

**CSTA
2024
ANNUAL CONFERENCE**



HILTON QUEBEC
QUEBEC CITY
15-18 AUGUST



www.canadiansta.org #CSTA2024

EXHIBITOR GUIDELINES



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[Click Here to Register](#)
CSTA 2024 Annual Conference

EXHIBITOR ENTITLEMENTS – CONFERENCE PASSES

- Each CSTA 2024 Exhibitor booth receives two complimentary full conference passes*.
- **THIS GUIDE IS NOT YOUR REGISTRATION.** All exhibitors must register for the conference, see the “Click Here to Register” button above.

***Participation in the CSTA 2024 Golf Tournament is a separate expense.
The cost to participate is CA\$300.**

EXHIBITOR LOGO & PROFILE

Logo:

- **Format:** High-resolution (300 dpi) PNG or JPEG
- **Usage:** Signage, sponsor/vendor banners, and CSTA website

Company Profile:

- **Length:** Maximum five hundred words
- **Content:** Briefly describe your company and its offerings.

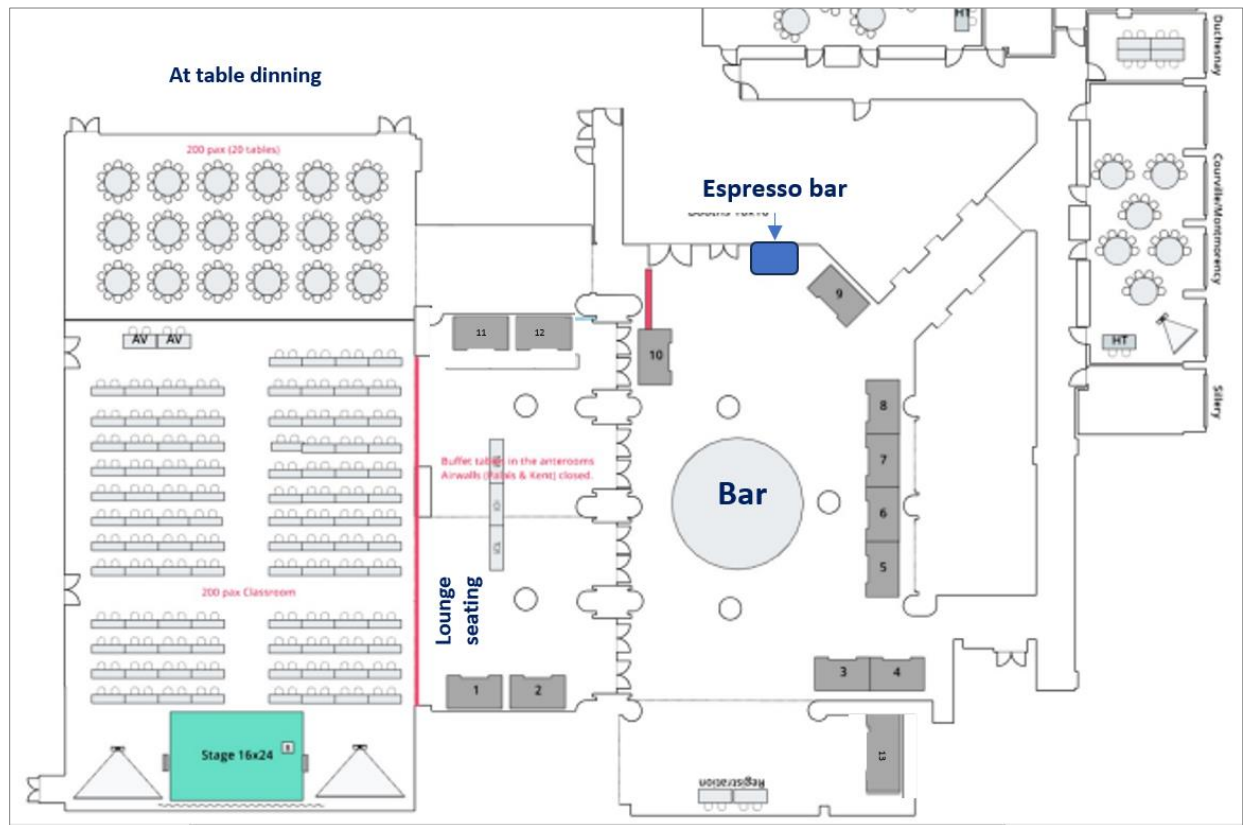
CONFERENCE & EXHIBIT LOCATION

(different from the shipping address – scroll down for those details)

Hilton Quebec, Quebec City

1100 Rene Levesque East
Mezzanine level
Québec City, QC, G1K 7K7, Canada

Map of CSTA 2024 Conference Venue



EXHIBITOR FAIR INFORMATION

ON-SITE CONTACT

Tara Leyden

+1.416.400.5956 – (if texting: please identify your name / firm)

Taraleym1@gmail.com - please identify your name / firm and phone number.

