

A/V Companies and Exhibitors Manual



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Welcome to the Hilton Quebec,

This document was designed to help you plan your arrival at the Hilton Quebec. We hope you find this information useful and valuable. We are always available to answer your questions. The staff at the Hilton Quebec will be happy to help and assist you in your efforts. Do not hesitate to contact us at any time.

We wish you an enjoyable time during your conference.

The Banquets and Conferences Department.

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1. AT THE LOADING/RECEIVING DOCK:

You will find the receiving dock on St-Joachim Street, at 875 (see picture below). This dock serves the Quebec Convention Center as well. ALL merchandise needed for your exhibit must enter through this dock. No equipment will be allowed thru the main public entrance, unless the exhibition is to take place in the Dufferin Hall.

Once you have unloaded at the 13'3" or 4 meter high gate, proceed inside to your left. The receiving of goods is open Monday through Friday from 8 am to 12 pm and from 1 pm to 4 pm. Outside these hours, please contact security by dialling "0" on the phone at the receiving dock.



2. GATE MEASUREMENTS FOR LOADING/RECEIVING:

Gate # 1: 7' 6" wide (2.28 meters) by 8' tall (2.43 meters). Note that there is a vent conduit that runs in the top left corner and measures 1' 2" wide (0.35 meters) by 1' 8" high (0.51 meters). This gate (loading dock) is 4'2" inches (1.27 meters) off the ground.

Gate # 2: 7' 9" wide (2.36 meters) by 8' 4" tall (2.54 meters). This gate (loading dock) is 4' 2" inches (1.27 meters) off the ground.

Gate # 3: 7' wide (2.13 meters) by 9' 5" tall (2.87 meters). This gate is accessible thru a ramp of 7' wide (2.13 meters) and 34' 10" long (10.61 meters) from the ground.

3. OTHER IMPORTANT MEASUREMENTS:

The door leading to the hallway and elevators: 10'7" wide (3.22 meters) by 9'8" tall (2.94 meters).

The hallway leading to the freight elevator: 10' wide (3.04 meters) by 115' long (35 meters).

The freight elevator: will allow a maximum load of 8 000 pounds or 3 628 kilograms. The dimensions are 21'7" deep (6.57 meters) by 9' wide (2.74 meters) by 8' tall (2.43 meters). However, the door to the first floor is 6 '10 ½" tall (2.1 meters).

The 3 service elevators measure respectively 5' deep (1.52 meters) by 6'7" wide (2.01 meters) by 7'5" tall (2.26 meters). The elevators doors are 4 ' wide (1.22 meters) by 7' tall (2.13 meters).

4. SHIPPING AND HANDLING:

Shipping address

875 St-Joachim Street, Québec QC G1R 5V4

Labelling boxes

The following information must appear on each box shipped to the hotel to avoid loss and confusion;

Name of the conference or exhibition

Name of company / exhibitor

Dates of conference or exhibition

Name of the room where the goods must be delivered and the exhibit number

The name of the person who will be present during the conference or exhibition

Any exhibitor, who dispatches his equipment by a carrier or by mail directly to the Hilton Quebec, understands that his material may be handled by the Hilton Quebec staff and fees may apply. Any exhibitor who unloads his equipment himself can, if desired, move his own equipment with a forklift. Service elevators, a freight elevator and trolleys will be made available by the Hilton Quebec.

Storage

Unfortunately, the Hilton Quebec does not have storage space and can not ensure the safety of the equipment shipped prior to the conference or exhibition. If you must ship a large quantity of material, we strongly suggest you call upon the services of a transport company. Please inform your coordinator at the Hilton Quebec.

Shipping of exhibit material

1. No equipment used for exhibits can be shipped to the hotel before the scheduled date in hopes to set up early. If the material is sent in advance, the receiving department may refuse the shipment and send the truck to the nearest warehouse at the exhibitor's expense.
2. Unless agreed upon with your coordinator at the Hilton Quebec prior to shipping, no shipment payable upon delivery will be accepted by the Hilton Quebec.
3. Any material left behind after the dismantling of the exhibition will be returned to a warehouse at the exhibitor's expense.

