



WINDOOR

2018 ANNUAL TRADE SHOW

December 4 – 5, 2018
QUÉBEC CITY CONVENTION CENTRE
ROOM 400ABC, QUÉBEC, QC

Presented by:



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IMPORTANT DEADLINES

Advance orders can save time and money. Many services are discounted if orders are placed before the deadline date; late orders are more costly. Read all service descriptions carefully and place your orders as early as possible. Advance planning can go a long way toward ensuring a successful exhibit and saving money.

Deadline	Item
October 19	WinDoor - Exhibitor Listing for Show Guide
November 2	Delta Hotels by Marriott Quebec Accommodations Reservation Deadline
November 11	STRONCO Show Services (Discount Price Deadline Date) Credit Card Authorization Labour Service Form In-Booth Forklift Order Form MX Show Special Order Form Slatwall Booth Show Special Exhibit Packages Order Form Exhibit Accessories Form Carpet Order Form Display Tables & Drapery Order Form Counters, Storage & Display Units Order Form Accessories & Office Furnishings Order Form Chairs & Stools Order Form Tables Order Form Sofas & Chairs Order Form Plant Rental Order Form Signs & Banners Order Form Transportation & Customs Brokerage Services
November 15	AV Canada Order Form
November 16	Québec City Convention Centre (Discount Price Deadline Date) Electrical Services Order Form Rigging (By Request Only) Sign Hanging Order Form Booth Cleaning Order Form
November 20	Capital HRS Inc. (Exclusive Caterers) - Booth Hospitality Order Form (Deadline) <i>Orders after this date may be subject to last-minute surcharges and availability is not guaranteed.</i>
November 21	STRONCO Advance Show Receiving Order Form; <i>To enjoy the discounted rate, please have your shipment arrive at Stronco warehouse on or before this date</i>
November 23	Purchase Exhibitor Insurance (must also have a copy of certificate in possession onsite)
November 23	CONEXSYS Lead Retrieval (Early Bird Rate)
November 26	AV Canada Order Form
November 26	Last day shipments are received at the STRONCO Advance Warehouse
December 3	Freeman – Internet Order Form

EXHIBIT REGULATIONS

For any questions or concerns regarding your booth design and/or construction please contact Show Management before you begin construction.

Exhibitors are required to exercise care so that their displays do not obstruct the visibility of adjacent exhibits. All exhibitors are entitled to reasonable sight lines from the aisle, regardless of the size of exhibit. All exhibitors must comply with the booth guidelines presented. Displays must be confined to the exhibitor's contracted booth space and must not obstruct the clear view and accessibility of nearby exhibitors, fire apparatus, exits or service corridors. Portable signs exceeding four feet in height must be placed at least five feet back from the front of the booth. All display racks, printers and their output must be confined to the booth space and not spill out into the aisle.

Show Management must be informed of any heavy or large equipment or vehicles being brought in. Exhibitors must provide us with a layout and weight list of heavy or large equipment or vehicles. It is the responsibility of the Exhibitor to inform Show Management; otherwise, the Exhibitor may be denied access to the show floor. Exhibitors bringing in large or heavy equipment must adhere to the show Move-In/Move-Out schedule.

Standard or Linear Booth (see page 6 for drawing)

Standard or linear booths are arranged in a straight line and have neighbouring exhibitors on their immediate right and left, leaving only one side exposed to the aisle. Standard or linear booths are most commonly 10ft (3.05m) wide and 10ft (3.05m) deep. The maximum height of 8ft (2.44m) is allowed only in the rear half of the booth space, with a 4ft (1.22m) height restriction imposed on all materials in the remaining space forward to the aisle. The maximum back wall height is 8ft (2.44m), including signage.

Corner Booth

A linear booth at the end of a series of in-line booths with exposure to intersecting aisles on two sides. All other guidelines for linear booths apply.

End-cap Booth (see page 6 for drawing)

An end-cap booth that is exposed to aisles on three sides and is comprised of two booths. End-cap booths are generally 10ft (3.05m) deep by 20ft (6.10m) wide. The maximum back wall height of 8ft (2.44m) is allowed in the rear half of the booth space and within 5ft (1.52m) of the two side aisles, with a 4ft (1.22m) height restriction imposed on all materials in the remaining space forward to the aisle.

Perimeter Booth

A perimeter booth is a linear booth that backs onto an outside wall of the exhibit facility rather than onto another exhibit. All guidelines for linear booths apply to perimeter booths except that the maximum back wall height is 12ft (3.66m), including signage.

Peninsula Booth (see page 6 for drawing)

A peninsula booth is exposed to aisles on three sides and is comprised of a minimum of four booths. There are two types of peninsula booths: (a) one which backs to linear booths, and (b) one which backs to another peninsula booth. A peninsula booth is usually 20ft by 20ft (6.10m by 6.10m) or larger.

(a) When a peninsula booth backs up to two linear booths, the back wall is restricted to 4ft (1.22m) high within 5ft (1.52m) of each aisle, permitting adequate line of sight for the adjoining linear booths.