TIMETABLE: DATES & TIMES

- **Exhibitor Electric Form (attached):** must be submitted to the Hilton Québec by Wednesday, July 17, 2024. Scroll down for more information.
- **Exhibitor Booth Delivery to the Hilton Québec:** Ship your main booth materials to arrive by Thursday, August 15 for noon (12:00PM) set up. **MATERIALS CANNOT ARRIVE @ HILTON QUÉBEC EARLIER THAN 48 HOURS BEFORE THE START OF THE FAIR (or BEFORE AUGUST 13, 2024).**
- *If you need to ship your booth before then, please consult Tessier Services (See attached)*
- **Exhibitor Set Up Time:** Thursday, August 15, 2024, 12:00 PM to be completed by 5:30PM.
- **CSTA 2024 Registration Opens:** Thursday, August 15, 2024, 3:00 PM
- **Opening of CSTA 2024 Exhibitor Fair:** Thursday, August 15, 2024, 6:00 PM
- **Closing of CSTA 2024 Exhibitor Fair:** Saturday, August 17, 2024, 12:30 PM

- **Dismantling By Exhibitors:** Saturday, August 17, 2024, 12:30 PM (booth must be packed/cleared immediately at the end of the Exhibitor Fair).

BASIC BOOTH PACKAGE (Included)

- Exhibit space is assigned (*please consult CSTA 2024 Vendor Commitment Letter – see Table*).
- One dedicated 15 amp/120-volt power circuit with 3 outlets.
- All booth spaced, unless otherwise indicated, measure 10' x 6' (3.05 meters x 1.83 meters) and includes the following:
 - 1x 8-ft. back wall w/3-ft. side wings draping in black.
 - 1x wastepaper basket.
 - 1x 2' x 6' x 30" table with black poly-sateen skirting.
 - 2x chairs.

EXHIBITOR REQUESTS FOR ADDITIONAL POWER (Exhibitor's own expense)

- Hilton Québec order form (See attached). Please complete and submit the Hilton electrical form **BEFORE July 17, 2024**.

AUDIO VISUAL (Exhibitor's own expense)

- Company: Encore
- Contact Person: Jimmy Bilodeau
- Email Address: jimmy.bilodeau@encoreglobal.com

FURNITURE RENTAL & EXHIBITOR FAIR ASSISTANCE (Exhibitor's own expense)

For your ease, CSTA2024 has partners with **Tessier Exhibit & Show Services (TESS)**, a family business founded 26 years ago. They take part in more than 300 events each year and have an inventory of more than 1,000 fully equipped booths.

PLEASE SEE THE ATTACHED TESSIER EXHIBIT AND SHOW SERVICE – CSTA 2024 FOR MORE DETAILS AND ORDER FORMS. PLEASE MENTION THAT YOU ARE PART OF THE CSTA 2024 CONFERENCE.

Here are some of their services:

TESSIER: ADDITIONAL RENTAL (Exhibitor's own expense)

Additional rental refers to any item requested by your organization in excess of the material voucher annexed to the signed original order. For such items TESS will grant your organization a 50% discount off its regular rental price list.

TESSIER: LABOUR FOR EXHIBITORS (Exhibitor's own expense)

Exhibitors requiring TESS services for booth set-up, or any relevant services can contact TESS in advance.

TESSIER: HANDLING OF GOODS (Exhibitor's own expense)

TESS can provide this service on request.

TESSIER: ADVANCE SHIPPING (Exhibitor's own expense)

- Reception of your material at our warehouse prior the event (as far as far as 1 month prior the event)

- Delivery of the material to your booth
- After the event, return of your material at our warehouse
- At our warehouse, material ready for pickup by your carrier or we take care to ship it at the address given, collect
- Exhibitors who wish to ship in advance their show material can do so at our warehouse for \$88.00/100 LBS (CWT) – Minimum price CA\$325.

TESSIER: CUSTOMS AND SHIPPING SERVICES (Exhibitor's own expense)

TESS can provide Exhibitors this service upon request.

TESSIER: SHOW SIGNAGE (Exhibitor's own expense)

TESS offers full-fledged in-house signage services. Our signage department (the most comprehensive in our field in Québec City) can design and produce custom banners, poster signs, backlit signs, vinyl lettering and full color jumbo imaging on various materials.

