

EXHIBITOR MANUAL



LÉVIS
CENTRE DES CONGRÈS

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Event Schedule

EVENT SCHEDULE	SATURDAY FEBRUARY 20	SUNDAY FEBRUARY 21	MONDAY FEBRUARY 22	TUESDAY FEBRUARY 23
Material Delivery***	8h - 16h			
Exhibitor Move-in	8h - 16h			
Show Opening*		9h - 18h	9h - 18h	9h - 16h
Move-out**				16h - 22h
Material Pickup***				16h - 22h

* Show opening for retailers on February 21, 2027 at 9:00 a.m.

Please make sure to meet your clients at the show entrance to allow them access to the room before the official show opening time.

** Move-out on February 23, 2027: No carrier will be admitted to the loading dock before 4:00 p.m.

*** Fees will apply for any merchandise received before February 20 as well as any material return made after 10:00 p.m. on Tuesday, February 23.

Registration - Badge

Each representative, model, intern or guest must **MANDATORILY** have paid the registration fees. An unregistered person will not be admitted to the show. The accreditation card is mandatory for everyone working during the show.

The badge/name tag must be worn at all times. Security agents must control entries and exits to ensure the safety and control of our private event. Accreditation cards will be available upon your arrival during move-in at the promoter's office or at the ticket counter.

Coordinates for the Lévis Congress Centre

5750, rue J.-B. Michaud, Lévis (QC), G6V 0B1
1.888-838-3811
418-838-3811

Visitor Entrance

East Door and South Door: You will use these entrances to access the Lévis Congress Centre.

Nearby Services

Around the Lévis Congress Centre, you will find a shopping centre, restaurants, a gym and cafés, all within walking distance or a few minutes by car.

<https://www.centrecongreslevis.com/fr/infos-pratiques/>

Accessibility

The Lévis Congress Centre is located right next to Highway 20 and is easily accessible by car. To get to Québec City, the Québec–Lévis ferry is 5 minutes from the centre.

Delivery

Address and access route to the loading dock

5750, rue J.-B.-Michaud, Lévis QC G6V 0B1

Important: The doors of our loading dock are 12 feet high by 10 feet wide. Parking is not permitted at the loading dock. Only unloading and loading are authorized, and any offender will have their vehicle towed.

Fragile material must be clearly identified as such on the box and delivery label

Delivery Label

Shipper Name
Address
Telephone
Number of boxes
Transporter and téléphone Number

Lévis Convention Centre
Receiving Department – Convention Services
5750 J.-B. Michaud Street
Lévis, QC G6V 0B1, Canada
Rear Entrance (Loading Dock)
Exhibiting Company and/or Representative's Name
Booth Number
Contact Person and Phone Number
VOCA MODE
ATT : Gabrielle Belley-Bussières

Important: All material or pallets exceeding 1,500 pounds must clearly indicate the weight of the contents on the packaging.

Move-in and Move-out

All exhibitors must comply with and respect the agreed times for booth move-in and move-out. Any exhibitor setting up or delivering material to the facility outside confirmed hours without permission will be denied access to the site and/or charged storage and material-handling fees.

DÉBARCADÈRE

Débarcadère - Quai numéro 1

Petites voitures et camions

5750, rue J.-B.-Michaud

Lévis (Québec) G6V 0B2

Son accès est situé au niveau du sol.

