

EXHIBIT GUIDE

SHIPPING BOXES

OPTION 1 - Shipping and handling of material 48 hours prior to event or less:

All material shipped through courier or by mail to Fairmont Le Château Frontenac must be pre-paid. Also, all material will be accepted only 48 hours prior to the event. A minimum fee of 100, 00\$ per day will be charged for any material storage more than 48 hours of the event. All exhibit material left behind in the hotel after the conclusion of the meeting/exhibit will be removed at the expense of the exhibit company.

Boxes labelling:

Fairmont le Château Frontenac

1, rue des Carrières

Québec, QC G1R 4P5

- 1- Name of convention
- 2- Name of company/exhibitor
- 3- Room where merchandise is to be delivered (in the event of exhibit, booth number should be included as well)
- 4- Name of your Convention Services Manager

OPTION 2 - Shipping and handling of material more than 48 hours prior to event:

Labeling of boxes/shipments:

All material with delivery scheduled more than 48 hours prior to the event needs to be sent to *Dolbec International*. Please make arrangements with them directly.

DOLBEC INTERNATIONAL INC

361, rue des Entrepreneurs, Québec (Québec) G1M 1B4

T : 418.688.9115 | F : 418.688.3399 | gblouin@dolbec-intl.ca | www.dolbec-intl.ca

Please note that service fees apply. Those will be determined by *Dolbec International*. Please advise your Convention Services Manager of the existence of these shipments and their scheduled arrival time(s). Arrangements for pickup of the material should be made with *Dolbec International* directly.

Material coming from outside of Canada – Customs

If your material is coming from outside of Canada, it is subject to Canadian customs standards. The Government of Canada is available to offer assistance to groups bringing exhibit, display, convention materials, etc into Canada. Such items, when not being used for resale, can enter country duty free, if the convention is registered.

For more information, please contact:
Canada Border Services Agency (CBSA)
International Events and Convention Services Program (IECSP)
191 Laurier Avenue West
Ottawa, Ontario
K1A 0L8
IECSP-PSEIC_QC@cbsa-asfc.gc.ca
Tel: 613-941-4965 or 613-797-1065

Custom brokers will be of valuable assistance in your effort to get material into Canada. Please consult the *Greater Quebec Convention and Visitor Bureau* member's directory for listings or consult your Convention Services Manager.

LOADING DOCK

It is necessary for convention/meeting organizers/exhibitors to provide labor and equipment for: truck unloading, material handling inside the hotel and truck loading at the conclusion of the meeting/exhibit. Installation or handling of the exhibit material is not the *Fairmont le Château Frontenac's* responsibility. Perhaps, the hotel can provide some man power with labour fees. Please advise your Convention Services Manager regarding your needs.

To access the loading dock from St-Louis Street, turn right on Tresor Street. The dock will be located on your left. It is important to know that access to the loading dock is on a one way street (see plan).

As soon as the truck arrives, the motor must be stopped (winter as well as summer). Since the shipping/receiving dock is a busy area, as soon as the trucks are unloaded, the truck must leave. You can park the shipping truck in public parking areas if necessary.

Please note that the loading dock does not possess any pallet truck and does not allow unloading from ground level. Therefore, your vehicle should be equipped with appropriate ramp. A limited number of trolleys can be placed at your disposal.

Upon arrival at the loading dock, please identify yourself to the security agent on duty. It is required that you wear an identification badge while circulating through the hotel's back of house.

The exterior arch of the loading dock is 11'6" high.

The elevator has the following dimensions:

- 7' high, 6' 5" large, 5' deep
- Door : 6' high, 4' large
- Maximum capacity of 3 000 pounds

Loading dock hours of operation: Monday to Friday from 7Am to 11 :45AM and 12L30Pm to 3 :15 PM

***** It is strictly prohibited to circulate or to park your vehicle in the loading dock area between 7AM and 9:30AM Monday to Friday not to interfere with the hotel's day-to-day operations.**

Quebec City regulations regarding traffic inside Old Quebec:

Between 7AM and 11AM – light vehicles (less than 3000 kg) and heavy vehicles (more than 3000 kg) can circulate inside Old Quebec walls.

