74th Annual Meeting of the Canadian Urological Association
June 28 – July 1, 2019

2019 Urology Nurses of Canada Annual Meeting
Saturday June 29th, 2019 | 7am-5pm | Québec City Convention Centre

EXHIBITOR GUIDE AND SERVICE MANUAL
Meeting Venue: The Québec City Convention Centre

Canadian Urological Association
The Voice of Urology in Canada

Association des urologues du Canada
La voix de l’urologie au Canada
EXHIBIT HALL: 2000BCD

EXHIBIT HOURS

Friday, June 28, 2019
0900 - 1700  Exhibitor Set-up

Saturday, June 29, 2019
0600 - 0730  Set-up (small items only)
0800 - 1700  Opening hours
1010 - 1040  Networking Break
1200 - 1300  Luncheon and Lap Skills Competition
1430 - 1500  Networking Break

Sunday, June 30, 2019
0800 - 1540  Opening hours
1025 - 1055  Networking Break
1250 - 1350  Luncheon and Lap Skills Competition
1510 - 1540  Networking Break
1540 - 2200  Tear-down

ANNUAL MEETING NEW DATES:

Saturday, June 29, 2019
0830 - 1740  Scientific Program
1740 - 1840  Welcome Reception*

Sunday, June 30, 2019
0800 - 1640  Scientific Program
1900 - 2300  CUA Fun Night

Monday, July 1, 2019
0800 - 1700  Scientific Program
1845 - 2400  President’s Reception and Banquet
*Not in Exhibit Hall

CUA 2019 LOCATIONS

CUA 2019 Headquarter Hotel:  Hilton Québec
CUA 2019 Scientific Program & Exhibit:  Québec City Convention Centre (connected to the Hilton Québec)
SECTION 1 - IMPORTANT DEADLINE DATES

MARCH

- Saturday, 3: Early Bird Deadline for booth reservations
- Saturday, 3: Cancellation by the Exhibitor (75% refund)
- Saturday, 3: Opening of the online GES Expresso ordering link
- Thursday, 14: Early Bird Registration Deadline
- Sunday, 24: Exhibitor Stand Plan/Sketches

APRIL

- Monday, 1: Cancellation by the Exhibitor (no refund)
- Monday, 15: Exhibitor Descriptions on CUA Exhibitor Portal
- Wednesday, 24: Confirmation of Pipes and Drapes on CUA Exhibitor Portal

MAY

- Wednesday, 15: Regular Registration Deadline
- Sunday, 26: Hotel Accommodation at the Fairmont Château Frontenac
- Monday, 27: Hotel Accommodation at the Hilton Québec

JUNE

- Saturday, 1: Regular deadline for Booth Reservations – Price Increase
- Saturday, 1: Proof of Liability Insurance
- Monday, 3: First Day of Advance Shipment Arrivals
- Friday, 1: Deadline for Exhibitor Registration on CUA Exhibitor Portal
- Friday, 14: Deadline for Discount Prices for Booth Equipment
- Tuesday, 11: Electricity, Rigging, Booth Cleaning
- Sunday, 23: Last Day for Advance Shipment Arrivals
- Wednesday, 26: Deadline for Regular Prices for Booth Equipment

An access code will be sent to the contact person in March allowing him/her to have access to the Online Exhibitor Profile.
SECTION 2 – CUA CONTACT INFORMATION AND SUPPLIER LIST

CUA 2019 CONTACT INFORMATION
INDUSTRY LIAISON (EXHIBIT SALES):
CANADIAN UROLOGICAL ASSOCIATION
185 Dorval, Suite 401
Dorval, QC H9S 5J9
Canada
www.cuameeting.org
www.cua.org

Nadia Pace
Cell: (514) 212-9313
Tel: (514) 395-0376
nadia.pace@cua.org

CONFERENCE SECRETARIAT (EXHIBITOR SERVICING):
IS EVENT SOLUTIONS
607 Notre-Dame, 2nd floor
St-Lambert, QC J4P 2K8
Canada

Jennifer Patterson
Tel: (450) 550-3488, ext. 113
Fax: (514) 227-5083
jennifer@iseventssolutions.com

Cristel Loredo
(418) 649-7711, ext. 4066
or 1 (888) 679-4000, ext. 4066
services@convention.qc.ca

MEETING VENUE – QUÉBEC CITY CONVENTION CENTRE
Location of the CUA 2019 Main Program and some of the Affiliated Meetings.

QUÉBEC CITY CONVENTION CENTRE
1000, boul. René-Lévesque Est, 2nd floor
Québec, QC G1R 2B5
Canada

Cristel Loredo
(418) 649-7711, ext. 4066
or 1 (888) 679-4000, ext. 4066
services@convention.qc.ca

Public entrance only. No delivery or pickup allowed. Please use the loading dock.

Shipping Address:
Shipping instructions and details regarding the loading dock can be found on page 14-16.

*** IMPORTANT ***
The CUA 2019 Exhibit Office strongly recommends the coordination of your shipping with GES Canada.
GES Canada is also the official decorator. Its services include the supplying of extra furniture, accessories, signs, labor, flowers & plants, material handling & storage, transportation, customs (through ConsultExpo) and shipping.
Advance warehouse is strongly recommended as well as sending your material up to 21 days before the event as most transport companies will not offer a Saturday delivery.
It is not recommended to send material directly to the Québec City Convention Centre before the move-in date, without occurring extra charges.