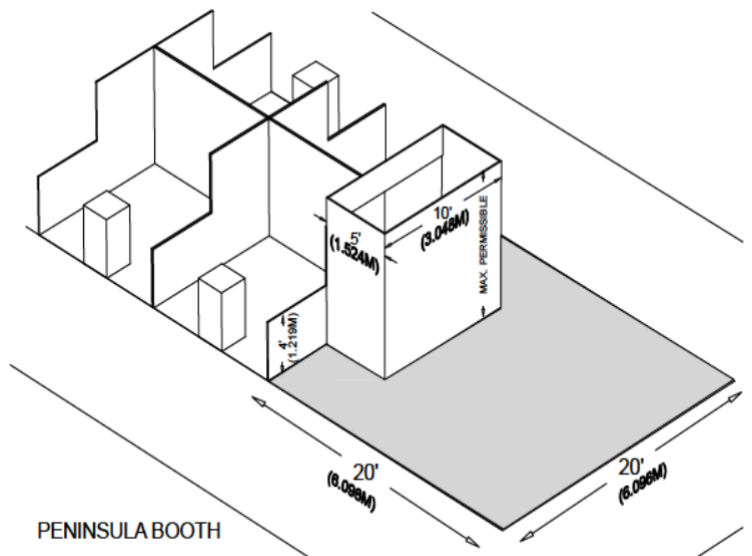
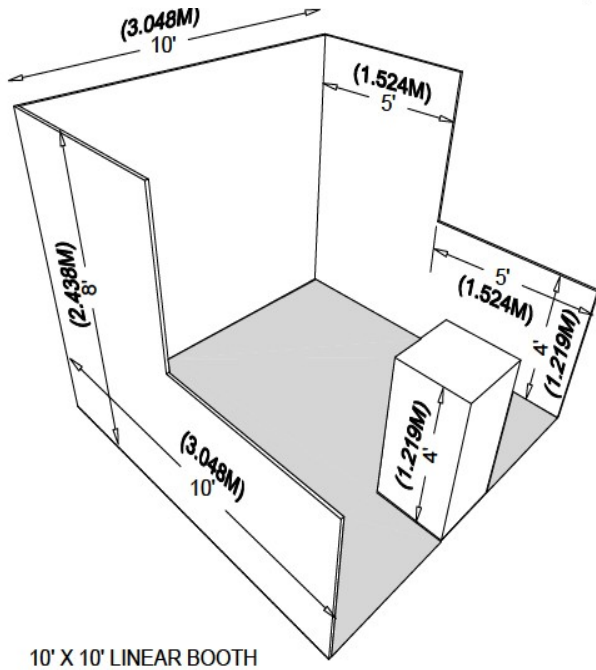
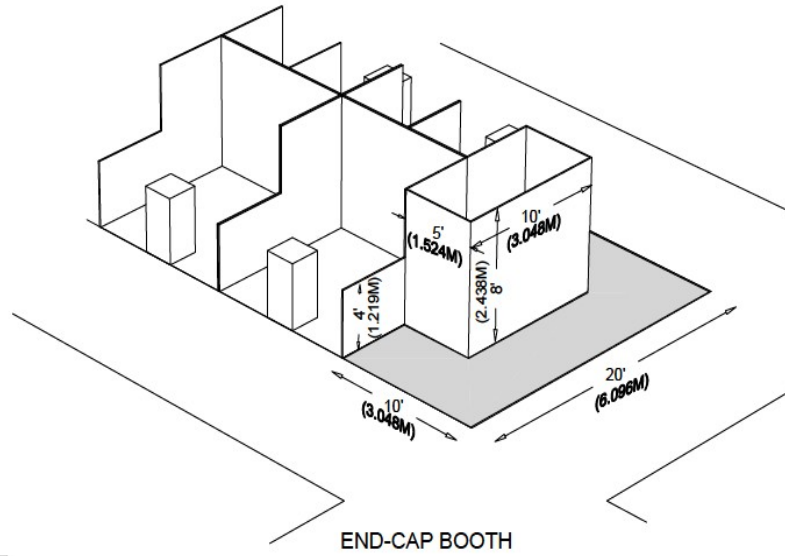
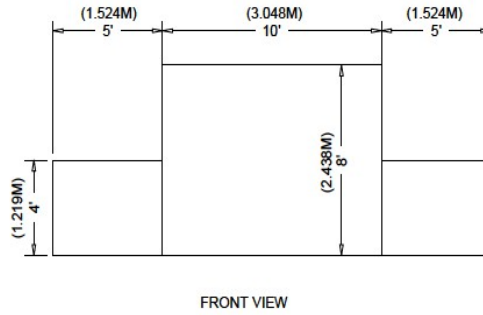
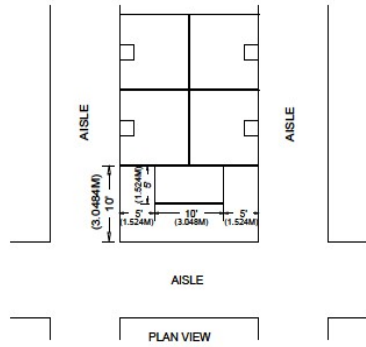
(b) The entire cubic content of this booth may be used, up to the maximum allowable height of 16ft (4.88m), including signage.

Island Booths

An island booth is any sized booth exposed to aisles on all four sides. It is typically 20ft by 20ft (6.10m by 6.10m) or larger. The entire cubic content of the space may be used up to the maximum allowable height of 16ft (4.88m), including signage.

These regulations will be enforced at WinDoor 2018, so please review this information thoroughly as you will be required to modify your exhibit space if it does not comply with the regulations.

EXHIBIT REGULATIONS (BOOTH DIAGRAMS)



SHOW CONTRACTORS

Exclusive Services:

These services are provided exclusively by the providers listed below and cannot be contracted to anyone else.

Service	Company	Contact
Electrical, Sign and Banner Hanging, Rigging, and Booth Cleaning	Québec City Convention Centre	Cristel Loredo Tel: (418) 649-7711 x4066 Tel: (888) 679-4000 Email: services@convention.qc.ca https://www.convention.qc.ca/en/exhibitors/order-forms/
Food and Beverage	Capital HRS Inc.	Tel: (418) 649-5212 Fax: (418) 649-5202 Email: capitalhrs@convention.qc.ca
Telecommunications (Internet)	Freeman AV	Mr. Bastien Lavoie Tel: (418) 649-5219 Fax: (418) 649-5224 Email: bastien.lavoie@freeman.com

Additional Services

The following show contractors will provide additional services as outlined, at discounted group prices. Please contact the individual supplier directly to make your arrangements.