Débarcadère - Quais numéro 2 & 3

Cubes et camions-remorque

5750, rue J.-B.-Michaud

Lévis (Québec) G6V 0B2



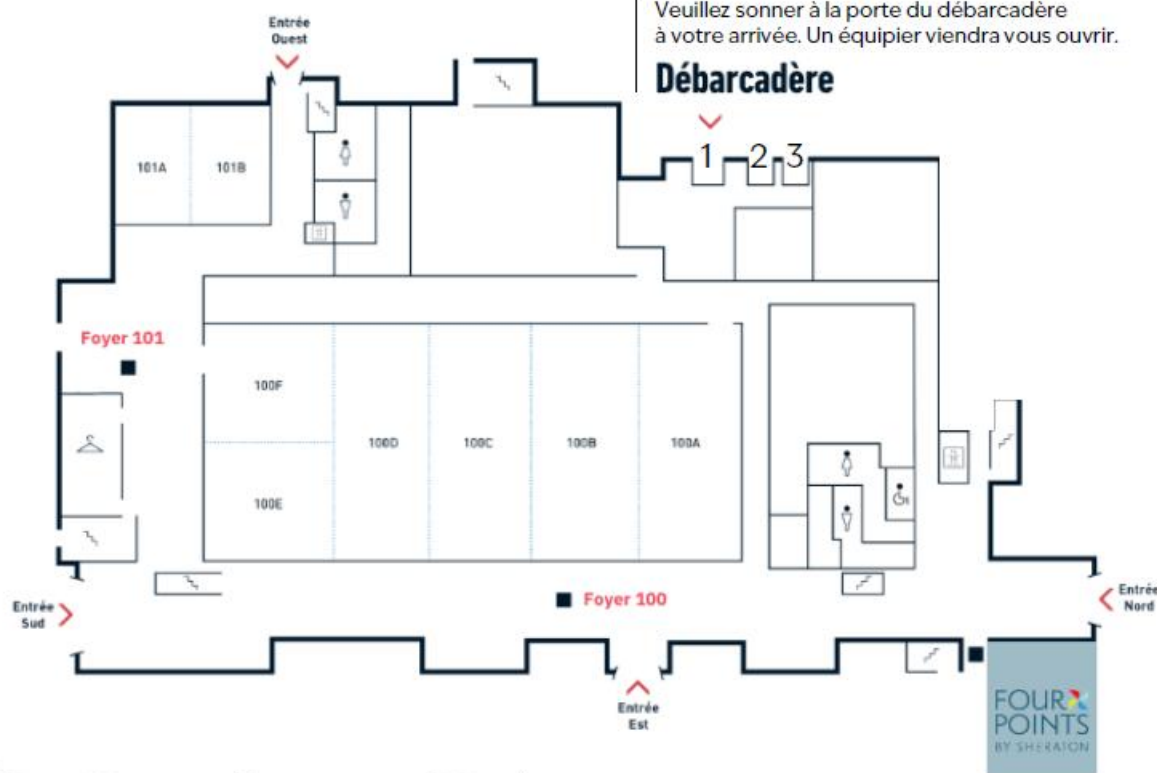
Ces portes sont accessibles via un quai de livraison.

IMPORTANT : Le stationnement n'est pas permis au débarcadère. Seuls le déchargement et le chargement y sont autorisés, et tout contrevenant verra son véhicule remorqué.

Veuillez sonner à la porte du débarcadère à votre arrivée. Un équipier viendra vous ouvrir.

Débarcadère

Rue J.-B. Michaud



Delivery of Your Materials by Carrier

Exhibitors using courier services such as FedEx, UPS, DHL or others must ensure that customs fees, taxes, etc. are paid in advance.

* Please note that any merchandise shipped “collect” will not be accepted by the Lévis Congress Centre.

In some cases, courier services do not indicate at delivery that the fees are payable by the sender, and the Lévis Congress Centre may receive an invoice 30 to 90 days after the end of the event. In these situations, the exhibitor will be billed again with administration fees.

Move-in

Saturday, February 20,
2027

8:00 a.m. to 4:00 p.m.

Exhibitors **must arrive no later than 4:00 p.m. on Saturday, February 20 to set up their booth and must have left the premises by 6:00 p.m.** All material boxes must be removed from the floor by 6:00 p.m.

Move-in

Tuesday, February 23, 2027

4:00 p.m. to 10:00 p.m.

Important: It is **STRICTLY FORBIDDEN TO USE THE LOBBY DOORS FOR MOVE-IN AND MOVE-OUT.** To bring materials in or out, exhibitors must use the loading dock doors.

Move-in

Exhibitors are responsible for setting up their booth and must make sure to plan the handling required for their needs.

Please note that VOCA provides a team to assist you when unloading your vehicles and to help transport your merchandise directly to your booth.

If you would like help with your booth, assistance is available by reservation. Please contact **Top Expo** to plan the required resources and obtain costs.

Exhibitors who ship material directly to the Lévis Congress Centre through a carrier service must ensure that the carrier delivers it directly to the booth using hand carts. If lifting equipment is required, it is mandatory to order handling service from Top Expo to deliver the material to the booth; please note that fees apply. At all times, exhibitors and carriers must comply with the regulations regarding the exclusivity of material handling. For more details, contact **Top Expo**.

Any material left at the loading dock will be stored. Handling fees will be charged to the owner of the material unless a special agreement has been made with the Lévis Congress Centre or the event promoter/organizer.