Please refer to the Advance Material Handling and Showsite Material Handling Forms on the GES Expresso On-line Order Forms (pages 12-14) for shipping instructions and addresses.
SUPPLIERS LIST

AUDIO-VISUAL, WIRED INTERNET, COMPUTER RENTALS – FREEMAN

FREEMAN
Québec City Convention Centre

Bastien Lavoie - Internet, Audiovisual and computer rentals
(418) 649-5219
Bastien.lavoie@freemanco.com

N.B.: Free Wifi Internet is available everywhere in the Québec City Convention Centre.

ELECTRICAL SERVICES, HANGING & RIGGING, BOOTH CLEANING – QUÉBEC CITY CONVENTION CENTRE

QUÉBEC CITY CONVENTION CENTRE

Cristel Loredo
(418) 649-7711, ext. 4066
or 1 (888) 679-4000, ext. 4066
services@convention.qc.ca

DECORATOR (BOOTH ACCESSORIES), SHIPPING– GES CANADA & CUSTOMS - CONSULTEXPO

The official supplier of services for the Exhibition is GES. They are also the official decorator who provide: Booth accessories & furniture rental, material handling & storage, transportation, labor, plants & flowers, customs (through ConsultExpo) and shipping.

EXHIBITOR CONTACT:
Louise-Myriam Dallaire
Sales assistant - Québec
Principal (418) 877-2727, ext. 222 / Mobile (418) 808-2515
2700, rue Jean-Perrin, bureau 450
Québec (Québec) G2C 1S9
ldallaire@ges.com

OFFICIAL CUSTOMS BROKER
Jeff Labbé
ConsultExpo
(514) 482-8886, ext 7
jeffl@consultexpoinc.com
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audio-Visual</td>
<td>7</td>
</tr>
<tr>
<td>Booth Cleaning Services</td>
<td>7</td>
</tr>
<tr>
<td>Booth Furnishings and Lay-outs</td>
<td>7</td>
</tr>
<tr>
<td>Catering</td>
<td>8</td>
</tr>
<tr>
<td>Ceiling Height and Column Dimensions</td>
<td>8</td>
</tr>
<tr>
<td>Customs Broker &amp; Transportation</td>
<td>8</td>
</tr>
<tr>
<td>Decorator &amp; Drayage</td>
<td>9</td>
</tr>
<tr>
<td>Electrical Services, Hanging and Rigging</td>
<td>9</td>
</tr>
<tr>
<td>Exhibitor Listings</td>
<td>10</td>
</tr>
<tr>
<td>Exhibitor Registration</td>
<td>10</td>
</tr>
<tr>
<td>Exhibitor Timetable</td>
<td>11-12</td>
</tr>
<tr>
<td>Floor Plan</td>
<td>12</td>
</tr>
<tr>
<td>Floral</td>
<td>12</td>
</tr>
<tr>
<td>Hotel Accommodation</td>
<td>13</td>
</tr>
<tr>
<td>Insurance</td>
<td>13</td>
</tr>
<tr>
<td>Internet</td>
<td>13</td>
</tr>
<tr>
<td>Liability</td>
<td>13</td>
</tr>
<tr>
<td>Public Access</td>
<td>14</td>
</tr>
<tr>
<td>Security &amp; Staffing</td>
<td>14</td>
</tr>
<tr>
<td>Shipping of Materials</td>
<td>14-15</td>
</tr>
<tr>
<td>Signage</td>
<td>16</td>
</tr>
<tr>
<td>Sign Installation</td>
<td>16</td>
</tr>
<tr>
<td>Smoking</td>
<td>16</td>
</tr>
<tr>
<td>Social Events</td>
<td>16</td>
</tr>
<tr>
<td>Venue</td>
<td>16</td>
</tr>
</tbody>
</table>
SECTION 3 - GENERAL INFORMATION & SERVICES

Detailed information on the:
74th Annual Meeting of the Canadian Urological Association
Québec City, QC, June 29-July 1st, 2019 is available at cuameeting.org

Hereafter, the 74th Annual Meeting of the Canadian Urological Association will be referred to as CUA 2019;
The Québec City Convention Centre (venue for CUA 2019) is referred to as the QCCC.

IMPORTANT Links (underlined text) are created throughout the Exhibitor Guide & Service Manual for your convenience:
• To access order forms for your exhibit requirements,
• To get in touch with the various contractors,
• To access detailed information on specific items.

Should you not find the information you are looking for, please feel free to contact Jennifer Patterson by email at jennifer@iseventsolutions.com.

AUDIO-VISUAL, WIRED INTERNET AND COMPUTER RENTALS

FREEMAN is the official supplier for audio-visual and computer equipment and exclusive supplier of wired Internet services for the exhibitors in the Exhibit Hall. To order audio-visual, wired Internet or computers, please complete the Freeman Order Forms.

BOOTH CLEANING SERVICES

The QCCC supplies general cleaning services in the exhibit hall. For individual booth cleaning requirements, please complete the GES Booth Cleaning Order Form on the GES Expresso On-line Order Forms. On-line Order Forms or QCCC order forms available at www.convention.qc.ca/en/exhibitors/order-forms/

BOOTH FURNISHINGS AND LAY-OUTS Deadline: March 24, 2019

Please note that the exhibit hall has wall-to-wall carpets. A pipe & drape booth is included in the exhibition fee. You will have to indicate via your Online Exhibitor Profile if you will build your own booth structure or use the provided booth package.

If you use the pipe and drape booth (package included in exhibit fee), you must inform the CUA Exhibit Office by March 24, 2019 via your Online Exhibitor Profile which will be provided to you by email. Your booth package will be installed prior to your arrival on site.

