffed throughout the event. Exhibits must remain intact until the official tear-down period on the last day of the event.

Booth Decor

All bunting, draperies or other fabrics must be flame resistant. Paper decorations, cut evergreens or branches are not permitted.

Samples and Giveaways

Samples or giveaways are to be limited to printed material such as pamphlets, photographs, and books. The distribution of souvenirs such as buttons, models, badges, decals, or flags is left to the discretion of the Seller, provided their intrinsic value is nominal, sustainable, and recyclable.

Prizes, drawings, and contests are permitted, in accordance with provincial lottery guidelines. Compliance with these guidelines and all associated activities are solely the Partner's responsibility. <https://societe.lotoquebec.com/en/regulations>

Security of Exhibits

Rendez-vous Canada will provide necessary security for the Marketplace during the hours the event is closed. Rendez-vous Canada and the Québec City Convention Centre are not responsible for any loss or damage of any materials on RVC premises.

Insurance and Liability

Sellers must have their own liability insurance at their expense (\$2 million minimum). Rendez-vous Canada, the Québec City Convention Centre and its representatives are not liable for any loss or damage to the property of the Seller, or its employees, due to fire, robbery, accidents, or any cause whatsoever that may arise from use and occupancy of the leased space or building. The Sellers agrees to indemnify and hold harmless Rendez-vous Canada against any and all claims of any person whomsoever arising out of acts or omissions of Sellers or their employees. Sellers shall furnish their own public liability insurance.

Recycling and Waste Management

Exhibitors are required to make use of the abundance of equipment provided on site to facilitate the recycling of paper, cardboard, glass, plastics for the duration of the event including set-up and tear down. Additional waste management methods could be provided beyond the listed.

Waste and recycling bins are to be placed in the aisle in front of booth every night after the exhibition closes. These will be emptied by Convention Centre staff at no charge. All bins left inside booths will not be emptied.

Food and Beverage

Capital HRS inc. has *exclusivity* rights for provisioning food and beverages inside the Québec City Convention Centre walls.

Food and beverage services in **sample size only** are permitted in booths provided it complies with the Québec City Convention Centre and Capital HRS rules and regulations and proper applications are applied for and approved to both RVC Project Office, the QCCC and Capital HRS.

The sale of samples and distribution of alcoholic beverage samples is **prohibited** at all times in seller booths or networking zones. All outside alcoholic beverages including those for personal use are forbidden by virtue of the most current and valid liquor permit issued by government instances.

An acceptable sample is a 60 ml (or 2 ounces) serving for liquids and a 28 grams (or 1 ounce) portion for solids (the equivalent of a bite). Beyond the 60 ml (2 ounces) of water or juice distributed to visitors, the promoter or exhibitor is required to pay \$ 1.50 per unit, plus an administration fee of 16% and applicable taxes.

Any distribution of food and beverage is subject to a written request and must be approved by the RVC Project Office, the Convention Centre, and Capital HRS. All requests are due by **April 7, 2023**.

Please contact the Catering department for further information:

Capital HRS

Vincent Carreau

Telephone: 418 649-7711, Ext. 4618

vcarreau@convention.qc.ca

Order through the QCCC here: <https://www.convention.qc.ca/en/exhibitors/order-forms/>

Tourism Partner Pavilion Booths

Each 4 feet wide x 10 feet deep booth includes:

- (1) 32"x32" table;
- (2) chairs;
- (1) wastepaper basket; and
- Carpet (charcoal grey)

No background may be placed to obstruct, block, or interfere with the lighting or visibility of an adjacent booth. Background height not to exceed 8 feet. Aisle space may not be used for activation purposes or for solicitation of business. Sidewalls of a single zone or corner zone may be no higher than 3 feet to ensure there is no obstruction of an adjacent booth. Distribution of materials outside the zone is expressly forbidden

Tourism Partner Pavilion booths are appointment taking booths. Appointments with sellers will take place in the TPP zone. Please refer to your appointment schedule for all meeting locations.