TESSIER: NO DELIVERY CHARGE

All material supplied by TESS will be delivered free of transportation charge.

SHIPPING OF EXHIBIT FAIR MATERIAL

- The Exhibitor is responsible for all drayage fees associated with transport, storage, delivery, and pick-up of all materials.
- No equipment used for exhibits can be shipped to the hotel before the scheduled date in hopes of setting 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.
- Unless agreed upon with your event planner at the Hilton Québec prior to shipping, no shipment payable upon delivery will be accepted by the Hilton Québec. Any material left behind after the dismantling of the exhibition will be returned to a warehouse at the Exhibitor's expense.

STORAGE OF EXHIBIT FAIR MATERIALS

- The Hilton Québec does not have storage space and cannot ensure the safety of the equipment shipped prior to the conference or exhibition. **Booth materials CANNOT arrive at the Hilton Québec BEFORE Tuesday, August 13 2024.** If you must ship a large quantity of material, we strongly urge you to contact **Tessier Exhibit & Show Services** (see PRE-EXHIBITOR FAIR ASSISTANCE (Exhibitor's own expense))



SHIPPING TO THE HILTON QUEBEC

SHIPPING LABEL (See attached)

Hilton Quebec

Attn: **Sandie Gagnon, CSTA 2024 Event Manager**

875 St-Joachim Street

Québec, QC, G1R 5V4 Canada

EVENT NAME: CSTA 2024 CONFERENCE

PROGRAM DATE: AUGUST 15-18, 2024

BOOTH #: _____

VENDOR NAME: _____

SENDER CONTACT NAME:

SENDER CONTACT NUMBER:

BOX NO. _____ OF _____

Onsite Contact Name: Tara Leyden

Onsite Contact Email Address: taraleym1@gmail.com

- **Any exhibitor who dispatches material by carrier or by mail directly to the Hilton Québec understands handling fees may apply.**
- **The CSTA and Hilton Québec are not responsible for lost materials due to:**
 - **Misidentification of your merchandise on the package and/or the bill of landing (waybill).**
 - **Lack of identification of your merchandise on the package and/or on the bill of landing (waybill).**
 - **Delays caused by courier or shipment services.**

HILTON QUÉBEC LOADING/RECEIVING DOCK

- You will find the receiving dock at 875 St-Joachim Street. This dock serves the Québec Convention Center as well. ALL merchandise needed for your exhibit must enter through this dock. No equipment will be allowed through the main public entrance. Trucks must be 30' maximum.
- Once you have unloaded at the 13'3" (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 1PM to 4PM. Outside these hours, please contact security by dialing "0" on the phone at the receiving dock.

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 through a ramp of 7' wide (2.13 meters) and 34' 10" long (10.61 meters) from the ground.

OTHER MEASUREMENTS @ HILTON QUÉBEC

- 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 three 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).

EXHIBITOR SET UP – OBSTRUCTIONS AND SAFETY

- **Obstructions:** Exhibitor must arrange exhibits so as not to obstruct the general view nor to hide other exhibits. No display material exposing an unfinished surface to neighboring exhibits or aisles will be permitted.
- **Safety Precautions:** Exhibitor must take the necessary measures to safeguard visitors in the exhibit area from any hazards associated with their exhibit equipment.

AFTER HOURS SECURITY (August 15 & 16)

- Although the Hilton Québec has its own security staff on duty 24 hours a day, their agents are not responsible for the safety of the equipment in meeting rooms or public areas.
- The CSTA has hired an overnight security guard to patrol the Exhibitor Fair overnight on August 15th and August 16, respectively. It is advised that Exhibitors remove easily portable equipment for safekeeping and store these items in your room.

EXHIBITOR TEAR DOWN / DEPARTURE

- Each Exhibitor is responsible to dismantle and clear their exhibit structures. The Hilton Québec is not responsible for banners, posters, structures, or any other items that have been left behind from the exhibits.
- The following information must appear on each box shipped from the hotel to avoid loss and confusion:
 - **Name of Exhibitor's company**
 - **Exhibitor's contact 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 are dealing with a carrier such as Purolator, FedEx, UPS etc.**
- 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.
 - **Exhibitor Booth Removal and Handling Fees**
 - **Please ensure you clear out your exhibitor booth and materials after the conference.**
 - **Failure to do so may result in handling fees.**



- The CSTA and Hilton Québec are not responsible for lost materials due to:
 - Misidentification of your merchandise on the package and/or the bill of landing (waybill).
 - Lack of identification of your merchandise on the package and/or on the bill of landing (waybill).
 - Delays caused by courier or shipment services.
- If your shipment should return to the United States, please inform your onsite contact via email prior to August 15, 2024.

END