Each regular 8’ deep X 10’ wide (2.44 m X 3m) booth package includes:

- 8’ high background and 3’ high side dividers in black flameproof drapes
- One (1) 6’L x 30”H x 24”D table with black skirt
- Two (2) chairs
- One (1) 7” x 44” identification sign, black block letters on white background
- One (1) wastebasket
- Overnight security and general aisle cleaning

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

All additional requirements, including material handling, wired Internet, telephone*, signage, security and electrical services, are the responsibility of the exhibitor. Order forms for additional requirements may be found in Section 5 of this document.

* Available through the QCCC upon request only.

Last minute and on-site modifications to orders will be subject to additional fees.
If you bring your own booth:
The CUA Exhibit Office must approve any booth built by an exhibitor or rented from a firm other than the official decorator. The approval ensures that the dimensions were respected. The exhibitor remains fully liable to make sure that the custom booth fits in the provided 8’ deep x 10’ wide space. Please submit your sketches/plans before **March 24, 2019** to Jennifer Patterson at: Jennifer@iseventsolutions.com.
Please be reminded that the maximum building height in the exhibit hall is 8 feet.

---

**CATERING**

Some exhibitors may order food and non-alcoholic beverages to their booths at any time. Some restrictions may apply. You must contact Capital HRS Inc. is the Convention Centre’s exclusive food and beverage partner.

Only Capital HRS is authorized to hold or serve alcoholic products inside the Centre. Any alcohol coming from outside the Convention Centre, even for personal purposes, is prohibited.

If you would like to distribute, sell or hand out food samplers in your booth area, you must request beforehand an authorization from Centre management and its exclusive F&B partner, Capital HRS.

**Capital HRS**
Ms. Maryse Roy
(418) 649-5212
maryseroy@convention.qc.ca

- Consumption or distribution of alcohol by exhibitors in their booth and in the exhibit hall is prohibited.
- Luncheons on Saturday and Sunday and the networking breaks on Saturday & Sunday are served in the Exhibit Hall.
- The Welcome Reception on Saturday evening will not be taking place in the Exhibit Hall this year.

---

**CEILING HEIGHT & COLUMN DIMENSIONS**
The maximum building height in the Exhibit Hall is 8 feet. There are no pillars in the room. If you wish to build a booth higher than 8’ tall, please contact Jennifer@iseventsolutions.com to submit your project.

---

**TRANSPORTATION**
GES has been appointed official Freight Forwarder for CUA 2019. Exhibitors who follow the instructions of GES will experience no difficulty exhibiting in Canada. You can find the Transportation Services Order Forms on the GES Expresso On-line Order Forms Kit.

**OFFICIAL CUSTOMS BROKER**
Jeff Labbé
ConsultExpo
(514) 482-8886, ext. 7
jeffl@consultexpoinc.com

You can find the Customs Order Forms on the GES Expresso On-line Order Forms Kit.

Outlined below you will find all Canadian federal government requirements:
**Temporary Importation:**

Any displayed goods may be imported temporarily under the provision of the Display Goods Temporary Importation Regulations (Customs Memorandum D8-1-1) for a period of time not to exceed six consecutive months (180 days) from the time that they are imported into Canada. These articles will be classified under tariff code 9993 (over 25% Canadian participation-deemed Canadian event). These display goods may be documented on a Temporary Admission Permit, form E29B, with a refundable security deposit taken. The security deposit would be the aggregate of Customs duties and Excise taxes that would be payable if the goods were to remain in Canada. You may post this security in the form of cash, certified cheque (drawn on a Canadian bank) or acceptable security bond. Your broker may post the security for you.

Goods imported for sale or as giveaways are subject to duty (if applicable), and taxes at the time of importation.

**Customs Clearance**

Commercial goods being shipped to Canada may clear Canada Customs at point of entry into Canada.

**Export**

At the time of exportation, any goods granted temporary entry into Canada on a Form E29B (Temporary Admission Permit) must be presented (along with the importer's/owner's copies of the appropriate documentation) to Customs for verification and certification either at the Customs office at the point of export or at the inland Customs office in the event the goods are exported under Customs control. This procedure is necessary for you to receive a refund of any securities posted. Please note that the refund is not immediate.

---

**DECORATOR & DRAYAGE**

The CUA 2018 Exhibit Office strongly recommends the coordination of your shipping with GES, who is also the official decorator. Its services include the supplying of extra furniture, accessories, signs, labor, flowers & plants, shipping and material handling (drayage).

Please refer to the GES Exhibitor Forms that you will find in the online with the GES Expresso On-line Order Forms Kit.

---

**ELECTRICAL SERVICES, HANGING AND RIGGING, BOOTH CLEANING**

These services are only available through the Québec City Convention Centre. Questions regarding these services should be directed to:

Cristel Loredo
Exhibitor Services
(418) 649-7711, ext. 4066
or 1 (888) 679-4000, ext. 4066
services@convention.qc.ca

All illuminated display booths and operation of electrical equipment on display must be CSA approved. To order Electrical Services, Hanging and Rigging, and Booth Cleaning please complete the QCCC Order Forms.

**Benefit from a 20% early-bird discount for any order before the cutoff date on Tuesday June 11, no later than 4:30PM.**

- On-site, exhibitors can address their last minute requests at the QCCC services counter at regular prices. **Some services may not be guaranteed.**
EXHIBITOR LISTING  

All CUA 2019 exhibiting organizations are entitled to a listing in the online Exhibit Directory.

**As an effort to be “greener”, the CUA 2019 printed Final Program will be replaced by an App available online to all CUA participants. CUA 2019 will be providing a short version of the printed Final Program with only general information**

In order to be included in the CUA 2019 online Final Program, you will be requested to provide a 50-word description of your product or service in English and a 50-word description in French by April 15, 2019. Should you exceed the 50-word limit in either language, the first 50 words will be used; the descriptions will not be edited, and will appear as written. The purpose of this listing is for exhibitors to provide delegates with more information on their organization and what to expect at the booth.