5. SECURITY:

Although the Hilton Quebec has its own security staff on duty 24 hours a day, our agents are not responsible for the safety of the equipment in meeting rooms or public areas. However, the Hilton Quebec can lock certain rooms allowing access to organizers and security staff only. You can learn more about this from your Hilton Quebec coordinator. Nevertheless, the Hilton Quebec does not guarantee the safety of the equipment left in meeting, exhibition or function rooms even if these rooms are locked.

Security at exhibitions:

1. Security agents at the Hilton Quebec are not responsible for the safety of your exhibit.
2. It is the responsibility of the organizers to ensure a full security in the exhibition hall during installation, breaks and outside exhibition hours. Security services are not absolutely necessary during the exhibition hours. However, you may feel it is needed because of the kind of equipment you are exhibiting.
3. The Hilton Quebec recommends the use of its own security firm when this service is required. The cost is currently \$29.00 per hour for each security agent (minimum 4 hours). You may request this service thru your Hilton Quebec coordinator.

6. REQUESTS FOR POWER, INTERNET, A/V AND OTHERS:

1. We ask that you'll be very specific with your requests regarding your electrical needs. We need to know exactly how many outlets along with the voltage and amperage if you have specific needs.
2. For any exhibitions, requests must be made in advance thru your conference coordinator. The Hilton Quebec provides a request form available to exhibitors. This form must be completed and returned to us at least 72 hours in advance (See document "Tarif need exposant.xls").

3. For assistance and information, please ask to meet with Michel Cotton, head of technical services for the banquets and conferences department.

7. REGISTRATION:

To be completed by the person responsible for the event.

8. GENERAL RESTRICTIONS:

See document "Restrictions generales.doc".

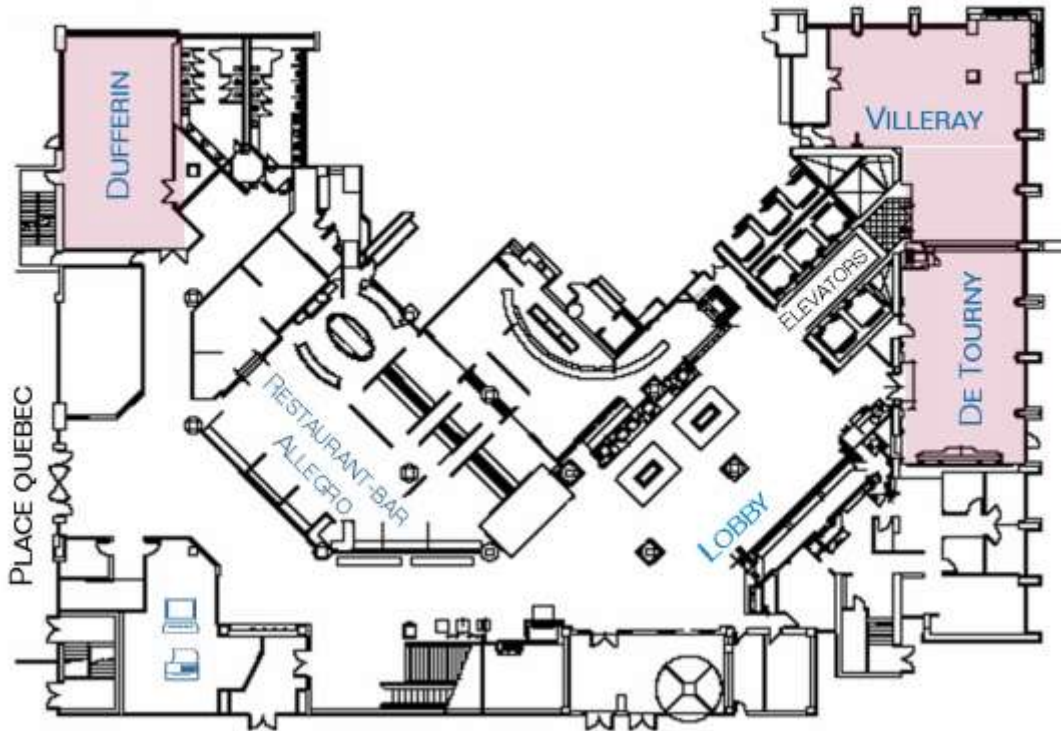
9. INDOOR VEHICLES:

See document "Enter a vehicule.doc".

