

EXHIBITOR'S GUIDE 2023

ACCES TO SHERATON LAVAL

The main entrance to the Sheraton Laval is located at 2440 Autoroute des Laurentides, Laval, Qc, H7T 1X5.

DELIVERY OF EQUIPMENT & MERCHANDISE ARRIVAL

Due to limited storage space, we ask that you do not ship anything before the scheduled installation day.

Please address your shipment as follows:

HÔTEL SHERATON LAVAL
RECEIVING- CONVENTION & BANQUET SERVICES
2440 aut. Des Laurentides
Laval, Québec,
H7T 1X5

Name of event :

Date of arrival:

Catering service manager name:

Name of your company

Kiosk number

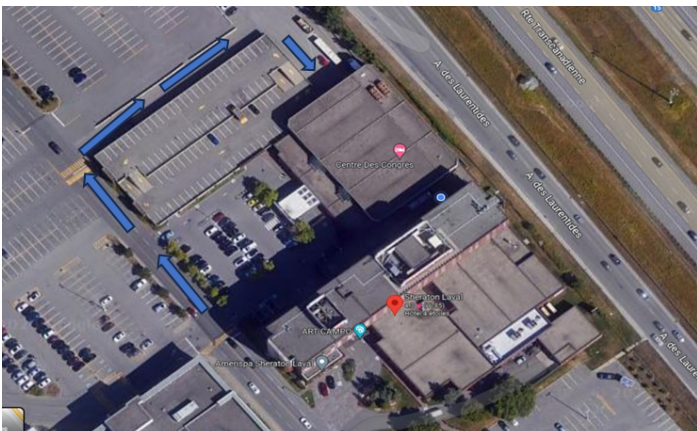
Name of the person in charge

No merchandise will be accepted prior to the scheduled set-up date. Merchandise will only be accepted at the receiving dock (banquet landing) located at the rear of the multi-level parking lot on the north side of the hotel. Any merchandise not properly identified will be refused by the hotel. The hotel is not responsible for transfer fees, customs, insurance or any other fees that may be incurred by packages and/or merchandise. Delivery hours are from 6am to 6pm.

UPON YOUR ARRIVAL ON SITE:

You must provide your own carts to transport your merchandise from the loading dock to your booth. The hotel staff is not responsible for transporting any materials. If you require additional assistance, please contact the show organizer. The Hotel can provide, upon request, labor to assist in the transportation of your merchandise. Charges will apply.

The user is responsible for protecting our carpets at all times during the loading and unloading of your merchandise (setup and tear down). The hotel reserves the right to charge for any damages to hotel property. All material must enter from the loading dock located on the side of the hotel at the back of our parking lot, no material can be entered through the main doors of the convention center.



The truck loading dock has a dimension of 8 feet wide and 9 feet high.

The loading dock at ground level has a dimension of 12 ft wide and 14 ft high.

SIGNS AND DISPLAYS

No signs, banners or advertisements will be displayed anywhere in the hotel or outside the hotel without prior approval from the Convention/Banquet Department. The hotel will provide easels for this purpose.

AUDIOVISUAL

The Hotel has an agreement for full service, on-site with audio-visual company LSM. Hotel recognizes that Group may instead elect to use a third party supplier of audio-visual services. Group agrees to inform Hotel of any decision to bring in a Third-Party Supplier a minimum of thirty (30) days prior to your event to ensure that such Third-Party Supplier has full copies of Hotel's AudioVisual Service Standards, Hotel Regulations and Costs associated with both, prior to the planning process.

Please note that LSM retains exclusive rights for use of the hydraulic lift and will therefore accompany your audio-visual supplier for all rigging purposes. Audiovisual Service Standards and Hold Harmless Agreement must be signed by Third-Party Supplier a minimum of fifteen (15) days prior to Group's event.

For any other inquiry, please contact at 581-992-8648 Or by email audiovisuelsl@ambiolsm.com

ELECTRICAL

Electrical requirements are available exclusively with St-Martin Electrique. Please contact them directly to discuss your needs and note that all fees related to this service will be billed to you directly.

Contact email: congres@stmartinelectrique.ca

INTERNET

The Sheraton Laval offers a high speed Internet service tailored to your needs. The cost is assumed by the show organizer or the exhibitor.

Packages are available upon request.

KIOSK SET UP AND CLEANING

A fee applies for this service. Please request this service from the show organizer. Your needs must be specified in advance

Your booth includes:

- 1 table and 2 chairs
 - Note that no tablecloth is provided in the kiosk. A rental of \$15/tablecloth is possible with the person in charge of the exhibit (black or white)
- 1 trash can
- Carpet
 - Our floor is covered with carpet, so it is not mandatory to rent it from the exhibition company.



TEAR DOWN/STORAGE

The merchandise must be removed immediately at the end of the exhibition/convention. Any deviation from this rule must be specially requested and agreed upon with us at the Sheraton Laval. Boxes and/or other unidentified items left in the space will be considered as garbage. No storage, unless authorized by special agreement with the Sheraton Laval, will be tolerated after the dismantling date. Failure to comply with this measure will result in a fee of \$1000.00/day. Sheraton Laval is not responsible for the loss or theft of any materials.

FIRE PREVENTION

The Laval city Fire Department requires that all objects, materials and fabrics used in the booths (including tents and canopies) be made of fireproof materials with supporting certification.

All emergency exits must be kept clear. The hotel reserves the right to request the removal of a booth that obstructs access to an exit. The plan of the booths must be approved by the hotel and will be provided by the event organizer.

SECURITY

The Sheraton Laval is not responsible for any loss, damages, injury or theft. Sheraton Laval can reserve the right for the need of a security guard at any booth, at the expense of the exhibitor or the show organizer.

FOOD AND BEVERAGE

In accordance with the law of the Régie des Alcools des Courses et des Jeux du Québec, no alcohol other than that sold by the Hotel may be permitted in the showrooms (as well as in the booths) or public areas. The Sheraton Laval has an exclusive license.

All outside food and beverages are prohibited in the exhibition rooms or public areas of the hotel. Our Comptoir Gourmand La Spesa is open 24h/24h to satisfy all your cravings.

POST-EVENT BOX DELIVERY PROCEDURE

1- Please store the material to be sent in boxes clearly identified with the name of the resource person, the name of the company or organization and the name of the event.

2- In the upper part of the boxes, please fill in and paste the collection slip from the delivery company, please clearly indicate the method of payment for the delivery.

3- Indicate to the Maître d'hôtel on duty the number of boxes to be sent per delivery, the scheduled pick-up date and if there are any special arrangements you have made with the delivery company.

4- Out of courtesy to our other customers and for the efficiency of the service, we thank you in advance that the collection of the material is done within a period of at the latest 3 days after your event.

*** Please note that any unpackaged and properly identified material, document and/or box will be placed in the trash. Also, please note that the hotel takes no responsibility for lost, missing or damaged products or packages. ***