Between 11AM and 7AM – heavy vehicle (more than 3000 kg) and semi-trailers traffic associated with commercial deliveries is prohibited. Traffic of light vehicles (less than 3000 kg) is authorized.
(ref.: Guide pour les conducteurs de véhicules lourds)

It is important to note that all material has to be loaded or unloaded only from the loading dock. It is strictly prohibited to circulate with equipment and/or boxes through the hotel's main doors or any other side doors.

PLAN LOADING DOCK

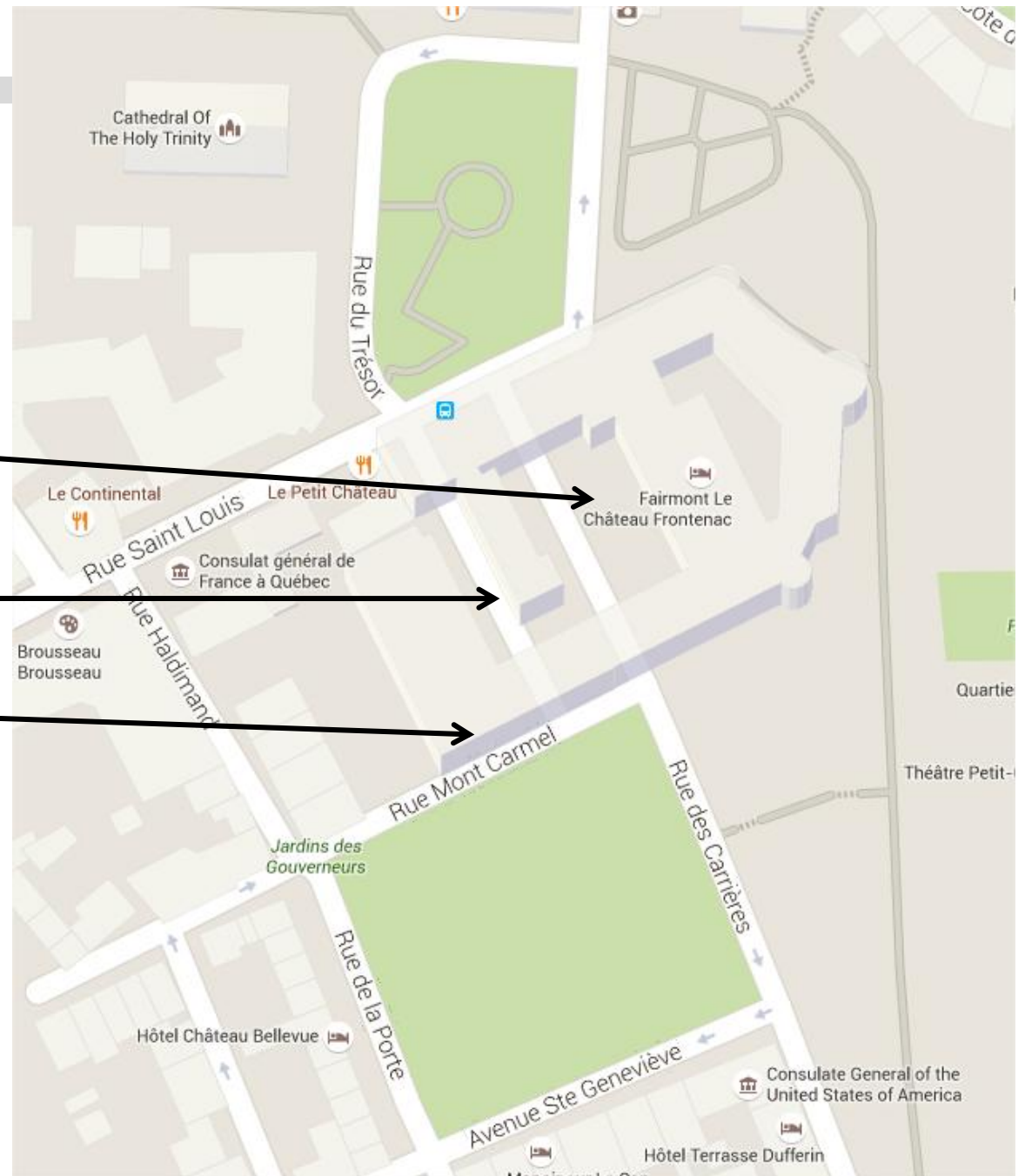
Hotel's main entrance

Loading dock

From St-Louis street, turn right on Rue du Trésor

Parking

Same directions. Once on Rue du Trésor, passing the loading dock, turn right on Rue Mont-Carmel. Parking entrance is located on your right.