Service	Company	Contact
Audio Visual (TV, Computer Rentals)	AV Canada	Tel: (905) 566-5500 Tel: (866) 667-2345 Email: gene.h@av-canada.com
Booth Security (Individual), Mechanical Services, Telephone	Québec City Convention Centre	Cristel Loredo Tel: (418) 649-7711 x4066 Tel: (888) 679-4000 Email: services@convention.qc.ca Upon Request
Show Services including Customs and Transportation	STRONCO	Tel: (905) 270-6767 Tel: (800) 665-2621 Email: exhibitorservices@STRONCO.com
Lead Retrieval	CONEXSYS Registration Ltd. Event Code: WNDR1118E	www.conexsys.com Tel: (800) 661-5319 Tel: (905) 405-8415 Email: troy@conexsys.com

LOCATION, SCHEDULE AND MANAGEMENT

Show Location (See page 18 for directions and map.)

Québec City Convention Centre – Rooms 400ABC

1000, boul. René-Lévesque Est, QC L4V 1E8

Phone: (418) 644-4000 or (888) 679-4000 / Fax: (418) 644- 6455

NOTE: Merchandise will not be accepted at the Centre's entrances and must be delivered to the loading dock.

EXHIBIT SCHEDULE	
MOVE-IN*	
Sunday, December 2, 2018	1:00 pm to 7:00 pm (BY INVITATION ONLY)
Monday, December 3, 2018	7:00am to 7:00pm
Tuesday, December 4, 2018	Hand Carry ONLY from 7:00 to 9:00am
SHOW HOURS	
Tuesday, December 4, 2018	10:00 am to 5:00 pm
Wednesday, December 5, 2018	10:00 am to 3:00 pm
MOVE-OUT*	
Wednesday, December 5, 2018	3:00 pm to 10:00 pm

* Please refer to the Move-In Procedures and Move-Out Procedures on page 14.

REGISTRATION HOURS	
Monday, December 3, 2018	12:00 pm to 6:30 pm
Tuesday, December 4, 2018	8:00 am to 7:00 pm
Wednesday, December 5, 2018	9:30 am to 2:30 pm

Entertain your clients, treat your employees and celebrate with your colleagues in the Fenestration industry.

Schedule of Events

In addition to the trade show, there are numerous events taking place during WinDoor from committee meetings, educational sessions and demonstrations, and networking events. Please refer to the schedule of events <https://www.windowshow.ca/schedule/> for details and updates.

Networking Events: For information about any of these events, contact Rafa Kim, (613) 424-7239

WinDoor Welcome Event

Monday, December 3, 2018: 5:30 pm – 6:30 pm, Québec City Convention Centre

WinDoor “Night at the Chapel”

Monday, December 3, 2018: 6:00pm to 12:00am, Chapelle du Musée de l'Amérique française
Includes Appetizers and Entertainment.

Please contact Fenestration Canada at 1-888-523-2516. Individual Tickets @ \$110.00 + taxes

Show Management

WinDoor

Office Tel: 1-888-523-2516

Contact: Asif Ahmed (Extension 110)

Christine Song (Extension 115)

Email: asif@fenestrationcanada.ca

christine@fenestrationcanada.ca

GENERAL INFORMATION

Accommodations

Host hotel:
Delta Hotels by Marriott Québec
690 Boul René Lévesque Est, Québec City, QC, G1R 5A8
Phone: 1-418-647-1717

Group code: WinDoor 2018
Rate: \$149.00* for single/double occupancy
Deadline: November 2, 2018

* Includes complimentary guestroom internet.

Book online at https://www.marriott.com/meeting-event-hotels/group-corporate-travel/groupCorp.mi?resLinkId=Windoor%202018%5Eyqbd%60m5em5ea%7Cm5em5eb%7Cm5em5ec%7Cm5em5ed%60149.00%60CAD%60false%604%6012/2/18%6012/6/18%6011/2/18&app=resvlink&stop_mobi=yes

Note: WinDoor does not use an agent to book hotel rooms, and we will not contact exhibitors to solicit bookings. If someone is contacting you to book a hotel room, please notify Show Management immediately at 1-888-543-2516 or info@fenestrationcanada.ca

Aisle Space

Aisle space may not be used for exhibit purposes or for general solicitation of business. Distribution of literature or other exhibit material is forbidden outside your immediate exhibit booth area. All exhibitor materials (including individual floor graphics, printers and their output) and interactions must be limited to the confines of your booth space.

Animals

No animals of any kind are permitted on the show floor unless they are recognized service animals.

Announcements

Exhibitor announcements will not be made over the PA system. The PA system is reserved solely for general show announcements and emergencies.

Attendance

We estimate 1200 people will attend the tradeshow.

Show Management reserves the right to refuse admission to the show to any visitor, exhibitor, or contractor who, in the opinion of Show Management, is unfit, intoxicated, or in any way creating a disruption to the show. All persons on the show floor must have proper registration credentials.

Audio Visual

Audio visual equipment is permitted but must be operated so as not to create a disturbance. The official audiovisual equipment supplier is AV Canada. To order audio visual services, please complete and submit the order form at <https://www.windowshow.ca/wp-content/uploads/2018/08/AV-Tradeshow-Order-Form-2018-En.pdf>.

Award Categories

This year WinDoor, with the leadership of DWM, will hold its booth awards. The prizes will be awarded at the show on Wednesday December 5th.

1. **Best Products** (Judging Criteria: New product are those introduced in 2018)
 - a. Best New Product—Windows
 - b. Best New Product—Doors
 - c. Best New Product—Other, Machinery, Components, etc.
2. **Most Creative Booth** (Judging Criteria: use of graphics, color, giveaways, theme, attendee engagement and originality. This could include creative marketing materials.)
3. **Best Booth** – (Judging Criteria: Quality, originality and uniqueness of booth design, layout, product promotion, and customer service).