Please note that the text must be submitted through your Online Exhibitor Profile which will be available only to the contact that CUA has for each confirmed exhibitor. An access code will be sent to the contact person in March allowing him/her to have access to the online Exhibit form.

For more information, please contact jennifer@iseventsolutions.com.

EXHIBITOR REGISTRATION  

CUA exhibiting companies are permitted:

- Two (2) exhibitor staff registrations for each booth module. This type of registration does NOT include access to the scientific sessions or social functions, except the Welcome Reception
- One (1) full registration with access to the social events and scientific sessions per exhibiting company
- Exhibitor staff and full registrations include food and beverage in the exhibit area for the duration of the exhibits
- One (1) delegate bag per company
- A company listing and a 50-word description in the online Exhibit Directory
- Security in the Exhibit Area
- Attendance at other Social Activities will require registration and payment of appropriate fees.

Additional exhibitor staff badges above the company's allowance may be obtained at a cost of $250 CAN (plus applicable taxes). It is permitted to surrender an exhibitor badge for replacement due to a correction or a change in personnel. The exhibitor staff badge does not allow participation to the scientific program; it allows access to the Exhibit Hall, Welcome Reception, Luncheons and breaks.

All badges can be picked up during exhibit set-up and during registration hours at the Registration counters located in Foyer 2000 of the QCCC.

Online registration is available for exhibitors through your Online Exhibitor Profile. Details on registering your complementary registration pass will be sent to you in May 2019. The deadline for both exhibitor and full complementary registration pass(es) is June 1, 2019.
EXHIBIT TIMETABLE - IMPORTANT: NEW EXHIBIT DAYS AND HOURS!

A company representative should be present in the booth at all times. It is forbidden to leave the booth unattended.

**Annual Meeting Dates:** Saturday, June 29 – Monday, July 1, 2019
**Exhibit Dates:** Saturday, June 29 – Sunday, June 30, 2019
**Exhibit Location:** 2000 BCD – The QCCC

**MOVE-IN & SET-UP:**
- Friday, June 28, 2019 0900 - 1700
- Saturday, June 29, 2019 (small items) 0600 - 0730

*Please note that the Exhibit Hall will NOT BE open for the Welcome Reception on Saturday, June 29.*

All crates and boxes must be removed from the exhibit floor by 0730 on Saturday, June 29, 2019.

If the booth space is not occupied by 0730 on Saturday, June 29, 2019, the CUA Exhibit Office reserves the right to use such space as it deems appropriate.

All exhibits must be completely set-up and ready for inspection by CUA officials by 0730 on Saturday, June 29, 2019.

**OFFICIAL EXHIBIT HOURS:**
- Saturday, June 29, 2019 0800 - 1700
  - 1000 - 1030 (Networking Break)
  - 1200 - 1300 (Luncheon and Lap Skills Competition)
  - 1430 - 1500 (Networking Break)
- Sunday, June 30, 2019 0800 - 1540
  - 1025 - 1055 (Networking Break)
  - 1250 - 1540 (Luncheon and Lap Skills Competition)
  - 1510 - 1540 (Networking Break)

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 CUA Exhibit Office if additional time is required.

**DISMANTLE & MOVE-OUT:**
- Sunday, June 30, 2019 1540 - 2200

The cartons, followed by the crates will begin to be returned at 1540.

All equipment must be packed, labeled for shipping, and be ready for pick-up by carriers. Once shipment is ready, carriers in queue will be called to the loading dock.

GES provides Outbound Transportation Services. You can find the Shipping Order Form on the GES Expresso On-line Order Forms.

A representative will also be onsite during move-out to assist exhibitors who didn't organize their shipment prior to the conference.

Should an exhibitor fail to remove his exhibit material from the exhibit hall or the loading dock area, the CUA Exhibit Office reserves the right to remove such exhibit material through GES as forced freight at the exhibitor's expense.
EXHIBITORS MOVE-OUT INSTRUCTIONS

Exhibitors who handle their exhibit material by themselves during the teardown and use their own vehicle must:

1. Wait until the Québec City Convention Centre staff move their empty containers back to their booth only after the decorator has removed the carpeting from the aisles.
2. Pack their exhibit material.
3. Move all exhibit material (and not only a part of it) to the loading dock with a 4-wheel dolly or ask a QCCC handler's or forklift truck operator's assistance.
4. Advise the dockmaster, who will provide them a ticket confirming that their complete exhibit material is ready for loading.
5. Leave their exhibit material on the loading dock before getting their vehicle.
6. Line up at the entrance of the loading dock and show their ticket to the traffic attendant, who will direct them to a door inside the loading dock as soon as a door becomes available.
7. Park their vehicle and promptly load their exhibit material.

EXHIBIT MATERIAL RETURN SHIPPING

Return shipping is not an automatic process. Exhibitors have much to gain by planning it in advance.

Exhibitors who do not use the official carrier of the event for their return shipping, and use their own carrier must:

1. Contact their carrier in advance and ask for a same-day pickup before the end of the move-out period.
2. Attach a copy of their e-waybill on all items or fill in a 3-copy waybill – including their account number - and leave it on their shipment. Please note: the Québec City Convention Centre does not offer waybills from any carrier; see the official carrier/customs broker of the event if needed.
3. Identify all items (ex. : 1 of 2, 2 of 2) and mention their shipping address, cellular number and booth number.
4. Notify the dockmaster that the shipment is ready for pickup by their specified carrier and provide the dockmaster with the duly completed waybill.