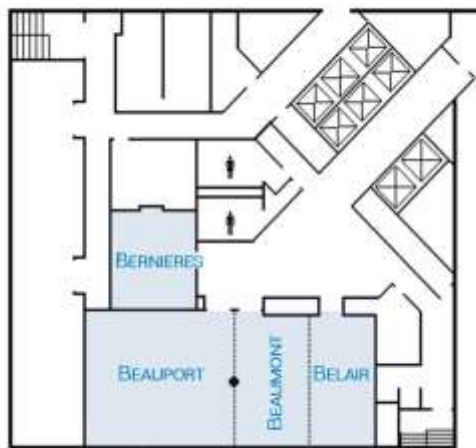
10. ABOUT YOUR DEPARTURE:

1. It is your responsibility to take down the installation of your exhibit structures. The Hilton Quebec is not responsible for banners, posters, structures or any other items that have been left behind from the exhibits.
2. As for your arrival, any exhibitor who sent his equipment by a carrier or by mail directly to the Hilton Quebec, understands that his material may be handled by the Hilton Quebec staff and fees may apply. Any exhibitor loading his equipment himself can, if desired, move his own equipment with a forklift using elevators which will be made available by the Hilton Quebec.
3. The following information must appear on each box shipped from the hotel to avoid loss and confusion:
 - Name of the company
 - Your name and phone number
 - Complete return address
 - The box number vs the total number of boxes. Example: 2 of 6
 - A sticker from your waybill, if you're dealing with a carrier such as Purolator.
4. Waybills or labels of lading must be filled according to the instructions requested by the company (FedEx, Purolator, or other). Any failure on your part could result in considerable delays, and even the loss of your equipment. The Hilton Quebec can not be held responsible for loss of material due to a misidentification or lack of identification of your merchandise on your bill of lading (waybill). If your shipment should return to the United States, please fill out the form "Commercial Invoice" that you will find attached in PDF format. **This document is required and mandatory by the U.S. Customs Department and must be completed by the customer**, not by an employee of the Hilton Quebec.

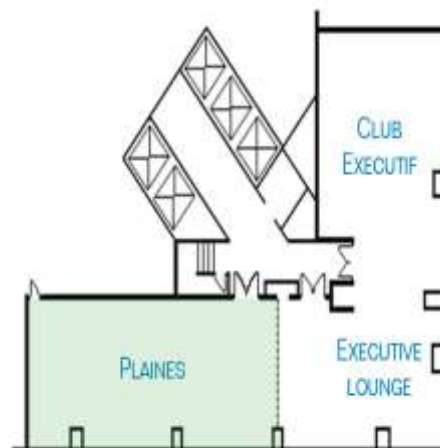
Grand Hall (RC)