The winners will be announced on Wednesday December 5, 2018.

4. Attendee Attraction Award

The exhibitor who attracts the most onsite attendees will be awarded with a prize on Wednesday, December 5, 2018. Exhibitors have been provided with unique codes that can be tracked. Be sure you use your unique code to advertise to your customers! This code provides them with free admission to WinDoor 2018. Contact info@fenestrationcanada.ca if you have not received your code.

Balloons

No helium filled balloons are allowed in the show; only air-filled balloons may be used. Exceptions will be made if submitted in advance to Show Management and plans are approved in writing. Approval may be granted to companies accepting costs to remove any balloons released into the ceilings.

Booth Design

Please follow the Rules and Regulations that pertain to your specific booth type. Following these rules will enhance the overall appearance of the show, allowing all exhibitors the same opportunity to market themselves. Booth design/concepts must be approved by Show Management. Drawings need not be professionally done but should show a "birds-eye view" and an elevation of your exhibit area. Be sure to indicate the heights and widths of product and display materials as well as other appropriate dimensions or placements of equipment. This drawing should be submitted no later than 60 days prior to show opening.

Exhibitors will be required to modify their booth space/design onsite if it does not comply with the exhibit regulations.

Booth Furnishings

A wide selection of furniture is available from STRONCO. To order booth furnishings, please complete and submit the order form at <https://www.windowshow.ca/wp-content/uploads/2018/08/Stronco-Exhibitor-Order-Forms-2018-En.pdf>.

Booth Rental

Each 10' x 10' booth will be set with 8' high back black drape and 3' high back black drape side dividers.

All LED equipment that is being displayed must be draped off in the back and sides to cover anything that appears unsightly or unfinished.

Standard Booth: 10' x 10'

- One 10' x 10' exhibit space with pipe and black drape.

Oversized Equipment or Indoor Truck Display (please refer to *Display Vehicles* on page 11)

- Net Square Foot (NSF) as purchased; pipe and drape not included.

Exhibit fees INCLUDE the following:

- Assigned floor space at the Québec City Convention Centre with general house lighting
- Janitorial service for maintenance of aisles and public areas
- 24-hour uniformed security guards during move-in, show dates and move-out
- Access to a dedicated exhibitor lounge
- Exhibitor badges as required
- Drayage (maximum 4,000 lbs per lift)
- Basic listing in Show Guide (if received by October 19)

Exhibit fees EXCLUDE the following:

- Audio Visual Components
- Carpet, Tables, Drapery, Counters, Storage & Display Units, Accessories & Office Furnishings, Chairs & Stools, Sofas & Chairs, Plants, Signs & Banners
- In-Booth Forklift Services, Labour
- Transportation Services, Customs Brokerage Services
- Electricity, Lighting, Mechanical Services, Signage, Sign & Banner Hanging
- Food and Beverage
- In-booth Cleaning
- In-booth Security
- Lead Retrieval
- Social Events
- Telecommunications

Business Centre

Is located on level 3, across from the Videotron Hall of the Québec City Convention Centre.

Care of Building

No materials of any kind may be affixed to the ceiling or to any walls of the Québec City Convention Centre by any method whatsoever without the prior approval of the facility. Use of nails, screws, glue or any material that can mark floors, walls, columns or ceilings is prohibited. Exhibitors are liable for any damage caused to building floors, walls, columns or ceilings or to standard booth equipment.

Exhibits that have floor coverings are required to use double-sided adhesive cloth tape. Duct tape is not permitted. The exhibitor will be charged if the building must remove tape residue from the floor after the show.

The only adhesives allowed at the Centre are listed below, and may be purchased on-site:

All Walls (Including Brick):	3m wall mounting tabs (no.7220)
Floors:	Echo tape CL-W6300 or VI-N6120 or equivalent Double Face Echo Tape DC-W188f

Cleaning of Common Areas and Booths

Aisles and common areas within the show will be cleaned daily. Booth cleaning will **not** be provided by Show Management. To order in-booth cleaning services, please complete and submit the order form at <https://www.convention.qc.ca/en/exhibitors/order-forms/>

At the end of the show, exhibitors are responsible for removing all garbage and debris from their booth upon moving out of the Québec City Convention Centre. There will be a bulk garbage removal fee charged to the exhibiting company if any garbage is left in your exhibit space.

Contests/Draws – Exhibitors

Contests and draws conducted by exhibitors in conjunction with their display must be free of any obligation on the part of the winner. Prize winners must not be required to place an order before collecting the prize offered. The schedule of prizes and terms of the draw must be clearly stated on the entry form and must comply with all existing regulations.

Customs

Show Management strongly encourages exhibitors from outside of Canada to use the show's **official** Customs Broker, STRONCO. As the official customs broker they will have a representative onsite during move-in for assistance with customs clearance. To make customs arrangements, please complete and submit the order form at <https://www.windowshow.ca/wp-content/uploads/2018/08/Stronco-Exhibitor-Order-Forms-2018-En.pdf>. Please note: Show Management has registered this event with the Canada Border Services Agency, and have been granted tariff classification **9993.00.00.00** duty free, on the condition that the goods will be exported from Canada upon completion of the event. To facilitate border procedures, it is recommended that any foreign national destined for WinDoor 2018 ask Show Management for a copy of the letter for presentation to the Border Services Officer upon your arrival to Canada.

Display Vehicles

Cars, trucks and machinery for display must be thoroughly cleaned before entering the building, and a protective sheet of plastic placed underneath to prevent staining the floor. In addition, the following must be adhered to:

- the vehicle's gasoline tank should not be filled to more than one quarter (1/4) of their maximum capacity
- a drip pan must be placed underneath vehicle
- the vehicle must have a lockable gasoline tank cover
- keys of vehicles on display must be kept at the security station
- must provide show management notice 2 weeks prior to the show (November 20, 2018) if you are bringing the vehicle and will need to know the weight.