MEETING SPACES LOCATIONS FROM LOADING DOCK

SALLE DE BAL

Take the elevator, up to the 2nd floor and go straight.

SALON ROSE, BELLEVUE, PETIT FRONTENAC, FRONTENAC

Go down to the basement, follow the corridor, take the elevator on your left up to the 2nd floor and turn right. Through the doors, turn right again and follow the corridor. The meeting spaces are on your right.

JACQUES-CARTIER, PLACE D'ARMES

Go down to the basement, follow the corridor and turn left at the end. Follow the corridor again and take elevators on your left up to the lobby level (RC), then turn left and follow the path, the rooms are behind the door.

ST-LOUIS, LÉVIS, QUÉBEC, MONTCALM

Go down to basement, follow the corridor, take the elevator up to the 2nd floor. Once you are off the elevator, make a right the rooms are behind the door.

LAVAL

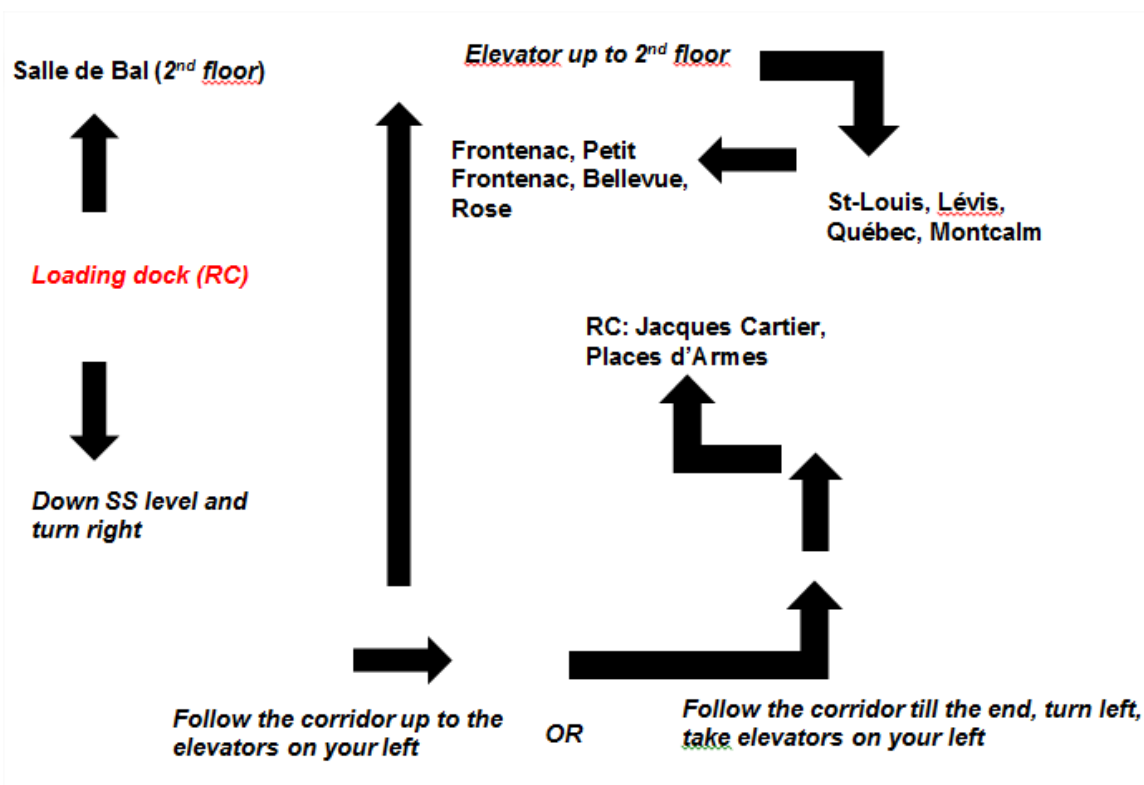
Take the elevator down to the basement, follow the corridor, then on your left, take the elevator up 3rd floor. Get off the elevator turn right, then open the door (twice) and keep your right, follow the corridor and turn left. Laval room is behind the door.