Exhibition Services

TOP EXPO Exhibition Services has been appointed by VOCA for booth, furniture or labour rentals. To add furniture and accessories, please contact:

Julie Barrette
Directrice de comptes



(418) 834-6565 #102
2840 Boul. Guillaume-Couture, bureau 101
Lévis (Québec) G6W 7Y1
www.topexpo.ca
service@topexpo.ca

Traffic During Move-in

Exhibitors or their representatives must follow and respect the instructions of the on-site staff and apply the facility's regulations when handling heavy or motorized materials.

Move-out Procedure

It is essential that everyone work together so that move-out takes place in an orderly and respectful manner.

The VOCA Mode, Lévis Congress Centre and TOP EXPO teams work together to ensure the smooth running of the event, and we ask that you also cooperate with the teams in place.

- Out of respect for your colleagues and the retailers on site, it is **forbidden to begin dismantling your booth before the end of the show, scheduled for 4:00 p.m.**
- It is **forbidden to take your material out through the main front entrance doors.**

Penalty for non-compliance: A penalty of \$500.00 will be issued to exhibitors who do not comply with these rules. Thank you for your cooperation.

Material Handling and Storage

Shipping and Receiving

Loading or unloading merchandise, supplies, equipment, materials, waste or debris may only be done through the doors, corridors and docks designated by the facility.

Loading Dock

Two loading and unloading docks are provided to minimize move-in/move-out time. They are accessible from the rear of the facility.

Internal Freight Transport

No freight transport is permitted during show opening hours.

Material Handling

The Lévis Congress Centre

is the only party authorized to use forklifts or motorized lifting equipment. To order handling service by motorized forklift, please contact the VOCA administration. Please note that fees will apply.

If you wish to handle your material yourself, hand carts will be made available at the loading dock on a first-come, first-served basis. Each exhibitor is responsible for returning the cart used after use.

Storage

After move-in, any exhibitor wishing to store material must identify it and place it in the area designated by the **VOCA Mode** team. Any unidentified material will automatically be discarded.

Stored material will be returned to exhibitors on a random basis according to the move-out schedule established by the organizer.

Identification of Your Material

- ✓ Representative's name
- ✓ Contact information for the resource person (*if different from the representative*)
- ✓ Brand / collection and booth number

Boxes, crates and other empty containers must be stacked in a storage area designated by the exhibition managers. None of these containers will be allowed on the sides, at the back or inside the booths.

For safety reasons, only Lévis Congress Centre employees have access to the storage area.

Independent | Custom Booths

Storage for independent booths is handled by Top Expo. Independent décor companies must contact the administration office now to obtain all information.

Restrictions and Requirements

It is your responsibility to plan for and comply with the following requirements.

Common Areas

The exhibitor must never obstruct the corridors, elevators, escalators, foyers, lobby, signage monitors, plasma screens, emergency exits of the building or other rooms of the Centre.

Booth Height

The exhibitor's booth must not exceed a height of 10 feet and must include an finished exterior structure for any booth section exceeding 8 feet in height.

Custom Booths

All visible exterior booth walls must include a finished structure.

Adhesive Tape

The only adhesives permitted at the Centre are the following:

Wall Surfaces 3M wall-mounting strips, no. 7220	Floor Surfaces Tuck Tape 85 ou Tuck Tape 99 Double Face Echo Tape DC-W188F	Brick Walls 3M wall-mounting strips, no. 7220
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Penalty: Fees for removing adhesive tape will be charged to exhibitors who do not comply with these specifications.

Insurance

The exhibitor must carry their own liability insurance. The Lévis Congress Centre assumes no responsibility for bodily injury or property damage to products, booths, equipment or decorations caused by fire, water or theft, on the leased premises or during transitions within the building, regardless of the cause.

Fire Safety

For safety reasons, aisles must be completely clear. This rule is imposed by the fire department, and we will have to move your displays or other installations if you do not respect the precise limits of your booths. For fire prevention, tent roofs and all fabrics or curtains used to dress or furnish booths must be flame-retardant, meaning they must be treated to become non-combustible.

Children

For safety reasons, the presence of children at the loading dock and in the exhibition, hall is not recommended during move-in and move-out periods.

Animals

With the exception of guide dogs, no animal may enter the building or the leased premises without prior written consent from the Lévis Congress Centre, which may refuse such access at its sole discretion.

Booth Cleaning and Housekeeping

We ask for everyone's cooperation in keeping the premises clean. Please use the many facilities provided for recycling paper, cardboard, glass and plastic, as well as for waste collection, during move-in, move-out and throughout the exhibition.

During the show, garbage bins must be placed outside the booth in the aisle each evening after the exhibition closes. They will be emptied by Congress Centre staff at no charge. Garbage bins left inside the booth will not be emptied.

Each exhibitor is responsible for keeping their booth clean and in good condition throughout the show. No housekeeping service is provided by the facility for exhibitor booths.

Security

Exhibitors agree that under no circumstances will facility staff be responsible for monitoring exhibited goods or any other property that the exhibitor, their staff or representatives leave on site. The exhibitor assumes full responsibility for this at all times and at their own expense.

First Aid

The facility has a first-aid room that the promoter may use, subject to availability, during the scheduled occupancy days in our facility.

Exclusive Services

Exhibitors agree to respect the rights granted to various individuals or companies regarding certain services offered exclusively within the facility.

The following services are provided exclusively by the **Lévis Congress Centre** or by its subcontractors, concessionaires and exclusive suppliers: food services, coffee and snack-bar services, bar services, general maintenance services, electrical services, stage rental, rigging services, plumbing services, telephone and cabling services, Internet services, settings for the use of the **Lévis Congress Centre's** built-in sound systems, motorized handling-equipment services, and the installation of banners or elements attached to the structure of the facility.

Food Services

Snack Bar and Coffee Service (Exclusive Service)

Due to contractual obligations with the exclusive caterer, all food or beverages consumed on site must come from the contracted caterer or the snack bar.

Alcoholic Beverages

No alcohol may be distributed in the booths. As stipulated in the permit, any alcoholic beverage consumed on site must come strictly from the **Lévis Congress Centre** or the snack bar.

Prohibited Materials

Any material used for decoration or advertising purposes must first be flame-retardant, and its use must comply with the City of Lévis Fire Services regulations governing activities in public buildings.

For the complete list of prohibited materials, please contact the promoter: info@vocamode.ca.

Electrical Equipment

All electrical devices, wires and connections must comply with the Québec Electrical Code and the Canadian Electrical Code.

Internet

VOCA Mode provides exhibitors with shared Internet service free of charge.

If you need a dedicated Internet connection, you may order one directly from the Lévis Congress Centre. Dedicated connections are offered per device and are available for an additional fee.

Please note that the use of a router to distribute or redistribute Wi-Fi is strictly prohibited.

Right of Refusal

VOCA Mode reserves the right to refuse or not accept certain merchandise or individuals whose presence or behaviour may be considered harmful to the operation of the show.

Exhibition Status and Rules – by the Promoter

The exhibition rules apply to all exhibitors. Management reserves the right to expel any exhibitor who does not comply with the rules.

1. All exhibitors must **respect the show opening and closing hours** listed in the Exhibitor Manual.
2. The VOCA tradeshow closes at 4:00 p.m. on the last day of the event. **Under no circumstances may an exhibitor begin dismantling or removing merchandise from their booth** before that time. Event hours must be respected as a courtesy to buyers and exhibitors.
 - 2.1. A **\$500 penalty** will be charged if these rules are not followed.
3. It is **STRICTLY forbidden for exhibitors to serve alcoholic beverages** in the booths. The **Lévis Congress Centre** may have its permit suspended if this rule is found not to have been respected.
4. All fees related to your participation must be **paid no later than 30 days before the event**.
5. **Any cancellation** of your participation must be **communicated** to us as soon as possible, **by email at info@vocamode.ca**.
 - 5.1. For **any cancellation less than 30 days before the event**, you will be required to pay the full amount invoiced.
 - 5.2. For **any cancellation more than 31 days before the event**, fees equal to 50% of the total cost will be charged.
6. For safety reasons, **aisles must be completely clear**. This rule is imposed by the fire department, and we will have to move your displays or other installations if you do not respect the limits of your booths.
7. For fire prevention, **carpets, tent roofs and all fabrics or curtains used to dress or furnish booths must be flame-retardant**, meaning they must be treated to become non-combustible.
8. **The exhibitor must carry their own liability insurance**. VOCA assumes no responsibility for bodily injury or property damage to products, booths, equipment or decorations caused by fire, water or theft, on the leased premises or during transitions within the building, regardless of the cause.
9. By registering for the VOCA event, you authorize us to **use your company name and/or brands in our communications**.
10. Any merchandise arriving at the **Lévis Congress Centre** before or after the move-in and move-out dates will be subject to additional handling and storage fees.