Important:
- The QCCC staff is not authorized to call any carrier on behalf of exhibitors.
- For any foreign shipping, a 3-copy commercial invoice must be supplied by exhibitors and attached to the waybill. Should it not be attached to the shipment, the carrier will not pick it up.

FLOOR PLAN

The floor plan, which shows the actual booth locations, can be found in Section 5 of this document. The CUA Exhibit Office, for the overall benefit of the exhibition, may modify general layout and booth allocations.

FLORAL

GES is the official decorator and will provide this service. You can find the GES Plant Order Form on the GES Expresso On-line Order Forms.
HOTEL ACCOMMODATION  
Cut-off date: May 27, 2019

The Hilton Québec
Location of some of the affiliated meetings
1100 Rene Levesque East
Québec City, QC
G1R 4P3
Canada
1-800-447-2411 or (418) 647-6500
Connected to the QCCC

For online reservations at the Hilton Québec, [click here](#).

Overflow Hotel

The Fairmont Château Frontenac  
Cut-off date: May 26, 2019

1 rue des Carrières
Québec City, QC
Canada
G1R 4P5
1-800-441-1414
1.1 km from the QCCC / 15-minute walk.

For online reservations at Fairmont Château Frontenac, [click here](#).

* The hotel was already sold-out as of February 26

INSURANCE  
Deadline: June 1, 2019

The exhibitor should get proper liability insurance, being solely responsible for any physical loss or damage to, or any personal injury or other liability arising from exhibit material. All exhibitor property is in the care, custody and control of the exhibitor at all times. The period of liability of the exhibitor shall be deemed to run from the time the exhibitor or any of its staff first enters the exhibitor grounds, and to continue until all his exhibits and property have been removed.

The CUA Organizing Committee, Congress Secretariat and Exhibit Office, The QCCC or its agents assume no responsibility for bodily loss of, or damage to products, booths, and equipment of decorations, due to fire, water accident, theft or any other cause while they are on the premises or in any of its outbuildings.

Exhibitors must insure themselves against property loss/damage and liability for injury. Therefore, the exhibitor will provide CUA by June 1, 2019, with satisfactory proof of liability insurance in the limit of $2,000,000 each and every occurrence with an insurance company acceptable to CUA and naming CUA and The QCCC as additional insured.

INTERNET
Wireless Internet access will be available at a no charge. To order wired internet please use the [Freeman On-line Order Forms](#).

LIABILITY

Neither the Canadian Urological Association, the Conference Organizer, The QCCC, any suppliers, their employees or representatives, nor any member of the CUA 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
You have three accesses for the QCCC:
- René-Lévesque Street (no delivery or pickup allowed)
- Access through the Hilton Hotel (indoor)
- Access through the Hilton Hotel (outdoor)

SECURITY & STAFFING
General security will be provided from beginning of move-in to the end of move-out. Although the CUA Exhibit Office provides general security, the Office, the Congress Organizer and The QCCC 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. If your displays are very valuable or sensitive and you wish to hire security personnel to attend to your stand exclusively during off show hours, please contact the QCCC for information. Please note that you may use personnel from any other security agency.

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.
- Exhibit move-in or move-out of the hall is not permitted during the exhibition opening hours.
- 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 CUA Exhibitor 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. Alcohol giveaways are prohibited.
- Never leave laptop computers or any valuable items in your booth unattended.
- 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.

***IMPORTANT NOTE*** Due to the Health Canada Food and Drug Act and the derived Food and Drug Regulations, access to the Exhibit Hall will be strictly reserved to the Health Care Professional duly registered as is at the CUA 2019. The Foyer of the Exhibit Hall will be accessible to all categories of registration.

SHIPPING OF MATERIAL

**IMPORTANT NOTE FOR EXHIBITORS***
As there is limited on-site storage, CUA 2019 DOES NOT RECOMMEND SHIPPING DIRECTLY TO the QCCC. Please note that all direct shipment to the QCCC will be invoiced directly to the exhibitor. CUA 2019 will not be responsible for these charges.

- **We strongly recommend** that you use the Advance Warehouse Storage option of GES, the material handling (drayage) contractor, to avoid long waits at the loading dock, due to the QCCC limited loading dock facilities.
- Advance Warehouse Storage will be available from June 3 to June 23, 2019.
- You can find shipping information and labels are on [GES Expresso On-line Order Forms](#).
ADDRESS OF GES FOR ADVANCE WAREHOUSING:

74th Annual Meeting of the Canadian Urological Association
Booth number: ______
Business name: __________
GES c/o TRANSKID
1800, rue Leon-Harmel,
Québec, QC G1N 4R9

N.B. Please ensure to pre-arrange outbound shipping prior to the close of the exhibit.

If you decide to ship directly OR to bring your own material, please note that:

CLOSED DOCK POLICY:

NOTE THAT MATERIAL HANDLING SERVICES WILL BE EXCLUSIVELY MANAGED BY GES CANADA. PLEASE NOTIFY YOUR OFFICIAL CARRIER AND EXHIBIT HOUSE. // Tear down: Any shipments that are not picked up by 20h00 will be “forced” by GES and you will be bill accordingly.

All conference materials are to be shipped to the care of GES.

74th Annual Meeting of the Canadian Urological Association c/o GES
Booth number: ______
Business name: __________
Québec City Convention Centre
Loading dock level 1
875, rue St-Joachim
Québec, QC, G1R 5V4

Shipment must be clearly labeled as such:
- Conference/function name
- Function room
- Date of event
- Client's contact name.

For further information, contact GES prior to shipping.

Charges will be applicable for receipt and storage of any materials. CUA 2019 will not be responsible for any charges.