Networking Zones

Each 24' x 50' zone includes:

- (10) square bistro tables (40" high)
- (20) barstools
- (4) 6' skirted tables
- Refreshment Counter with coffee and beverage service
- Power
- Carpet (grey)

Networking zones are required to supply plans for their space to RVC for approval by **April 28, 2023**. Designs must show all top view, elevations front and sides with full dimension measurements, for all elements.

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Telephone: 418 649-7711, Ext. 4618

vcarreau@convention.qc.ca

Order through the QCCC here: <https://www.convention.qc.ca/en/exhibitors/order-forms/>

Shipping

All sellers that will be shipping their goods to Goodkey Show Services as advanced shipment or directly to the Québec City Convention Centre, MUST complete and fill out the Goodkey Show Services – Materials Handling Form and return to Goodkey Show Services along with Method of Payment form. Please refer to the Material Handling form for inclusion / exclusion of service.

Advance Shipping

Opens: May 1, 2023

Closes: May 24, 2023

To:
NAME OF EXHIBITING COMPANY - BOOTH #
Rendez-vous Canada 2023
c/o GOODKEY SHOW SERVICES LTD.
Transkid
1800, Leon-Harmel
Québec City, QC G1N 4R9
From: Seller Company Name & Address
Québec City Convention Centre, Booth #

Direct Shipping to the Québec City Convention Centre

Accepted as of May 26, 2023 - Starting at 8 am

Québec City Convention Centre
Level 4 Loading Dock
855, rue Jean-Jacques-Bertrand
Québec City, QC G1R 5V3

c/o Rendez-vous Canada 2023
GOODKEY SHOW SERVICES LTD.
(NAME OF SELLER) – BOOTH # ____

Note: Direct shipments arriving before **May 26**, will not be accepted by either the QCCC or RVC. Such shipments will be refused and returned to shipper, at shipper's expense.

Materials Handling

Goodkey Show Services is the exclusive provider of material handling services for RVC 2023. In accordance with the Québec City Convention Centre Policy, all exhibitor materials and freight must be moved in and moved out through the Québec City Convention Centre loading dock only.

You can bring in your own materials if it can be hand-carried, via the front doors without use of dolly equipment. If it is brought in through the freight doors and loading dock, it must be delivered to your booth using the official display company, Goodkey Show Services, and subject to applicable materials handling fees.

No exceptions as this is for security and liability reasons.

Parking

Cars

The Convention Centre is located near several underground parkades: Place Québec (off Saint-Joachim Street), Complex Marie-Guyart, Place Haute-Ville under the Delta Hotel, and Stationnement D'Youville (off Place D'Youville). All parking areas are connected to the Convention Centre by indoor walkways and are open 24 hours, 7 days a week.

During weekdays (office hours) due to traffic and possible road work, we strongly recommend the use of sustainable transportation such as carpooling, public transit or Parc-O-Bus (park & ride) to reach the Convention Centre. For more information, see the Convention Centre [website](#).

No parking is allowed at any time on Promenade Desjardins, which is a private driveway shared by the Convention Centre and the Hilton Québec hotel.

Heavy Vehicles

Free parking within Convention Center proximity for a heavy vehicle can be requested 72 hours prior via email by contacting:

Nathalie Loiselle

Exhibitor Services Manager
Québec City Convention Centre
418 649-7711, Ext. 4384
nloiselle@convention.qc.ca

Québec City Convention Centre Services

Services provided by the Québec City Convention Centre

All are exclusive except booth cleaning:

- Hanging
- Electricity
- Booth cleaning

To order booth services the exhibitor must:

1. Go to the [Order Forms](#) page of the Convention Centre website.
 2. Select the event – Rendez-vous Canada 2023.
 3. Follow the steps. You can do everything online!
- The Centre **offers a 20% discount** to exhibitors who order their services by the deadline, **Friday, May 12, 2023**, by 4:00pm EST.
 - A mobile service booth is available onsite for last-minute requests. At this point, **regular prices** will apply, and some services may not be available.

Also available only upon request: electricity other than 120 V 15 A, temporary staffing, plumbing, security, telephony, and related services.