HALDIMAND, BEAUHARNOIS, MONTMAGNY

Take the elevator down to the basement, follow the corridor, open the two big doors on your left passed the employee's changing rooms. Follow the corridor and turn right.

VAUDREUIL

Take the elevator down to the basement, follow the corridor, open the two big doors on your left passed the employee's changing rooms. Follow the corridor, the meeting space is located to your left.



STORAGE

Fairmont Le Château Frontenac has an extremely limited amount of lockable storage space therefore we cannot guarantee the security of shipments received in advance, maximum of 48 hours prior to your meeting/convention. Also, it is the responsibility of the convention/meeting organizer/exhibitors to provide a storage place for their material, empty boxes, lights, containers, etc. It is strictly forbidden to store any merchandise on the shipping/receiving dock and in the back of the house corridors. We recommend, in the event that you have a large amount of material or if such material is valuable and must be pre-shipped, that a moving company be engaged. Arrangements for storage and movement of your packages can be made with them. Please advise your Convention Services Manager of your plans and decisions in this regard.

DEPARTURE

It is the exhibitor's responsibility to make arrangements ahead of time for shipping back their material after the event. No boxes or any other equipment can be left behind in the hotel once the event is over. Furthermore, the hotel will refuse any request for material storage after the event, should it be during the night, weekends and/or holidays. We invite you to make arrangements beforehand with Dolbec International (see page 1) in the event that you require help and/or storage for your boxes and equipment after the program.

EXHIBIT FEES

Exhibit rental fees include:

- 1- Heating & conditioning
- 2- Lighting in meeting room
- 3- Public area maintenance & clean up
- 4- Draped rectangular tables & banquet chairs
- 5- Water station
- 6- Trash & recycling

Exhibit rental fees do not include:

- 1- Electric power facilities
- 2- External & internal phone line facilities
- 3- Exhibit transportation & equipment facilities
- 4- Décor and special lighting
- 5- Security service before, during and after the event/exhibit
- 6- Man power
- 7- Maintenance of exhibit facilities
- 8- Gaz and water supplying
- 9- Storage of material before, during and after the event/exhibit
- 10- Receiving, packing and transportation of material

Exhibitors are responsible for:

- 1- Covering all electric material
- 2- Reimburse any damage caused to hotel's material or banquet space
- 3- If needed make arrangements with the hotel for other material supply (ex: extra key). Deposits may be required.
- 4- Confirming the payment method: on the master or individual account
- 5- Refrain from smoking inside the hotel. Indicated places are located outside the building for that purpose.

SECURITY

Fairmont Le Château Frontenac has a full security staff, 24 hours a day. However, their responsibility is for the entire hotel and therefore they are not available to specifically safeguard materials in function rooms. It is the responsibility of the organizer to provide security for exhibit hall during the set-up, breakdown and closed hours of the exhibit. Security during open hours will be optional based on the show's needs.

No meeting room set-up or exhibits layout is to obstruct any fire exits or designated aisle space. All set-ups and layouts must allow a clearance of an eight foot semi-circular radius in front of each access and exit door.

It should be understood that the hotel is not responsible for loss or damage to equipment, exhibits or any other property brought into the hotel for the purpose of meetings, conventions, exhibits or any similar functions.

The hotel will hold convention and/or exhibits organizers responsible for any damages to the hotel. This includes floors, ceilings, walls, carpeting, etc. Participants must be advised that the hotel does not permit any articles to be fastened on walls or electrical fixtures. The use of thumb tacks, scotch or masking tape, nails, screws, bolts or any tools or materials which could mark the floor or walls is prohibited.

Fairmont Le Château Frontenac is fully equipped with fire safety system. This fire safety system detects heat. All our bed rooms, all public and meeting rooms are fully equipped with sprinklers. In the event of an emergency, there is a public address system that would keep our clients informed.

Because of this sensitive fire alarm system, the use of any type of fireworks is prohibited. Smoke machine is tolerate and under approbation of the Director of Banquets and Conventions. Candles not covered by glass will not be tolerated.

