



EXHIBITOR'S MANUAL

CENTREXPO
PROMUTUEL
ASSURANCE

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Show schedule

SHOW SCHEDULE	SATURDAY AUGUST 16	SUNDAY AUGUST 17	MONDAY AUGUST 18	TUESDAY AUGUST 19
Material delivery***	8 am – 4 pm			
Exhibitor's set-up	8 am – 4 pm			
Opening of the show*		9 am – 6 pm	9 am – 6 pm	9 am – 4 pm
Tear down**				4 pm – 10 pm
Material pick-up***				4 pm – 10 pm

* Doors open for retailers at 9h00 a.m.

Please meet your customers at the entrance of the show to allow them access before the official opening.

** No carrier will be admitted to the loading dock before 4:00 p.m.

*** Charges will be applied for any reception of material before Saturday August 16th, and/or after Tuesday August, 19nd 10 PM.

Registration | Badge

Each sales representative, assistant or sub-agent must **OBLIGATORILY** have paid his/her registration fee before the fair. Non-registered persons will not be admitted into the Fair. The accreditation card is obligatory for all exhibitors and their staff during the Fair.

It must be worn at all times. Security guards will strictly control entrances and exits to ensure the safety of our private event. The accreditation cards will be available upon your arrival for set-up, at the promoter's office or at the ticket office.

Contact information of the Centrexpo Promutuel Assurance Drummondville



550, St-Amant street, Drummondville (Quebec) J2C 6Z3
 Telephone : 819-477-5880
 Fax : 819-477-5881
 Website : info@centrexpocogeco.ca

VOCA administration office

Tel. : 450-818-2454 | Fax : 450-965-8581 | www.vocamode.ca | info@vocamode.ca

Visitors' Entrance

550 Saint-Amant Street, Drummondville (Quebec) J2C 6Z3

Directions:

- Take Highway 20
- When arriving in Drummondville, take Exit 177 towards Boulevard Saint-Joseph/QC-143S
- **Coming from Montréal**, turn right on Boulevard St-Joseph. **Coming from Québec City**, turn left on Boulevard St-Joseph (go over the bridge)
- Turn left on Boulevard René-Lévesque
- Turn right on Boulevard des Pins
- **Take the 2nd entrance to get to the main parking lot**

DELIVERY / LOADING DOCK ENTRANCE :

550 Saint-Amant Street, Drummondville (Québec) J2C 6Z3

Directions:

- Take Highway 20
- When arriving in Drummondville, take Exit 177 towards Boulevard Saint-Joseph/QC-143S
- **Coming from Montréal**, turn right on Boulevard St-Joseph. **Coming from Québec City**, turn left on Boulevard St-Joseph (go over the bridge)
- Turn left on Boulevard René-Lévesque
- Turn right on Boulevard des Pins
- **Take the 1st entrance to get to the loading dock.**

Important notice: Tractor-trailers must not be higher than 10ft and wider than 8ft. 6in.

Parking is not allowed at the docking area. Only unloading and loading activities are authorized and all offenders are liable to have their vehicle towed away.

Fragile material must be clearly identified on the box and on the Delivery documentation.

Business hours of the docking area

Date	Hours	Usage
Saturday, August 16TH, 2025	8 am to 6 pm	Exhibitors, deliveries
Tuesday, August 19ST, 2025	4 pm to 10 pm	Everyone

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Delivery Label

Name of Shipper	
Address	
Phone	
Number of Boxes	
Carrier and phone number	
	Centrexpo Promutuel Assurance Drummondville
	550, Saint-Amant Street
	Drummondville (Québec) J2C 6Z3
	Rear Entrance (docking area)
	Name of exhibiting Company
	Stand Number
	Person Responsible and telephone number

Important notice: any material or pallet exceeding 1500 pounds must absolutely indicate the weight on the packing slip.

Assembly and disassembly

All exhibitors must respect the schedule for the assembly and disassembly of the stands as agreed. Exhibitors who would settle or deliver material without permission from the establishment outside the hours confirmed is liable to be denied access to the site and/or be billed for the storage.