For more information, please contact:

Exhibitor Services
418 649-7711, Ext. 4066 or 1 888 679-4000
services@convention.qc.ca

Registration Information

Badges

Access to Rendez-vous Canada is restricted to registered delegates only. All booth staff and activation staff must be registered for RVC 2023. Please see registration information [here](#).

Rendez-vous Canada name badges must be always worn visibly by all delegates and are not transferable under any circumstances. Badges may not be concealed with business cards, pins, or stickers, or altered or defaced in any way.

The badge bears the name of the individual, the registered organization and its city and province or territory of operation. Admission to all Rendez-vous Canada functions and facilities is by badge alone.

Guests/VIPs/Accompanying Persons Policy

Apart from the specific authorization by the host of a function and the approval of the individual by Rendez-vous Canada, no guests, spouses, "VIPs" or accompanying persons are permitted access to functions. In addition, no accompanying and/or non-registered person is permitted access to other Rendez-vous Canada facilities, including the Marketplace and luncheon hall. Rendez-vous Canada does not sell tickets to its functions, etc.

Solicitation and Sale of Advertising Space

Media representatives, Buyers, and Sellers are not permitted to solicit or sell advertising space or time on Rendez-vous Canada premises or at Rendez-vous Canada-sponsored activities. Advertising solicitors will be evicted from the RVC event and accreditation privileges will be withdrawn.

Enjoy your badge Program!



Exclusive offers for all delegates and exhibitors! Show your badge for enticing savings at some of the most popular restaurants and attractions in the Québec City area. With the Québec City Convention Centre's [Enjoy Your Badge](#) program, visitors get exclusive offers and savings from a vast array of our business partners.

Explore all our special offers!

QCCC Best Practices

The Québec City Convention Centre is committed to your success as an exhibitor. Check out the [Best Practices](#) on the Convention Centre website.

Notice to Sellers/RVC Seller Responsibilities

1. Alterations to any part of the structure of the Centre, or to items of furniture or equipment forming part of it, may not be made without prior written authorization from RVC Show Management or the Québec City Convention Centre in each individual case. These prohibitions include the drilling of holes, mechanical fastening (nails, staples, push pins etc.), or adhesive fastening (tape, glue, sticky Velcro etc.), and the attaching in any manner of decals, promotional literature, or any other items. Labour / Repair charges will apply to remove prohibited tapes / decals from Québec City Convention Centre property.
2. Encore does not allow the use of any WI-FI broadcasting device such as: wireless routers, wireless access points or DHCP servers. These devices require Encore's exclusive permission to broadcast.
3. Passenger elevators and escalators ARE NOT TO BE USED for transporting freight or equipment from level to level. This includes hand dollies/handcarts and hand carrying boxes, easels, chairs, tables, etc.
4. When working higher than 3 meters (10 ft) you must use fall protection.
5. During move-in / out, exhibit halls, loading dock areas and back of the house service areas are considered hazardous work areas. As such, there shall be absolutely no drinking of alcoholic beverages, no horseplay and in general, any and all unsafe conditions or activities are to be corrected promptly.
6. Storage for crates or other materials is provided in the Centre as a pay service with Goodkey Show Services. Exhibitors must make their own arrangements. All materials, boxes, signs, and other materials must not be sent to the Centre prior to the official move-in date as specified in your Exhibitor Manual and must be removed upon the completion of the event.
7. Access to / or the use of the Exhibit Hall floor-ports is exclusive to the Convention Center staff and our Exclusive Electrical /Mechanical Service provider. Exhibitors are not permitted to use these for any purpose.
8. You are required to report immediately any unsafe condition or accident of which you have knowledge to a security guard, Québec City Convention Centre greeting staff or dial **4900** through housephones available throughout the Centre.
9. No material may be taken through the Main Entrance of the Québec City Convention Centre unless it can be carried by hand. Dollies are not allowed on carpet areas as well as in Main Hall and Foyer 4. No equipment may be transported on escalators or public passenger elevators. All four-wheel dollies, pallet jacks or oversized loads are prohibited into the pre-function areas. If you require a dolly or pallet jack to move your items, you must order Material Handling services through Goodkey Show Services.
10. Smoking is NOT PERMITTED anywhere inside the Convention Centre, including e-cigarettes and vaporizing.