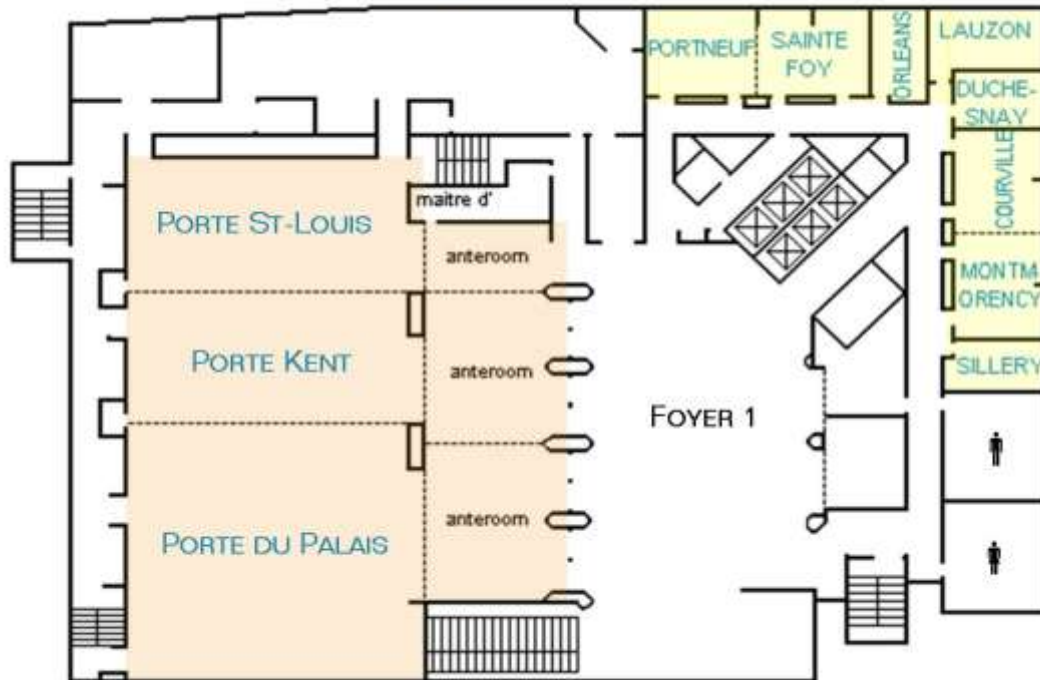
2^e étage / 2nd floor



23^e étage / 23rd floor



1^{er} étage / 1st floor



NOM DE LA SALLE	ÉTAGE	BANQUET		RECEPTION	CONF.	LI	CARRÉ	THÉÂTRE	ÉCOLE	SUPERFICIE		HAUTEUR
		TO	& DANSE							(N1)	(N2)	
Villaray *	RC	120	80	250	30	30	36	110	45	50,0 x 30,0	1300	12
De Tourny *	RC	110	70	150	40	42	48	100	50	27,6 x 49,2	1367	12
Villaray/De Tourny *	RC	230	190	300	-	50	80	200	95	28,0 x 99,2	2772	12
Dufforin *	RC	90	-	125	30	42	48	100	50	25,0 x 49,0	1225	12
Porte du Palais	1	360	300	550	-	80	80	500	250	61 x 63	3843,0	20
Porte Kent	1	180	130	275	-	60	60	200	125	30 x 63	1890,0	20
Porte St-Louis	1	180	130	275	-	60	60	200	125	30 x 63	1890,0	20
Salle de Bal 2in/room	1	720	560	1100	-	-	200	900	300	121 x 63	7623,0	20
Antichambre Porte du Palais	1	80	-	120	30	-	-	100	30	35 x 36	1260,0	12
Antichambre Porte Kent	1	80	-	120	30	-	-	100	30	35 x 36	1260,0	12
Antichambre Porte St-Louis	1	30	-	60	10	-	-	50	15	15 x 32	480,0	12
Salle de Bal et Antichambres	1	910	-	1400	-	-	-	1150	575	-	10 823,0	-
Portneuf *	1	50	-	50	20	20	20	50	24	25,4 x 23,9	607,1	12
Sainte-Foy *	1	50	-	50	20	20	20	50	24	25,4 x 23,9	607,1	12
Portneuf/Sainte-Foy *	1	100	70	100	40	40	40	100	51	50,8 x 23,9	1214,1	12
Orléans *	1	20	-	30	20	-	-	25	-	12,5 x 23,9	298,8	12
Lauzon *	1	30	-	40	20	-	-	30	20	28,0 x 14,0	392,0	12
Duchesnay *	1	20	-	30	18	-	-	25	-	12,9 x 22,2	286,4	12
Courville *	1	50	-	50	20	20	20	50	24	25,6 x 22,2	568,3	12
Montmorency *	1	50	-	50	20	20	20	50	24	25,6 x 22,2	568,3	12
Courville/Montmorency *	1	100	70	100	40	40	40	100	51	50,8 x 22,2	1127,8	12
Sillery *	1	20	-	30	18	-	-	25	-	12,9 x 22,2	286,4	12
Bernières	2	-	-	-	16	-	-	-	-	24,0 x 19,6	470,4	10
Beauport *	2	90	60	100	40	40	50	120	60	34,0 x 35,0	1190	10
Beaumont *	2	30	-	50	24	24	30	50	25	15,5 x 35,0	542,5	10
Bélar *	2	50	-	60	24	24	30	60	30	19,0 x 35,0	665	10
Beaumont/Bélar *	2	90	60	120	40	40	50	120	60	34,5 x 35,0	1207,5	10
Beaumont/Beauport *	2	130	100	160	40	-	-	160	90	50,5 x 35,0	1767,5	10
Beaumont/Bélar/Beauport *	2	160	160	220	-	-	-	220	120	70,0 x 35,0	2450	10
Plaines *	23	120	80	180	50	45	50	120	60	23,0 x 55,0	1495	10