FORMULAIRE DE SERVICES TECHNIQUES ORDER FORM FOR TECHNICAL SERVICES

| DESCRIPTION DE L'ÉVÈNEMENT / EVENT DESCRIPTION | | | |
|---|---|--|----------------------------|
| NOM DE L'ÉVÈNEMENT NAME OF EVENT: _____ | | | |
| DATE DE L'ÉVÈNEMENT De _____ A _____ Date de l'installation DATE OF EVENT: From _____ To _____ Setup Date: _____ | | | |
| SALLE DE RÉUNION MEETING ROOM : _____ | | | # Kiosque # Booth _____ |
| PAIEMENT / PAYMENT INFORMATION | | | |
| CARTE DE CRÉDIT POUR LE PRE-PAIEMENT / CREDIT CARD PRE-PAYMENT REQUIRED | | | |
| <input type="checkbox"/> Master Card | Numéro de Carte Card number : _____ | | |
| <input type="checkbox"/> Visa | Date d'expiration Expiry date: _____ | | |
| <input type="checkbox"/> American Express | Nom Cardholder's name: _____ | | |
| <input type="checkbox"/> Diners Club / En Route | Signature : _____ | | |
| FACTURATION / CONTACT INFORMATION | | | |
| Nom de facturation / Name : _____ | | | |
| Adresse / Address : _____ | | | |
| Ville / City : _____ | Province ou État Province or State: _____ | Code Postale Postal or zip Code: _____ | |
| Par By : _____ <small>(Signature)</small> | Titre Title : _____ <small>(Lettres moulees/ Block letters)</small> | | |
| Contact : _____ | | Téléphone / Phone : _____ Courriel / E-mail : _____ | |

NOTE: Cette demande doit nous être parvenue au moins une semaine avant la date d'installation.

NOTE: This request form should be completed and return 7 days before the setup date.

Retourner à: Fairmont Le Château
Frontenac
Service Congrès & Banquets
1, rue des Carrières
Québec, Québec G1R 4P5
Téléphone: 418-692-3861
Fax: 418-691-2143

Return to: Fairmont Le Château Frontenac
Conference Services & Catering
1, rue des Carrières
Quebec, Quebec G1R 4P5
Telephone: 418-692-3861
Fax: 418-691-2143

Note: Chaque exposant à la responsabilité de retourner l'équipement loué à l'hôtel (câbles, prises, etc.) faute de quoi, des frais d'équipement non retourné seront ajoutés à la facture.

Note: The return of equipment (Hubs, Cables) provided by hotel is the responsibility of each exhibitor/meeting organiser. A charge will be applied to your account if the equipment is not returned.

| LIGNES TÉLÉPHONIQUES* / TELEPHONE LINES ** | | |
|---|--|---------------------|
| Quantité requise / Requested Quantity | Description | Prix / Price |
| | Ligne modem / modem line | 175,00 \$ |
| | Ligne DID incluant téléphone / DID telephone (including 1 telephone) | 175,00 \$ |
| | Ligne fax / Fax line | 175, 00 \$ |
| | Téléphone mains libres régulier / Regular Conference Telephone (hands free phone) | 85,00 \$ |
| | Ligne DID & boîte vocale (incluant 1 téléphone) / DID Line with Voice Mail (including 1 telephone) | 200,00 \$ |

* **Note** : Toutes nos lignes (téléphone et fax) sont analogiques et il faut composer le 9 avant chaque numéro de téléphone

** **Note**: All our lines (phone and fax) are analog and you need to dial 9 before each phone number

| MAIN D'ŒUVRE / STAFF | | |
|--|--|----------------------------|
| Quantité requise / Requested Quantity | Description | Prix / Price |
| | Main d'œuvre dédiée et/ou supplémentaire (minimum 4 heures) / Dedicated and/or extra Staff (minimum 4 hours) | 50\$ / heure / \$50 / hour |

| MATÉRIEL / MATERIAL | | |
|--|---|---------------------|
| Quantité requise / Requested Quantity | Description | Prix / Price |
| | Chevalet / Easel | 15,00 \$ ch. / ea. |
| | Babillard (sur chevalet) / Cork board (on easel) | 15,00 \$ |
| | Tableau feuilles mobiles & marqueurs / Flip Chart & Markers | 25,00 \$ |