Distribution of Materials

Exhibitors have the right to distribute their catalogues and other approved printed matter (i.e., only information related to items displayed), but only within their booth space, not in the aisles or public areas.

Drayage

Drayage and onsite storage of empty containers/crates/skids are included in your booth rental; the maximum weight for a single item lift is 4,000 lbs. A limited number of dollies will be available for exhibitor use.

Dress Code

The dress code has been designated as business casual for all exhibitors and attendees.

Education Sessions

This year, WinDoor has expanded its educational offering with an additional track for the Commercial Sector. The schedule of events will be available on the WinDoor website <https://www.windoorshow.ca/schedule/> and the onsite show materials. Exhibitors are welcome to attend all educational sessions that are offered over the two-day event.

Electrical

Electricity is not provided with your exhibit space and exhibitors are not permitted to use electrical outlets ordered by another exhibitor. The Québec City Convention Centre is the exclusive electrical supplier for all electrical services. To order electrical services, please complete and submit the order form at <https://www.convention.qc.ca/en/exhibitors/order-forms/>

Exhibitors are not permitted to install any electrical wiring devices onsite other than regular extension cords; all onsite wiring and connections must be done by the Québec City Convention Centre. Any electrical signs or lighting attached to the building structure must be installed by the Québec City Convention Centre.

Electrical Safety Code Requirements

The Québec City Convention Centre maintains a complete service centre at the show. In order to allow proper scheduling of equipment and manpower, exhibitors should place their orders for electricity with them, listed above under "Electrical", well in advance of the show. All electrical equipment operated at the show must have Canadian Standards Association (CSA) approval.

Emergency Procedures

Emergency assistance is available at any time by calling 4911 on the house phone. For any other security request, please dial 4900. Please ensure all onsite staff review the Emergency Response Plan for the Québec City Convention Centre. This document is posted here: https://www.convention.qc.ca/wp-content/uploads/2017/03/Security_Measures_2018.pdf

Exhibitor Badges

- In order to provide a safe move-in/out environment, the show floor will be controlled to ensure only approved exhibit staff have access.
- Entrances to the show floor will be monitored and access denied to those without show credentials. Security will also be routinely checking the show floor for badges.
- Children under the age of 16 are not allowed on the show floor (or in vehicles on the show floor) during move-in and move-out.
- Please order a badge for all persons working the show and advise all onsite staff and contractors that they must pick up their show credentials as soon as they arrive onsite.

Exhibitors must register for their name badge in advance. You will need to enter your company name and exhibitor code to register. If you do not have an exhibitor code, please phone the office at 1-888-523-2516.

Exhibitor Listing for Show Guide

Each exhibitor will receive their company name and booth number in the WinDoor 2018 Show Guide. Upgraded listings can be purchased by contacting Tara Taffera, Editorial Director/Publisher at DWM Magazine: (540) 720-5584, Ext. 113 or taffera@glass.com.

Fire Regulations

Fire hose cabinets, exit signs and exit doors must be left accessible and in full view at all times.

It is of paramount importance that, at no time, a fire exit or accompanying corridor be blocked/obstructed. Hold open devices (i.e. door wedges) are not allowed as this breaches fire regulations.

All display materials including banners must be flame proofed and are subject to inspection by the Chief of Security and Prevention of the Québec City Convention Centre. All exhibit, display or demonstration installations must meet the requirements of all regulations and inspections enforced by local Fire Department and the Québec City Convention Centre.

First Aid

The Québec City Convention Centre offers a first responders service. Our security personnel have received specialized training in paramedical care (oxygen therapy, EpiPen administration, defibrillator, etc.).

To effectively deal with any situation, the Centre has two first aid offices with all the required equipment and supplies. In addition, a stretcher and two defibrillators are strategically located based on the events being held.

For any security request, please dial 4900 on the house phone.

Emergency assistance (heart attack, fire, etc.) is available at any time by calling 4911 on the house phone.

Please advise Show Management of any medical emergencies.

Floor Graphics

If you wish to have floor graphics in your booth, they must be contained within your booth space. Individual floor graphics may not spill out into any aisles or public spaces.

Food and Beverage

Capital HRS is the exclusive provider of food and beverage services. No food or beverage may be brought into the Québec City Convention Centre. To order food and beverage for your booth, please review the Hospitality Menu and complete and submit the order form at <https://www.convention.qc.ca/en/exhibitors/order-forms/>.

General Demonstrations

Demonstrations include any part of the exhibitor's presentation involving the interaction of exhibit personnel and their audience through demonstrations, presentation, or sampling. Demonstration areas must be organized within the exhibitor's space so as not to interfere with any aisle traffic. Sampling or demonstration tables must be placed a minimum of 2'0" from the aisle line. Should spectators or samplers interfere with the normal traffic flow in the aisle or overflow into neighboring exhibits, Show Management will have no alternative but to request that the presentation or sampling be stopped, or the exhibit rearranged to contain the spectators or samplers within the exhibit space.

Insurance and Liability

Neither WinDoor, Fenestration Canada, Show Management, Québec City Convention Centre, nor any show contractor can be responsible for injury to persons, loss of or damage to products, exhibits, equipment, or decorations, by fire, accident, theft or any other cause while in the building or on the grounds.

Exhibitors are responsible for the placement and cost of a Commercial General Liability Insurance Policy with a per occurrence limit of not less than \$5,000,000. Additional insured companies, including WinDoor, Fenestration Canada and Québec City Convention Centre, must also be listed on the insurance certificate. We recommend that you secure an all risk rider for merchandise and equipment from the point of shipment to the return. Please review your company insurance coverage prior to the show; most insurance companies will provide additional riders for extra coverage.

Latecomers/No-Shows

Any space not claimed and occupied on Tuesday, December 4, 2018 at 9:00 AM may be resold or reassigned by Show Management without any refund whatsoever. Any exhibitor failing to occupy contracted space is not relieved of the obligation to pay the full rental of such space. If you cannot move into your exhibit space on time, please contact Show Management to make special arrangements.

Lead Retrieval

Why Use Lead Retrieval? In a competitive world you need all the advantage you can get. CONEXSYS® helps you succeed by providing comprehensive lead retrieval information in a simple, fast and efficient manner. Using bar codes, the CONEXSYS® system records information such as the name and address of each visitor to your booth, which of your products/services they are interested in and the type of follow-up action desired. CONEXSYS® leaves you free to do what you do best - introduce your products and services to prospective clients. To order a lead retrieval unit, please complete and submit the order form at <https://www.windowshow.ca/wp-content/uploads/2018/08/Lead-Retrieval-2018-En.pdf>.

Lighting

General house lighting is provided inside Rooms 400ABC. You will need to order electricity, through the Québec City Convention Centre, if you plan to have additional lighting in your booth. Laser beams, gobos and other lighting accessories must be contained within your booth space. To order electrical or lighting services, please complete and submit the order form at <https://www.convention.qc.ca/en/exhibitors/order-forms/>

Lost and Found

Any lost and found items will be held at the Registration Desk, located in the main lobby of room 400ABC. Once the show closes, any items remaining will be provided to the Québec City Convention Centre's security.

Lunch

There will be a café on the show floor where exhibitors can purchase food and drinks.

Mechanical Services

Mechanical services can be ordered through the Québec City Convention Centre. To order mechanical services, please contact:

Cristel Loredó
Exhibition Services
Québec City Convention Centre
Tel: (418) 649-7711 extension 4066

Tel: (888) 679-4000

Email: services@convention.qc.ca.

Move-In Procedures

(Please refer to the Occupational Health and Safety section on page 15 and the Shipments to/from the Show section on pages 16-17.)

Move-in is scheduled from

Sunday, December 2, 2018: 1:00 pm to 7:00 PM (**By INVITATION ONLY**).

Monday, December 3, 2018: 7:00am to 7:00pm for all other exhibitors.

1. Parking personnel will direct exhibitors to where to park in the loading dock area.
2. Unload your vehicle as quickly as possible and move it from the dock to the parking garage. Please be considerate of others waiting to use loading doors. Vehicles left unattended in the loading docks will be towed at the exhibitor's expense.
3. A limited number of dollies will be available for exhibitor use during move-in hours. Please return dollies once you have finished using them.
4. Labour for booth setup and dismantling is the responsibility of the individual exhibitor. If you have outside personnel installing your booth, please make sure they are advised of the above move-in schedule.
5. Ensure that the staff setting up your booth have a copy of all service orders (electrical, telephone, internet, etc.).
6. Due to safety regulations, vehicles will not be permitted in the building without prior consent from Show Management.
7. ALL exhibit setup must be completed by 10:00 PM on Monday, December 3, 2018. Exhibitors moving in on Tuesday, December 4, 2018 will only be permitted to hand-carry materials onto the show floor. Forklifts, dollies and other equipment will not be allowed on the show floor. The loading dock will be open from 7:00am to 10:00am and the dockmaster will authorize only hand-carry materials into the exhibit hall.

Note: The show floor is deemed a construction site. No children under the age of 16 are permitted on the show floor during move-in or move-out. Proper footwear must be worn during these times. Open-toed shoes are not permitted.

Move-Out Procedures

(Please refer to the Shipments to/from the Show section on pages 16-17.)

Move-out shall not commence before 3:00 PM on Wednesday, December 5, 2018. A penalty may be assessed to any exhibitor dismantling or removing material prior to that time. Exhibitors are encouraged to remove small cartons and open cases of products from the building immediately after show close. While Show Management will take all reasonable security precautions to safeguard small items, immediate removal of such items will minimize the possibility of loss or damage.

All exhibits must be dismantled and removed on Wednesday, December 5, 2018 no later than 10:00 pm. Any exhibitor leaving materials in the exhibit area after the deadline will be charged for labour and storage fees by the official show decorator, STRONCO Show Services.

All exhibitor materials must be removed from the Québec City Convention Centre including all samples, magazines, brochures and promotional materials. If there is excessive printed material left by the exhibitor, it will be recycled or thrown away by the Québec City Convention Centre staff.

Music/Noise Levels

All exhibitors must adhere to a maximum noise level of 40 decibels. The use of public address systems, live instruments, etc., are not permitted on the show floor or within the grounds of the Québec City Convention Centre unless authorized by Show Management. Speakers must be facing inwards and not facing the aisles or any other booth. Show Management reserves the right to control the sound level in the event that it becomes a nuisance to other exhibitors.

Occupational Health and Safety

All exhibitors are reminded that workplace and worker safety is everyone's responsibility. All participants at WinDoor 2018 must comply with the legislation contained in the Occupational Health and Safety Act and its regulations, which is governed by the Commission des normes, de l'équité, de la santé et de la sécurité du travail (CNESST).

Important Notice: All exhibitor personnel involved with the move-in and/or move-out process (i.e., material handling, erecting/dismantling exhibits, etc.) MUST wear approved safety footwear at all times during move-in and move-out regardless of their booth size or location on the show floor. Approved hard hats must be worn in booths where overhead work is being done.

Show Management will be vigilantly monitoring the show floor to ensure a safe work environment. It needs to be everyone's goal to minimize the potential hazards and reduce the risk of injuries. Should you see a hazard or unsafe work practice on the show floor, notify Show Management immediately.

Exhibitor Procedures for Worker Safety

We ask that all exhibitors make safety a part of their activities during the show; especially during set-up and tear-down. Any exhibitor who sees something that is unsafe or presents a hazard should report it to Show Management immediately. By doing so, we can all help make the show floor safer for all participants. Below are some key procedures to follow while at the show to enhance overall show safety and to help prevent injuries:

- During move-in and move-out, appropriate attire, including approved safety footwear with steel-toes and hard soles and hard hats, must be worn if you are involved with material handling or erecting/dismantling exhibits. Safety shoes help protect against potential injuries from debris on the show floor; these types of shoes also limit the potential for slips and falls. Open-toed shoes are not allowed during move-in!
- Ensure that all move-in/out staff has access to approved protective devices/materials and that these be worn in the appropriate construction situations (e.g., safety glasses, gloves, etc.).
- Do not stand on chairs, tables or other furniture at any time; please use a ladder. Note that ladders are not to be used as working platforms and should only be used for momentary access to a higher point. Extended time at a height should be performed on a scaffolding system.
- A person performing work at a height greater than 10' must be wearing a safety harness and be tied off appropriately.

Parking

Parking for exhibitors and visitors are available at the Québec City Convention Centre, Delta Québec and surrounding lots. All parking is **paid parking**.

Payment of Account

All booths must be paid in full prior to move in. Show Management reserves the right to refuse entry to any exhibitor whose account has not been paid in full. For questions regarding payments to your account, please contact Asif Ahmed at asif@fenstrationcanada.ca.

Photography/Videography

Show Management reserves the right to reproduce all photographs, images and likeness taken during the show. These images may be used by Show Management for marketing or other purposes as required.

Reassignment of Space

Show Management has the right to change assigned space to an exhibitor in order to create an effective show floor.

Safety and Security

While every precaution is taken to safeguard exhibits, Show Management and Québec City Convention Centre do not assume responsibility for the safety of exhibits against robbery, fire, damage, accidents or any cause whatsoever, either during move-in, show hours or move-out. In all cases, exhibitors must insure their goods and exhibits against such losses. Please report all incidents of theft to Show Management immediately. We suggest you take anything valuable with you when you leave or arrange for in-booth security.

Exhibitors are required to maintain staff in their exhibit at all times during hours of the show. This will reduce the likelihood of a loss in your booth during the show.

Uniformed security personnel will be on duty 24-hours a day from move-in through to move-out. Exhibitors are advised to maintain normal precautionary measures to protect their display material and equipment. If you require individual booth security, please submit your request at services@convention.qc.ca.

Tips:

- The greatest risk of theft is during move-in and move-out. Stay with your materials as much as possible and be especially alert during these times.
- Do not leave your exhibit unattended.
- Familiarize exhibit employees with the onsite emergency contact number, first aid station, closest emergency exits and what to do in the event of an emergency.
- Ensure all valuables are secured after hours.
- Keep all personal items out of plain sight and secured.
- Report any suspicious behaviour to security personnel and Show Management.

Shipments to the Show

Deliveries will not be accepted at the Québec City Convention Centre until exhibitor move-in commences on Monday, December 3, 2018 at 7:00am. The Québec City Convention Centre will accept all shipments meant for WinDoor 2018. Show Management will not sign for any deliveries. Storage fees will apply for any shipment received before this date. Only materials that can be hand-carried should be brought through the main entrance doors; all items requiring a forklift or dolly must be delivered through the loading docks.

Note: Exhibitors shipping less than a tractor trailer load of goods to the show are urged to pre-ship the goods through the Advance Warehouse. By pre-shipping, you will avoid delays as pre-shipped goods will be consolidated by STRONCO and delivered to your booth by your assigned move-in time. To order transportation services, please complete and submit the order form at <https://www.windowshow.ca/wp-content/uploads/2018/08/Stronco-Exhibitor-Order-Forms-2018-En.pdf>.

You have three shipping options:

Option 1: Advance Shipments To Warehouse

We recommend you ship your show materials to the STRONCO warehouse in advance of the show. This service includes storage of your materials for up to 30 days in advance of the show, delivery of your shipment to your booth, and both the removal and storage of empty containers. To order Advanced Show Receiving, please complete and submit the order form at <https://www.windowshow.ca/wp-content/uploads/2018/08/Stronco-Exhibitor-Order-Forms-2018-En.pdf>.

Advance shipping warehouse address:

Exhibiting Company Name:

Booth #:

Number of Pieces:

WinDoor 2018

STRONCO c/o DICOM

5150 rue John Molson

Québec City, QC G1X 3X4

Advance Warehouse includes Material Handling Services and charges. Your carrier must pick up your materials directly from the show site at the conclusion of the event. For more information please read the STRONCO Advanced Show Receiving Order Form at <https://www.windowshow.ca/wp-content/uploads/2018/08/Stronco-Exhibitor-Order-Forms-2018-En.pdf>.

Option 2: Direct Shipping To Québec City Convention Centre

The Québec City Convention Centre loading docks will ONLY BE RECEIVING DIRECT SHIPMENTS BETWEEN 7:00 AM and 7:00 PM ON MONDAY, DECEMBER 3, 2018. Every crate or carton should be marked with appropriate shipping labels. Please try to time your arrival with that of your direct shipment should you be doing your own booth set up. This will help avoid any delays at the loading docks.

Direct shipping exhibit site address:

Exhibiting Company Name:

Booth #:

Carrier:

Number of Pieces:

WinDoor 2018

Québec City Convention Centre

855 Jean-Jacques-Bertrand

Loading Dock Level 4

Québec City, QC G1R 5T8

Option 3: Hand Carry

Exhibitors can hand carry items themselves only on Tuesday, December 4, 2018, up to 9:00am. No dollies or forklifts will be available on Tuesday December 4th.

Shipments from the Show

STRONCO is the preferred shipper and will be onsite to assist you. To order Transportation Services, please complete and submit the order form at <https://www.windoorshow.ca/wp-content/uploads/2018/08/Stronco-Exhibitor-Order-Forms-2018-En.pdf>

NOTE: Any exhibitor material not picked up by 10:00 pm on Wednesday, December 5, 2018 will be rerouted at the exhibitor's expense. International exhibitors' freight will be forwarded via STRONCO Logistics and Canadian exhibitors will have their freight sent to the STRONCO warehouse at the exhibitor's expense.

Shuttle Bus Services

Shuttle bus service is not provided at WinDoor. Paid parking is available at the Québec City Convention Centre and the Delta Hotel by Marriott Québec. Taxi service is readily available at both locations.

Soliciting

Distribution of literature or other exhibit material is forbidden outside the immediate exhibit area; any materials found outside of your booth area will be removed and disposed of immediately. Exhibitors wishing to enter another exhibitor's area may only do so if invited.

Staffing of Exhibits

Exhibits must be set up and staffed during all open hours of the show. No exhibits should be left unattended at any time. Exhibit removal prior to the final day's close of the show is strictly forbidden.

Storage

A limited amount of storage will be available on the show floor, in designated areas. Show Management and their suppliers are not responsible for any items left in this area, as they are not secure.

For Security reasons, exhibitors are not allowed to store their own material. Neither an empty box nor an empty crate will be allowed inside or at the back of a booth.

Subletting

No exhibitor may sublet any portion of their allocated exhibit space to another company or person without the express written consent of Show Management.

Telecommunications

Freeman AV is the exclusive provider of all telecommunications services. To order internet and phone services, please complete and submit the order form at <https://www.convention.qc.ca/en/exhibitors/order-forms/>.

Unpacking of Boxes and Crates

During move-in, exhibitors must unpack crates within their own booth areas and keep aisles clear for the safety of others. A limited amount of storage will be available on the show floor, in designated areas. Show Management and their suppliers are not responsible for any items left in this area, as they are not secure.

Storage labels will be available at the STRONO Show Services desk. Please write your booth number in large print on the label and affix to all empty containers, crates, and/or skids.

DIRECTIONS

Québec City Convention Centre – Rooms 400ABC

1000, boul. René-Lévesque Est, Québec, QC, G1R 5T8

PLEASE NOTE: Merchandise will not be accepted at the Centre's entrances and must be delivered to the loading dock.

Travelling by Bus:

A bus stop is located near the Main Entrance of the Québec City Convention Centre on boul. René-Lévesque. For current bus transit times and locations, please call Réseau de transport de la capitale (RTC) at 418.627.2511 for customer service or visit <http://www.rtcquebec.ca>.

Travelling by Plane:

The Québec City Convention Centre is located approximately 17 kilometers from Québec's Jean Lesage International Airport (YQB). Many taxi and limousine services are on stand-by at the terminal.

Travelling by Train:

The VIA station in Québec City is located approximately 1.2km from the Québec City Convention Centre. Taxi's and public buses are available at the station for transport to the Québec City Convention Centre.

Travelling by Car:

Trans-Canada / Highway 20 (Travelling from the EAST or WEST)

1. Take Trans-Canada Highway / Highway 20 to Autoroute 73N.
2. Follow Autoroute 73N and exit at Autoroute 440E / Autoroute Charest E.
3. Turn RIGHT onto Rue Dorchester / QC-175S.
4. Follow Rue Dorchester which turns into Côte d'Abraham.
5. Turn RIGHT onto Avenue Honoré-Mercier
6. Turn RIGHT onto boul. René-Lévesque and the Québec City Convention Centre will be located on your RIGHT.

Highway 40 (Travelling from the WEST)

1. Take Highway 40 EAST until it turns into Autoroute 440 East.
2. Follow Autoroute 440E / Autoroute Charest E.
3. Turn RIGHT onto Rue Dorchester / QC-175S.
4. Follow Rue Dorchester which turns into Côte d'Abraham.
5. Turn RIGHT onto Avenue Honoré-Mercier
6. Turn RIGHT onto boul. René-Lévesque and the Québec City Convention Centre will be located on your RIGHT.

Highway 40 / 138 (Travelling from the EAST)

1. Take Hwy. 40 / 138 WEST to Québec City.
2. Take exit for Boulevard Charest Ouest.
3. Continue onto Avenue Honoré-Mercier.
4. Turn RIGHT onto boulevard René-Lévesque and the Québec City Convention Centre will be located on your RIGHT.

EXHIBITOR CHECKLIST

To keep track of show planning tasks simply print this checklist and check off tasks as you complete them.

Track Your Progress

- Invite your customers to see you at the show (pre-show mailer/postcard).
- Review sponsorship and advertising opportunities available.
- Book airfare and hotel for booth staff.
- Design your booth and obtain Show Management approval, if required.
- Determine show promotions - giveaways, press kits, etc.
- Order staff badges for booth staff and set up contractors.
- Register for the "Night at the Chapel Event".
- Order booth amenities (carpet, furniture) through STRONCO.
- Order electrical equipment & services through Québec City Convention Centre.
- Order food and beverage services through Capital HRS.
- Order lead retrieval units through CONEXSYS to track visitors to your booth.
- Order in-booth cleaning services through Québec City Convention Centre.
- Order audio visual equipment and services through AV Canada.
- Order Internet services through Freeman AV.
- Ship your materials to the show with STRONCO, the official transportation supplier.
- Confirm move-in / move-out times, copy all booth orders and insurance certificate and provide to booth staff attending the show.
- HAVE A GREAT SHOW!
- Book your booth for WinDoor 2019 in Toronto.
- Follow up with your leads from the show.