

Exhibitor guide

EQUIPMENT SHIPPING AND GOODS ARRIVAL

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

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

Please address your shipments as follows:

Sheraton Laval Hotel

Goods Receiving – Conference and Banquet Services

2440 Autoroute des Laurentides

Laval, Quebec

H7T 1X5

Event name:

Arrival date:

Name of your contact in Conference and Banquet Services:

Company name:

Booth number:

Name of the person in charge:

No goods will be accepted before the scheduled setup date. Deliveries must be made exclusively through the receiving dock (banquet loading bay) located at the back of the parking garage on the north side of the hotel. Any improperly labeled goods will be refused by the hotel. The hotel is not responsible for transfer fees, customs duties, insurance, or any other charges related to packages and/or goods. Delivery hours are from 6:00 AM to 6:00 PM.



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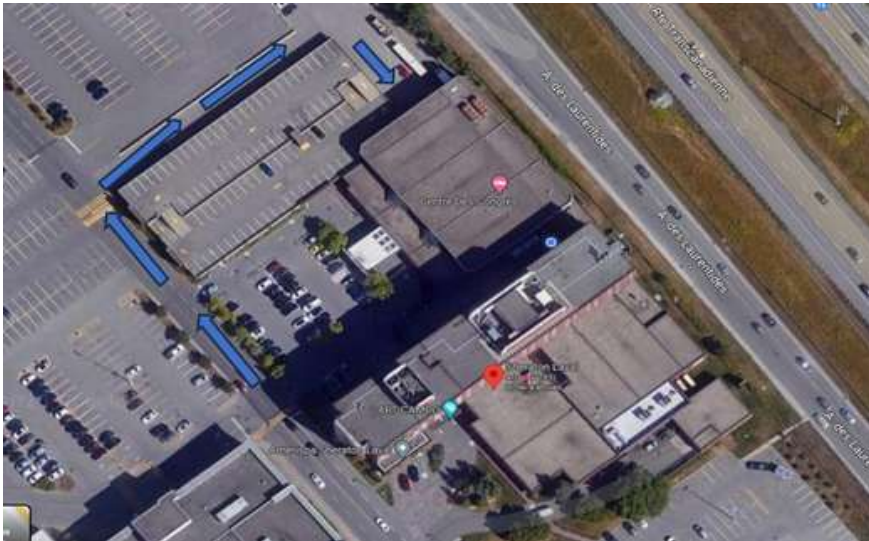
UPON YOUR ARRIVAL ON SITE

You must provide your own carts to transport your goods from the unloading dock to your booth. Hotel staff are not responsible for transporting your materials. For any additional assistance, please contact the event organizer. Upon request, the hotel can provide labor to assist with moving your goods. Labor fees will apply.

You are responsible for protecting the carpets at the entry and exit points during the delivery of goods. The hotel reserves the right to charge for any damage caused to its property. All materials must be transported via the loading dock located at the back of the hotel's parking garage on the north side. No materials may be brought in through the main doors of the conference center.

UNLOADING DOCK

*The truck unloading dock measures 8 feet wide by 9 feet high.
The ground-level unloading dock measures 12 feet wide by 14 feet high.*



SIGNS AND DISPLAYS

No signs, banners, or advertisements may be displayed inside or outside the hotel without prior approval from the Conference/Banquet Services. The hotel will provide easels for this purpose.

AUDIOVISUAL

Please note that the hotel has an agreement for full on-site audiovisual production services with the company LSM. However, your group may choose to use a third-party audiovisual provider. If you opt for a third-party provider, you must inform the hotel at least 30 days before your event and ensure that this provider meets the hotel's audiovisual service standards and associated costs before the planning process begins. The standards (as well as the indemnity agreement) must be signed by the third-party provider and submitted to the hotel at least 15 days before the event starts.

Please also note that LSM holds exclusive rights to operate the hydraulic rigging system (fees: \$250 for setup and \$250 for teardown). For any ceiling-hung equipment, our partner will assist your audiovisual provider.