Delivery of your material by transporter

Exhibitors who use delivery services such as Fedex, UPS, DHL, or others must ensure that customs fees, taxes, etc. are fully paid in advance.

*** Please note that any goods shipped "to perceive" will not be accepted by the Centrexpo Promutuel Assurance Drummondville.**

In certain cases, delivery/messenger services do not specify that costs are to be paid by the sender at delivery, and the Centrexpo Promutuel Assurance Drummondville occasionally receives an invoice up to 30 - 90 days after the event. In this situation, the exhibitor will be billed with added administration fees.

Assembly

Saturday, August 16, 2025

8 am to 4 pm

Exhibitors must arrive by 4:00 p.m. on Saturday AUGUST 16TH at the latest for their booth set up and must have left the premises by 6:00 p.m. to allow the aisle mats to be installed. All boxes of material must be removed from the floor at 6:00 p.m.

Disassembly

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Tuesday, August 19, 2025

4 pm to 10 pm

Important: to avoid any damage that could be done by the transportation of your material, it is very important to note that IT IS STRICTLY FORBIDDEN TO USE THE FRONT DOORS OR THOSE LOCATED ON EACH SIDE OF THE MAIN HALL during the assembly or disassembly of your booth. Please use the designated doors located at the back of the building and exit by the docking area.

Assembly

Exhibitors must make sure they have foreseen all required handling and ordered the necessary services, according to their needs.

Please note that VOCA provides you with a team to assist you in unloading your vehicles, as well as to help you transport your merchandise directly to your booth.

If you wish to have help with your set-up, it is possible to obtain help upon reservation. Please contact Global D.EE to forecast necessary resources and costs.

Exhibitors who ship material directly to Centrexpo Promutuel Assurance Drummondville using the services of a carrier, must ensure the carrier will deliver the material directly to the stand if manual cart are inadequate for handling. In case lifting appliances would be required, it is mandatory to order a handling service from Global D.EE so the material may be delivered to the stand, note that there will be fees applicable. At all times, exhibitors and carriers must respect the regulations related to the exclusivity of handling. For more information contact Global D.EE.

All the material left at the docking area will be stored. Fees related to handling will be charged to the owner of the material unless an agreement is made between Centrexpo Promutuel Assurance Drummondville and the Promoter/Organizer.

Exhibition Service

Global D.EE exhibition service is mandated by VOCA for the rental of kiosks, furniture, or labor. To add furniture and accessories, please contact:



Véronique Tremblay

Tél : 514-640-0023

Courriel : vtremblay@deeglobal.ca

Michel Bibeau

Tél : 514-951-6223

Courriel : mbibeau@deeglobal.ca

Moving around during Assembly

Exhibitors or their mandataries are asked to follow and respect the instructions given by the employees of Centrexpo Promutuel Assurance Drummondville on site and to apply the regulations of the establishment when handling heavy or powered equipment.

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Disassembly

Given the large size of the tradeshow, it is essential that we work together to ensure that teardown takes place in an orderly, respectful manner.

The **VOCA team**, the **Centrexpo Promutuel Assurance Drummondville**, and **Global D.EE** collaborate to ensure the smooth running of the Fair teardown; we therefore request that you cooperate in a timely manner with the team members at the site.

- To respect your colleagues and retailers at the show, **it is prohibited to begin dismantling your booth before the official closing, which is scheduled for 4 p.m.*.**
- The floor covering must be completely removed **BEFORE** using trolleys.
- It is prohibited to take material out by the doors at the main entrance.

***Penalty of non-compliance :** \$500.00 penalty will be charged to exhibitors for the non-compliance of these rules. We thank you for your kind collaboration.

Handling and storage

Shipping and Receiving

The loading and unloading of merchandise, supplies, equipment, material, garbage or trash should only be done by using the doors, corridors and docks designated by the establishment.

Docking Area

Four loading and unloading docks are planned in order to reduce the time of assembly / disassembly. These docks are accessible behind the building.

For oversized material, two 16' X 18' doors have been planned and are accessible through Doors "C" (by Boulevard des Pins). Opening hours will be determined according to the events taking place in the building.

Depending on the events held in the building, it is possible that the doors accessible via doors "C" cannot be used. If necessary, you must check the possibilities of use with the Centrexpo Promutuel Assurance. The opening hours of the loading dock correspond to those of assembly and dismantling.

Transportation of internal merchandise

No transportation of merchandises will be tolerated during the opening hours of the exhibition.

Handling

Centrexpo Promutuel Assurance is the only one that can use forklifts or motorized lifting devices. To order a motorized forklift handling service, please contact Global D.EE:

vtremblay@deeglobal.ca. Please note that fees will apply.

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If you wish to ensure the handling of your material yourself, manual carts will be available at the docking area (first-come, first-served). Each exhibitor is responsible to return the carts back to the loading dock after usage.

Storage

Once the assembly is completed, exhibitors wishing to store some material must identify it and place it in the area identified by the VOCA team. We will automatically dispose of non identified material.

The stored material will be returned to the exhibitor on a random basis according to the disassembly schedule planned by the organizer.

Identifying your material

- The name of the representative
- Contact information (if different from representative)
- The brand/collection and booth #

Empty boxes, bins and other containers must be piled up in a storage place specified by the people responsible for the exhibition. None of these containers will be tolerated beside, behind or inside the stands.

For safety purposes, only the Centrexpo Promutuel Assurance Drummondville employees have access to the storeroom.

RESTRICTIONS ET OBLIGATIONS

It is your responsibility to comply with the following conditions:

Common areas

Exhibitors must keep hallways, elevators, escalators, hall, lobby, directional signage, plasma screens, emergency exits, and all rooms at the Centre free from obstruction at all times.

Booth height

The exhibitor's booth must not exceed 10 feet in height and the exhibitor must provide a structure with an exterior finish for any booth section exceeding 8 feet in height.

Custom booth

All visible exterior walls of the booth must have a structure with proper / clean finishing

Adhesive tape

The only adhesive tapes allowed at the Centre are the following:

Wall surfaces	Floor surfaces	Brick walls
3M wall mounting tabs, No. 7220	Tuck Tape 85 or Tuck Tape 99 Double-sided Echo Tape DC-W188F	3M wall mounting tabs, No. 7220

Penalty:

Fees to remove the adhesive tape will be invoiced to the exhibitors that do not comply with these specifications.

Insurances

Exhibitors must have their own "Liability" insurances. The Centrexpo Promutuel Assurance Drummondville is not responsible for injury or damage to products, booths, equipment, or decorations, caused by fire, water and theft within the rented premises or during transitions within the building, whatever the cause.

Fires

As a safety measure, the aisles must be left completely unobstructed. The Fire Department imposes this regulation, and we will be obliged to move any installation that goes beyond the exact limits of your stand. To prevent fire, tent-tops, curtains, and any other material used for the stand must be fireproof, meaning that they must have undergone a fireproofing process.

Children

For safety reasons, the presence of children at the loading ramp and in the exhibition hall is not recommended during the mounting and dismantling of stands.

Animals

Except for guide dogs on duty, no animals are allowed in the building or in the space rented without any prior written consent from Centrexpo Promutuel Assurance Drummondville, who may refuse access to animals at its sole discretion.

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Cleaning and maintenance of the booths

We ask for everyone's cooperation to maintain the cleanliness of the premises. Please use the many equipment at its disposal for recycling (paper, cardboard, glass, plastic) and collection of residual materials both during assembly & dismantling and during the exhibition.

At the show, the bins must be placed in the aisle outside the booth every evening as soon as the exhibition closes. They will be emptied by the staff of the Centrexpo Promutuel Assurance de Drummondville free of charge. **The bins left inside the stand will not be emptied.**

The establishment will carry out at the request of the exhibitor and at the expense of the latter, the housekeeping of the booths. The establishment will invoice exhibitors who request housekeeping services for their booth directly by order form duly accepted. To order this service, call 819 477-5880 or write an email to info@centrexpocogeco.ca.

Security

Exhibitors agree that in no circumstances the establishment staff will assume the supervision of the material exhibited or any other goods the exhibitor, his staff or his agents may have left on the premises. The exhibitor will fully assume this responsibility, at all times and at his own expenses.

First aid

The establishment has a first-aid room on the premises. The promoter may use it, according to availability, during the days he will occupy the premises, as planned.

Exclusive services

Exhibitors agree to respect the rights granted to various persons or companies regarding certain services offered exclusively in the establishment.

The following services are provided exclusively by Centrexpo Promutuel Assurance Drummondville or its subcontractors, dealers and exclusive suppliers : food, coffee and snack services, bar services, general maintenance services, electrical services, stage rentals, hanging services, plumbing services, telephone and cabling services, Internet services, adjustments for the use of Centrexpo Promutuel Assurance Drummondville's integrated sound systems, services by motorized handling equipment(s) and the installation of banners or elements attached to the structure of the establishment.

Food services

On-site snack bar and coffee (exclusive service).

By contractual obligation with the exclusive caterer, any food or beverage to be consumed on the site must come from the contracted caterer or snack bar.

Alcoholic beverages

No alcohol may be distributed in the kiosks. As stipulated in the SAAQ permit, any alcoholic beverage consumed on the site must come strictly from Centrexpo Promutuel Assurance or the snack bar.

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Prohibited materials

Any material to be used for decoration or for advertising use must first be fireproof, and its use will be in accordance with the regulations of the Fire Services of the City of Drummondville governing activity in public buildings.

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

Electric equipment

All electrical appliances, wires and connections must comply with the Quebec Electrical Code and the Canadian Electrical Code.

Internet

Centrexpo Promutuel Assurance offers a free courtesy connection (*1 MBPS shared Wi-Fi*). It is possible to get a better internet service than the courtesy internet service.

Note that it is strictly forbidden to use a router to distribute or redistribute Wi-Fi.

Right to refuse

VOCA Mode reserves the right to refuse or not to accept certain goods or people, whose presence or behavior may be considered a prejudice to the operation of the show.

Exhibition rules and regulations – by the promoter

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

1. All exhibitors **must respect the opening and closing hours of the tradeshow** as listed in the Exhibitor Manual.
2. The VOCA event closes at 4 pm on the last day of the event **Under no circumstances may any exhibitor begin to tear down or remove any merchandise from their booth before that time.** The event hours must be respected as a courtesy to both buyers and exhibitors.
 - 2.1. **A penalty of 500\$** will be issued if these rules are not respected.
3. Exhibitors are **STRICTLY prohibited** from serving alcoholic beverages at booths. Centrexpo Promutuel Assurance is subject to the suspension of its licence if it is found that this by-law is not respected.
4. All costs related to your participation **must be paid 30 days before the event.**
5. **A cancellation of your participation must be communicated** to us as soon as possible, **by email at info@vocamode.ca.**
 - 5.1. For **cancellations less than 30 days before the event**, you will be charged **the full amount invoiced.**
 - 5.2. For any **cancellation beyond 31 days of the event**, a fee of 50% of the total cost will be charged.
6. For safety reasons, the **aisles must be completely cleared.** These regulations are imposed by the fire department, and we will have to move your displays or other facilities if you do not respect the limits of your booths.
7. For fire prevention, **carpets, marquees and all canvases or curtains covering or furnishing booths must be fireproofed: they must be treated to become non-combustible.**
8. **The exhibitor must have his own "liability" insurance.** VOCA assumes no responsibility for body injury or material damage to products, booths, equipment, or decorations, caused by fire, water and theft, in the leased premises or during transitions in the building, whatever the cause.
9. By registering to the VOCA event, you give us **authorization to use your name and brands in our communications.**
10. All merchandise arriving at Promutuel Assurance Centrexpo before or after the assembly and dismantling dates will incur additional handling and storage fees.

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