Trailers should not exceed 13 ft. in height and 48 ft. in length

Access for heavy or oversized items:
- A large door facing Jean-Jacques-Bertrand street is located at the far western end of the alleyway on Level 4. Door dimensions are 22ft wide by 15ft high.
- Please notify the QCCC if you anticipate using this door since technical restrictions apply.

Nathalie Loiselle
Exhibition Supervisor
Telephone: (418) 649-7711, ext. 4384
nloiselle@convention.qc.ca

Material shipped directly to the Québec City Convention Centre through a carrier will be taken in charge by GES at applicable rate to be paid onsite.

IMPORTANT: The exhibitor carrying his material himself to the Centre may handcarry it from the dock to his booth and back. Four-wheel dollies are available at the loading dock through GES at the exhibitor’s expense.

For security reasons, exhibitors are not allowed to store their own material. Neither an empty box nor an empty crate will be allowed inside or at the back of a stand.

Continued on page 16
Parking is prohibited. Only vehicles unloading and loading equipment are allowed. Violating these regulations will be towed away at owner’s expense.

**IMPORTANT:** Exhibitors who use courier companies such as FedEx, UPS, DHL, or others must ensure that the costs of customs, taxes and so forth are paid in advance. All goods sent COD will not be accepted by the Centre.

In some cases, the courier companies do not declare that the costs are paid by the consignor at delivery. Consequently, the Québec City Convention Centre receives a bill sometimes 30-90 days after the event. In these situations, the exhibitor will be re-invoiced with administrative fees.

**IMPORTANT INFORMATION:** After the teardown of the exhibition, any material not recovered by the exhibitor’s carrier will automatically be recovered by the official carrier of the event, GES, and all charges will be billed to the exhibitor.

**TO CONTACT GES FOR MORE INFORMATION ON DIRECT SHIPPING:**

Louise-Myriam Dallaire  
Sales assistant – Québec  
GES  
Principal: (418) 877-2727, ext. 222 / Mobile: (418) 808-2515  
2700, rue Jean-Perrin, bureau 450  
Québec (Québec) G2C 1S9  
dlallaire@ges.com

---

**SIGNAGE**

GES has a complete in-house signage department. For more information or to order signage, complete the [GES Signage Order Forms](#) that you will find on the [GES Expresso On-line Order Forms](#). On-site orders will not be available.

---

**SIGN INSTALLATION**

No materials of any kind may be affixed to any walls whether painted, wooden, brick, vinyl, or cement by any method whatsoever unless approved by CUA 2019. Touch-up of exhibits, etc., must be done in such manner as not to deface or damage the property. Proper precautions must be taken; otherwise repairs and cleaning will be carried out at the expense of the exhibitor.

---

**SMOKING**

CUA 2019 is a smoke-free event.

---

**SOCIAL EVENTS**

Each registered exhibitor representative is invited to attend the Welcome Reception on Saturday, June 29, in the Foyer 2000 at the QCCC.

**Welcome Reception – Saturday, June 29 – 1740-1840**

**Please note that the Exhibit Hall will not be open during the Welcome Reception, but each registered exhibitor representative is invited to attend the event.**  

Exhibitors may purchase tickets for the other social events. For additional information, please contact the Conference Secretariat at [carole@iseventsolutions.com](mailto:carole@iseventsolutions.com).

---

**VENUE**

Québec City Convention Centre  
Main Entrance:  
900, boul. René-Lévesque Est, 2nd floor  
Québec, QC G1R 2B5  
Canada
SECTION 4 - EXHIBIT POLICIES, RULES AND REGULATIONS

Part of Contract.................................................................................................................................................................................. 18
 Admission to the CUA Exhibit ............................................................................................................................................................... 18
 Allocation of Space .................................................................................................................................................................................. 18
 Booth Assignment.................................................................................................................................................................................. 18
 Cancellation by the Exhibitor................................................................................................................................................................. 18
 Care of Rented Space ........................................................................................................................................................................... 19
 Compress Gases .................................................................................................................................................................................. 19
 Conditions of Participation ................................................................................................................................................................. 19
 Dangerous Materials ............................................................................................................................................................................. 19
 Entertainment or Social Functions ......................................................................................................................................................... 19
 Fireproofing .......................................................................................................................................................................................... 19
 Floors – Weight Bearing Capacity ....................................................................................................................................................... 20
 Inspection of Leased Premises ............................................................................................................................................................. 20
 Keeping Exits Clear .............................................................................................................................................................................. 20
 Photography / Videotaping of Exhibits ................................................................................................................................................ 20
 Prohibition of Stickers .......................................................................................................................................................................... 20
 Restrictions .......................................................................................................................................................................................... 20-21
 Soliciting and Promotional Activities ................................................................................................................................................ 22
 Sound Transmission .............................................................................................................................................................................. 22
 Subletting .......................................................................................................................................................................................... 22
PART OF CONTRACT

The policies stated herein and in the Exhibitors/Sponsors Prospectus constitute a bona fide part of the contract for exhibit space. The Canadian Urological Association reserves the right to render all interpretations and decisions, should any questions arise, and to establish further regulations as may be deemed necessary to the general success and well-being of the exposition. All matters and questions not covered in these policies are subject to the final judgment and decision of the Association.

ADMISSION TO THE CUA EXHIBIT

***IMPORTANT NOTE*** Due to the Health Canada Food and Drug Act and the derived Food and Drug Regulations, access to the Exhibit Hall will be strictly reserved to the Health Care Professional duly registered as is at the CUA 2019. The Foyer of the Exhibit Hall will be accessible to all categories of registration.

The CUA Exhibit Office reserves the right to refuse admission to the exhibit to any visitor, exhibitor or employee of an exhibitor who, in their opinion, is undesirable or likely to disrupt the smooth functioning of the event.