The Québec City Convention Centre does not offer any flat electrical wires, but exhibitors, exhibitor appointed contractors, decorators, and general contractors are allowed to install their own flat electrical wires inside the booth space.

QCCC Restrictions:

Common Areas	At no time may exhibitors obstruct hallways, elevators, escalators, entrances, exhibit halls, video monitors, emergency exits, or other rooms.
Pets and Other Animals	The presence of animals must be approved by the Convention Centre prior and before being allowed in the building. Only service dogs are welcome and unrestricted.
Cooking Appliances	Exhibitors are required to conform to the Convention Centre's fire safety regulations. Please consult the Security Measures and Fire Prevention available on the Convention Centre website.
Stickers	All use of self-adhesive materials must receive prior approval by the Convention Centre.
Balloons and Confetti	Use of helium filled balloons must be approved in advance by the Event Coordinator. Exhibitors will be charged recovery fees for all balloons requiring recovery from the ceiling after the exhibition. Confetti and glitter usage is prohibited in the Convention Centre.
Use of Alcohol during Setup and Teardown	To reduce the risk of accidents, alcoholic beverages are strictly prohibited during move-in and move-out, unless an exceptional agreement has been contracted with the Convention Centre.
Children	For safety reasons, children should not be allowed in loading dock area or in the exhibit hall while move-in and move-out are taking place.
Fire	Exhibitors are required to conform to the Convention Centre's fire safety regulations. Please consult the Security Measures and Fire Prevention available on the Convention Centre website.
Noise Restrictions	All equipment subject to producing noise and/or odors susceptible of disturbing exhibitors or visitors must be silenced. Sound levels may not exceed 70 decibels measured at four feet from the source. The Convention Centre reserves the right to be the only judge in the matter.
Adhesive Tape	Only the following adhesive tapes are permitted to be used in the Convention Centre and can be purchased on site: For walls: 3M no. 7225 Wall-Mounting Tabs For floors: Echo Tape CL-W6033, VI-N6120, or equivalent Echo Tape DC-W188F Double-Sided Tape For brick walls: 3M no. 7225 Wall-Mounting Tabs
Security	The Convention Centre provides round-the-clock building security. However, security will not be responsible for exhibitor property within rented spaces. Exhibitors who wish to hire additional security for their booths will need to see the Exhibitor Services Manager.
Smoking and Vaping	The Convention Centre offers the public a smoke-free environment. Quebec's <i>Tobacco Act</i> passed on May 31, 2006, bans without exception, all smoking within the Convention Centre walls including the loading zones. Smoking is also prohibited within 9 metres of any door.
Motor vehicles	Exhibitors are required to conform to the Convention Centre's fire safety regulations. Please consult the Security Measures and Fire Prevention available on the Convention Centre website.

For more information please contact:

The Rendez-vous Canada Project Office
600-116 Lisgar Street
Ottawa ON
K2P 0C2
T: 613-238-4080
rvc@rendezvouscanada.ca

To: *(Seller Company Name & Booth #)*

Rendez-vous Canada 2023

c/o Goodkey Show Services
Transkid
1800, Leon-Harmel
Québec city, Québec G1N 4R9

PACKAGE ___ OF ___

From: *(Seller company name)*

Address:

Phone number:

Number of packages:

QUÉBEC CITY CONVENTION CENTRE

BOOTH NUMBER: _____

**QUÉBEC CITY CONVENTION CENTRE
LEVEL 4 LOADING DOCK
855 RUE JEAN-JACQUES-BERTRAND
QUÉBEC CITY, QC G1R 5V3**

c/o RENDEZ-VOUS CANADA 2023

Goodkey Show Services LTD.

(SELLER COMPANY NAME) – BOOTH # _____

PACKAGE _____ OF _____

From: *(Seller company name)*

Address:

Phone number:

Number of packages: