



**EXHIBITOR GUIDE & SERVICE MANUAL**

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## SECTION 1 - GENERAL INFORMATION & SERVICES

Detailed information on the McGill Faculty of Medicine 64th Annual Refresher Course for Family Physicians from December 2-4, 2013 is available at [www.course-mcgill.ca](http://www.course-mcgill.ca).

In the Exhibitor Guide and Service Manual:

- the McGill Faculty of Medicine 64th Annual Refresher Course for Family Physicians is referred to as **64th Refresher Course**
- the Hilton Montréal Bonaventure is referred to as the **Hilton Bonaventure**

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

### SUMMARY OF DEADLINES:

Exhibitor Description	October 10, 2013
Hotel Reservation	October 31, 2013
Registration	November 7, 2013
Proof of Liability Insurance	November 7, 2013

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

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The official supplier for audio-visual equipment and services for the McGill Refresher Course 2013 will be announced in September 2013. An AV order form will be available later on the website.

### **BOOTH**

Deadline: October 10, 2013

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

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

You must inform the [64th Refresher Course Exhibit Office](#) by October 10, 2013 via the reply form. Your booth will be installed prior to your arrival on site.

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

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

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

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

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

The [64th Refresher Course Exhibit Office](#) must approve any booth built by an exhibitor or rented from a firm other than the official decorator. Please submit your sketches / plans **before October 10, 2013**.

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

### **CATERING**

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If you wish to serve food or beverages in your booth, you must contact the [Hilton Bonaventure](#) directly. Consumption or distribution of alcohol by exhibitors in their booth and in the exhibit hall is prohibited. Breakfast, lunch and coffee breaks are served daily. The lunch educational forum room can hold 110 persons. An overflow area will be installed in a room next to the exhibit hall.

## **CEILING HEIGHT & COLUMN DIMENSIONS**

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The maximum building height in halls Fontaine ABC is 8 feet and the columns in the exhibit hall measure 40" X 40".

## **CUSTOMS BROKER**

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[North American Logistics Services](#) has been appointed official Customs Broker & Freight Forwarder for 64th Refresher Course.

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

Contact Information:

North American Logistic Services Inc.

Mr. Fernando Vera or Mr. Andres Valdes

Phone: 514-868-6650

Toll free: 1-877-332-8987

Fax: 514-868-6651

Email: [fvera@nalsi.com](mailto:fvera@nalsi.com); [avaldes@nalsi.com](mailto:avaldes@nalsi.com)

## **DECORATOR & DRAYAGE**

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[Clarkson - Conway, Inc.](#), a GES affiliated company, is the official decorator for 64th Refresher Course. Its services include the supplying of extra furniture, accessories, signs, labor, flowers & plants, and drayage.

[Detailed brochure and order forms](#) for additional services, and [order forms for drayage](#) are located in section 4.

## **ELECTRICAL SERVICES AND INTERNET**

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One electrical outlet of 15 amps per 100 square feet is included in the exhibition fees. For all other electrical requirements, exhibitors should contact [Clarkson-Conway \(GES\)](#), who is responsible to provide this service in the exhibit hall.

Wireless Internet will be available to all participants. If you require wired Internet, please use the Internet order form from the Hilton Bonaventure.

[Order form for Electrical Services and for Wire Internet](#) is located in section 4.

## **EXHIBITOR LISTING**

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Deadline: October 10, 2013

All 64th Refresher Course exhibiting organizations are entitled to a listing in the Exhibit Directory. We ask that you use the [Exhibitor Product and Service Description form](#) available as a separate Word document. The form is available in the exhibit section of the website at [www.course-mcgill.ca](http://www.course-mcgill.ca).

## EXHIBIT TIMETABLE

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**Set-up:**           **Sunday, December 1, 2013**                   **15:00 - 18:00**  
                          **Monday, December 2, 2013**                   **06:30 - 09:30**  
                          *(small items only)*

All crates and boxes must be removed from the exhibit floor by 09:30 on Monday, December 2, 2013. If the booth space is not occupied by 08:30 on Monday, December 2, 2013, the 64th Refresher Course Exhibit Office reserves the right to use such space as it deems appropriate. All exhibits must be completed by 09:30 on Monday, December 2, 2013.

### Official opening hours:

**Monday, December 2, 2013**                   **10:00 - 16:00**  
                          **Tuesday, December 3, 2013**                   **10:00 - 16:00**

Exhibitors will be allowed in the exhibit hall 30 minutes before it opens, and may also leave 30 minutes after closing. Please check with the 64th Refresher Course Exhibit Office if additional time is required. All exhibits must be opened and staffed during official opening hours.

**Move-out:**   **Tuesday, December 3, 2013**                   **16:00 - 20:00**

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

All display material must be cleared from the exhibit hall by **20:00, Tuesday, December 3, 2013**. Should an exhibitor fail to remove his exhibit, the 64th Refresher Course Exhibit Office reserves the right to remove such exhibit at the exhibitor's expense.

## HOTEL ACCOMMODATION

Deadline: October 31, 2013

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64th Refresher Course participants may choose accommodations at the venue hotel Hilton Bonaventure.

Contact information for the [Hilton Bonaventure](#) is located in section 4. We recommend that you reserve your rooms online on the website:

[http://www.course-mcgill.ca/web/index.php?option=com\\_content&view=article&id=83&Itemid=488](http://www.course-mcgill.ca/web/index.php?option=com_content&view=article&id=83&Itemid=488)

**Please make sure to refer to McGill Faculty of Medicine 64th Annual Refresher Course for Family Physicians or to the Convention Code REF when reserving via telephone.**

## LIABILITY

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Neither 64th Refresher Course, the Course Organizer, the Hilton Bonaventure, any suppliers, their employees or representatives, nor any member of the 64th Refresher Course Organizing Committee is responsible for any injury that may occur to the Exhibitor or to the Exhibitor's employees or representatives, or for physical loss or damage of their property, including personal property, from any cause whatsoever.

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

## **PUBLIC ACCESS**

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- The main entrance to the Hilton Bonaventure is at 1 Place Bonaventure.
- The Bonaventure metro station is connected to the Hilton Bonaventure.

## **REGISTRATION**

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Deadline: November 7, 2013

According to their level of participation, 64th Refresher Course exhibiting companies are permitted:

### **PARTNER**

- Two (2) full complimentary registrations to the meeting allowing access to all sessions
- Two (2) tickets to the dinner event on Monday, December 2, 2013
- Three (3) exhibitor badges for each 100 sq. ft., not including access to scientific sessions or social functions

### **EXHIBITOR**

- One (1) full complimentary registration to the meeting allowing access to all sessions. This does not include access to any social functions
- Three (3) exhibitor badges per regular booth (100 sq. ft.), not including access to scientific sessions or social functions

Please complete this information on the reply form.

## **SCIENTIFIC PROGRAM**

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

## **SECURITY**

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General security will be provided from beginning of move-in to the end of move-out. Although the 64th Refresher Course Exhibit Office provides general security, the Office, the Course Organizer and the Hilton Bonaventure will not be responsible for loss or damage to merchandise or personal possessions before, during or after the exhibition, or for personal injury to the exhibitor, company employees or representatives.

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

- Badges must be worn at all times to gain admittance to the exhibit hall, from move-in through move-out.
- If deliveries or pick-ups of any kind are to be made prior to, during or after the close of the exhibition, it is the exhibitor's responsibility to obtain the necessary paperwork/credentials at the Refresher Course Registration Counter, for these people to gain admittance to the exhibit hall.
- **Please keep your giveaways and other promotional material out of sight after exhibit hours.**
- **Do NOT leave laptop computers and other electronic devices UNATTENDED at ANY time.**
- Please do not schedule any meetings in your booth outside of exhibit hours.
- Safety and courtesy require that all aisles be free of obstacles such as protruding furniture, displays or display material.

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

## **SHIPPING OF MATERIALS**

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The 64th Refresher Course Exhibit Office strongly recommends the use of [Clarkson Conway, Inc.](#), the drayage contractor, to avoid long waits at the loading dock.

**N.B. The Hilton Bonaventure will not accept shipments either prior to or after the assigned set-up hours. Do not ship materials earlier than 5 days before the Course.**

*Address for deliveries:*

McGill Faculty of Medicine 64th Annual Refresher Course for Family Physicians

*Exhibitor Name / Booth #*

The Hilton Bonaventure de Montréal – Fontaine ABC

900, de la Gauchetière West

Montréal, QC

Canada H5A 1E4

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