ALLOCATION OF SPACE

The CUA Exhibit Office reserves the right to allocate space to the exhibitor according to the total exhibit design and overall space constraints.

BOOTH ASSIGNMENT

CUA Patrons will have first choice of booth selection followed by Platinum, Gold and Silver Sponsors, in that order of preference. All other booths will be allocated on a first come, first served basis, upon receipt of full payment. Upon receipt, applications will be date stamped and space assigned on a first come, first served basis. Exhibitor’s booth preference will be adhered to as closely as possible. Consideration will be given to the date the application was received, the nature of the exhibit and the size of the booth requested. Upon receipt of full payment, a floor plan will be distributed for selection based on the assignment schedule as outlined above. The CUA reserves the right to make changes to the floorplan if deemed necessary.

CANCELLATION BY THE EXHIBITOR

It is agreed by the Exhibitor that any request for cancellation must be received by March 3, 2019 to receive a 75% refund. Twenty-five percent (25%) will be retained for administrative purposes. No refund will be provided for cancellations received after this date.

Transfer of booth fees to the sponsorship program would result in no cancellation fee.

Exhibitors MAY NOT ASSIGN, SUBLET THE WHOLE OR ANY PART OF THE SPACE ALLOTTED, nor exhibit therein any other goods than those manufactured or sold in the regular course of business by the Exhibitor.

A written notice of cancellation on company letterhead must be sent to:

Nadia Pace  
CUA Industry Liaison  
CUA 74th Annual Meeting  
185 Dorval, Suite 401  
Dorval, QC, H9S 5J9, Canada  
nadia.pace@cua.org
CARE OF RENTED SPACE
Exhibitors must make sure that the space rented for their booth remains in good condition. They must not use, or allow the use of nails, screws, hooks or other similar fixtures for attaching any items. It is forbidden to paint the floor or to put anything on it without adequate protection that has been approved by the CUA Exhibit Office. Exhibitors may not put signs on the walls of The QCCC without written permission from the Office.

COMPRESS GASES
Use of compressed gases is restricted to Helium and Carbon Dioxide only.

Special handling recommendations:
To be used only in well ventilated areas. Valve protection caps must remain in place unless cylinder is secured with outlet piped to point of use. Cylinders should not be dragged, slid or rolled. Only a suitable hand truck is to be used for transport. Use a pressure reducing regulator when connecting cylinders to lower pressure piping or systems. Do not heat cylinder to increase the discharge rate from the cylinder. Use a check valve or trap in the discharge line to prevent hazardous back flow into the cylinder.

Special storage recommendations:
Compressed gas cylinders should be stored in a safe location away from high traffic and emergency exits. The area should be well ventilated and cool. The temperature in the storage area cannot exceed 54°C (130°F). Cylinders must be stored in upright position and firmly secured to prevent falling or being knocked over. Exhibitors or the supplier of the compressed gas must supply suitable chains and locks to secure cylinders.

CONDITIONS OF PARTICIPATION
The exhibitor agrees to comply with and accept terms and conditions on the contract for space location and the “Exhibitor Guide & Service Manual” issued by the CUA Exhibit Office and such other rules and regulations or operating procedures as the Office may reasonably require for orderly construction, conduct and dismantling of the exhibition from move-in through move-out.

DANGEROUS MATERIALS
No naked lights and lamps or temporary gas or electrical fittings may be used in the exhibition halls without prior permission from the CUA Exhibit Office. No explosives, petrol, dangerous gases or highly inflammable substances are allowed in the hall. No radioactive materials are to be used.

ENTERTAINMENT OR SOCIAL FUNCTIONS
No entertainment or social functions may be scheduled to conflict with the official CUA program or exhibit hours.

FIREPROOFING
The Québec City Fire Department regulations require that all objects or materials used for decoration are non-flammable. All decorations and displays must be non-flammable or flame proofed by approved methods. All fabric, cellulose and cardboard display materials must be flame proofed and are subject to inspection by the Fire Department. No flammable fluids or similar substances may be used or displayed in booths. No hazardous display of any nature will be permitted in the venue.
FLOORS - WEIGHT BEARING CAPACITY
Exhibitors may not place objects weighing more than 100 pounds per square foot on the floor of the Exhibit Hall. Any damage caused by excess weight or by the setting up, installation, use, exhibition or removal of any object exceeding these weights will be repaired at the exhibitor's expense.

INSPECTION OF LEASED PREMISES
The CUA Exhibit Office will inspect the leased areas with a representative of the QCCC. Both parties will note existing damage to walls and floors, as any additional damage to the premises will be charged to the exhibitor for repairs.

KEEPING EXITS CLEAR
Display material may not block:
- Emergency Exits
- Fire-hose Cabinets
- Fire Alarms
- Fire Alarm Rooms
- Electrical Rooms
- Signs
- Cleaning Stations

PHOTOGRAPHY / VIDEOTAPING OF EXHIBIT
Photography of exhibits and displayed equipment (other than your own) is strictly prohibited. Please note that exhibitors have the right to request that photographs may not be taken without permission.

PROHIBITION OF STICKERS
Stickers of any kind are prohibited at The QCCC because of the removal and cleaning problems they create. Anyone who ignores this regulation will be billed for the cost of cleaning and repairs.

RESTRICTIONS
Management reserves the right to restrict exhibits which, because of the nature of the activity taking place at the booth, noise level or for any other reason, become objectionable, and also to close, without indemnity, the exhibit of any Exhibitor who refuses, after notification, to comply with the stated rules and regulations.

A company representative should be present in the booth at all times. It is forbidden to leave the booth unattended. The rights and privileges of any Exhibitor shall not be infringed upon by any other Exhibitor.

The aisles must be kept clear of exhibits. All interviews, demonstrations, distribution of literature, etc., must be made inside the Exhibitor's booth during scheduled show times.

Unethical conduct or infraction of rules by the Exhibitor or his/her representatives will subject the Exhibitor and/or his/her representatives to immediate dismissal from the Exhibit Hall. In such an event, it is agreed that no refund shall be made by the Canadian Urological Association or by the QCCC and, further, that no demand for redress will be made by the Exhibitor or his representatives.

The following restrictions are applicable to exhibitors and helpers used during move-in and move-out of the exhibition.
Adhesive Tape
The only adhesives allowed at the Centre are listed below, and may be purchased on site:
- Walls: 3M wall mounting tabs, no. 7220
- Floors: Echo Tape CL-W6300 or VI-N6120 or equivalent / Double Face Echo Tape DC-W188F
- Brick walls: 3M wall mounting tabs, no. 7220

Alcohol drinking during Setup and Teardown
To minimize the risks of accidents, and unless otherwise agreed with the Convention Centre, the Centre's caterer will not sell alcohol during the setup and teardown activities.

Animals
With the exception of Seeing Eye dogs, no animals, birds or pets of any description are permitted without prior written approval of the CUA Exhibit Office.

Balloons and Confettis
The use of helium balloons must be preauthorized by your Event Coordinator. Charges apply for taking balloons down from the ceiling after your event. The use of confettis and sequins is prohibited.

Children
For safety reasons, the presence of children at the loading dock is not advised during set-up and dismantling.

Common Areas
Exhibitors must keep hallways, elevators, escalators, entrances, halls, lobbies, plasma screens, stairways, video monitors and building emergency exits free from obstruction at all times.

Cooking Appliances

Fire
Exhibitors must comply with the fire prevention rules. Please refer to “Security Measures and fire prevention” for full details. Also, please note that the Convention Centre is a nonsmoking establishment.

Food Services
Capital HRS Inc. has an exclusive agreement to sell and distribute food and beverages inside the Centre. No food or beverages may be sold or distributed without the written permission of Convention Centre management or Capital HRS Inc.

Escalators
Are not to be used for transporting freight or equipment from level to level.

General
Absolutely no drinking of alcoholic beverages, possession or usage of prohibited substances; no horseplay or other activities that can create accidents.

Motorized Vehicles

No smoking policy
The Québec City Convention Centre provides a totally smoke-free environment to its clientele. Since May 31st 2006, according to provisions of the Law on the tobacco, smoking is strictly forbidden inside the Centre and also in the loading docks.
Noise Limits
Equipment or devices producing noise or odors that disturb exhibitors or visitors will not be tolerated. Noise levels must not exceed 70 decibels at a distance of four feet from the sound source. The Convention Centre has sole authority in this matter.

Security
The Centre offers general site security on a 24-hour basis. However, the Centre is not responsible for goods and property belonging to the exhibitors in rented spaces. Any additional security is a chargeable expense. Please contact the QCCC to make your request.

Stickers
Stickers of any kind are strictly prohibited at the Convention Centre.

SOLICITING AND PROMOTIONAL ACTIVITIES
Not only commercial soliciting, but also distribution of samples, souvenirs and promotional items are prohibited except inside an exhibitor’s own booth. These activities are forbidden in the aisles, restaurants or entrance hall as well as in the QCCC.

The names and logo types of the Canadian Urological Association and the 2019 Annual Meeting and Exhibit are proprietary trademarks for the exclusive use of the Association and may not be printed, used or displayed for any purpose without the express written permission of the Association. Such permission will not be granted for purely promotional purposes, or in any way that would imply endorsement of a particular company, product, service or activity.

SOUND TRANSMISSION
The prescribed standard is as follows: sound level may not exceed 70 decibels, 4 feet (1.22 meters) away from the source. Any machine, musical group, information broadcaster or any other source may not exceed this limit. The CUA Exhibit Office will be the sole judge in this matter.

SUBLETTING
It is strictly forbidden for an exhibitor to sublet the whole or any part of his booth space without prior written permission of the CUA Exhibit Office.
SECTION 5 – ORDER FORMS & EXHIBIT FLOOR PLAN

FORMS 1 / GES ORDER FORMS AND CUSTOM FORMS
Click here to access the GES Expresso On-line Order forms, including

- Advance Material Handling
- Show site Material Handling
- Labour / Installation and Dismantling
- Furnishing, Accessories, Special Modules, Carpeting, etc.
- Graphics and Design
- Hardwall Booth location
- Customs and Transportation

FORMS 2 / AUDIO-VISUAL, WIRED INTERNET AND COMPUTERS
To download the Freeman Order form:
Click here to download the Freeman order forms for Audio-visual, Wired Internet and Computer Rentals.

FORMS 3 / OTHER SERVICES
Click here to download the Québec City Convention Centre order forms for Electrical Requirements, Hanging and Rigging, Booth Cleaning

- Advance Material Handling
- Show site Material Handling

FORMS 4 / FLOOR PLAN
Click here to download the Preliminary Exhibit Floor Plan

Please note:

- Booths are selected on a first–come first served basis by sponsorship level and date of reservation and payment.

- The CUA reserves the right to make changes to the floorplan – even in the event that you have selected your booth.

***EXHIBITOR INFORMATION***

Please note that the text must be submitted through the online Exhibitor Portal and will be available only to the contact that CUA has for each confirmed exhibitor. An access code will be sent to the contact person in February/March allowing him/her to have access to the online Exhibitor Reply Form.