| DIVERS / MISCELLANEOUS | | |
|--|---|------------------------|
| Quantité requise / Requested Quantity | Description | Prix / Price |
| | Changement de serrure (tarif par unité de serrure- incluant 2 clés par serrure) / Change Lock (cost per unit of lock) | 100,00 \$ |
| | Clé additionnelle / Additional key | 10.00\$ clé / key |
| | Mini-Réfrigérateur / Mini-Refrigerator | 30.00\$ durée / period |
| | Micro-Ondes / Microwave | 20.00\$ durée / period |
| | Lecteur BOSE portatif pour IPOD et MP3 / Portable BOSE player for IPOD and MP3 | 30.00\$ jour / day |

INTERNET HAUTE VITESSE / HIGH SPEED INTERNET

Internet avec fils haute-vitesse / Wired High Speed internet connexion

Ligne (haute vitesse) avec accès Internet illimité
De 1 à 10 connexions / From 1 to 10 connections : 300.00\$
Tarification/ par salle/jour

Line (high speed) with unlimited Internet access
Charge/ per room/ per day

Chaque connexion additionnelle / Each additional connection 50.00\$
Tarification/ par salle/jour - Charge/ per room/ per day :

Nombre de connexions / Number of Connections: _____

Internet sans-fils haute-vitesse/ Wireless High-speed internet
(Salle de réunion / Banquet meeting room)

- 1 à 10 connexions / 1 to 10 connections \$250 / jour/ day
- 11 à 25 connexions / 11 to 25 connections \$550 / jour/ day
- 26 à 50 connexions / 26 to 50 connections \$1,000 / jour/ day
- 51 à 100 connexions / 51 to 100 connections \$2,000 / jour/ day
- 101 à 250 connexions / 101 to 250 connections \$3,500 / jour/ day
- Plus de 251 connexions / More than 251 connections \$5,000 / jour/ day

Prendre note que la tarification de l'internet sans fil est par connexion et non par salle / Please note the wireless internet charge is per connexion not per room

PSAV – NOTRE FOURNISSEUR OFFICIEL AUDIO-VISUEL
PSAV – OUR OFFICIAL AUDIO-VISUAL SUPPLIER

| ÉLECTRICITÉ* / ELECTRICITY (Fourni par PSAV / Provided by PSAV) | | |
|--|--|--|
| Quantité requise / Requested Quantity | Description | Prix / Price |
| | <i>Courant électrique régulier (15 ampères), rallonge électrique et barre de surtension</i> <i>Regular electric outlet, power bar and an electric extension</i> | 45.00 \$+sc / jour / day |
| | 100 ampères cylindre à excentrique (nécessite l'aide de l'électricien) 100 ampere camlock (requires the assistance from the electrician) | 325.00 \$+sc / jour / day et 150.00\$+sc / jour sup./ per extra day |
| | 200 ampères cylindre à excentrique (nécessite l'aide de l'électricien) 200 ampere camlock (requires the assistance from the electrician) | 550.00 \$+sc / jour / day et 250.00\$+sc / jour sup./ per extra day |

*D'autres options sont disponibles auprès de notre fournisseur PSAV / Other options are available through our supplier PSAV

| DIVERS / MISCELLANEOUS (Fourni par PSAV / Provided by PSAV) | | |
|--|--|---|
| Quantité requise / Requested Quantity | Description | Prix / Price |
| | <i>Points d'ancrages à la Salle de bal</i> <i>Rigging point for the Ballroom</i> | 75 \$+sc chaque par événement. / each per event |
| | Palan électrique / chain motor (1/2 ton) | 75\$ +sc chaque par jour / each per day |
| | (Technicien de PSAV requis au montage et démontage – minimum de 4 heures) (PSAV technician is required for set up and dismantling – minimum of 4 hours) | 75\$+sc par heure / per hour |
| | Chariot élévateur / Scissor lift | 400\$ +sc par événement / per event |

SC =frais de service / services charges / = 17%

M. Alain Mercier
Directeur des ventes / Director of sales
PSAV® Presentation Services
1, rue des carrières, Québec, Qc, G1R 4P5
Tél. / Phone : 418-694-9595
amercier@psav.com