Contact directly at 581-992-8648 or by email at audiovisuelsl@ambiolsm.com.

ELECTRICITY

For any electrical requirements, exhibitors must contact St-Martin Électrique directly. All associated costs will be the responsibility of the exhibitor, unless otherwise specified by the organizer.

You can reach St-Martin Électrique by email at: congres@stmartinelectrique.ca.

INTERNET

Sheraton Laval offers high-speed Internet service tailored to your needs. Fees are the responsibility of the exhibition organizer or the exhibitor. Packages are available upon request.

BOOTH SETUP AND CLEANING

Fees apply for this service. Please make your request through the exhibition organizer. Your needs must be specified in advance.

Your booth includes:

- *1 table and 2 chairs*
- *Please note that no tablecloth is provided with the booth. White tablecloths are available for rent at \$15 each through the exhibition organizer.*
- *1 garbage bin*
- *Carpet*
- *The floor is carpeted, so there is no need to rent additional carpeting from the exhibition company.*

If one or more vehicles must enter the convention center, please follow these guidelines:

- *The vehicle must be clean and placed on protective pads.*
- *The vehicle must be pushed in, with the engine turned off.*
- *The gas tank must be at least half empty.*

TEARDOWN / STORAGE

Merchandise must be removed immediately after the closing of the exhibition or conference. Any exception requires a special agreement with Sheraton Laval. Boxes or items left unidentified in the aisles and/or after the event will be considered waste. No storage will be allowed after the teardown date unless previously agreed upon with Sheraton Laval. Failure to comply with this rule will result in a fee of \$1,000 per day. Sheraton Laval assumes no responsibility for loss or theft of materials.



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POST-EVENT BOX DELIVERY PROCEDURE

- *Please pack the materials to be shipped in boxes clearly labeled with the contact person's name, the company or organization name, and the event name.*
- *On the top of each box, please complete and attach the shipping company's pickup slip, indicating the payment method for the delivery.*
- *Inform the Banquets maître d'hôtel on duty of the number of boxes to be shipped, the scheduled pickup date, and any special arrangements with the delivery company.*
- *As a courtesy to our other clients and to ensure efficient service, we kindly ask that you arrange for the pickup of your materials within a maximum of 3 days following your event.*

** Please note that any material, document, and/or box that is not properly packed and clearly labeled will be disposed of as waste. Additionally, the hotel assumes no responsibility for lost, missing, or damaged items or packages.*

FIRE PREVENTION

The Laval Fire Department requires that all objects, materials, and fabrics used in the booth (including tents and canopies) be made from flame-retardant materials with certification to support this.

All emergency exits must be kept clear. The hotel reserves the right to request the relocation of any booth obstructing access to an exit. The booth layout must be approved by the hotel and provided by the event organizer.

SECURITY

Sheraton Laval disclaims all liability for loss, damage, injury, or theft. Upon request, the hotel can arrange security guard services for the booths, at the expense of the exhibitor or the event organizer.



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ALCOHOL AND FOOD

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 is permitted in the exhibition rooms or public areas, including booths. Sheraton Laval holds an exclusive license.

Furthermore, all food and beverages from outside sources are prohibited in the exhibition rooms and public areas of the hotel. Our gourmet counter, La Spesa, is open 24/7 to satisfy all your cravings.

LSM – AUDIOVISUAL

In the world of large-scale events, artistic productions, and all kinds of corporate gatherings, LSM's expertise is backed by some of the most sophisticated lighting, sound, and multimedia equipment in the industry. This advantage positions them among the leading providers and operators of stage and audiovisual equipment in Quebec.

Their team of specialists offers dynamic and innovative audiovisual solutions to bring your events to life and deliver a unique experience. You can rely on their expertise to realize your projects by providing technologies tailored to your needs. The LSM team will support you in developing your concept to highlight your ideas and create an event that meets your expectations.

Their services include:

- *Sound and lighting*
- *Ambiance design*
- *Video, LED screens, projection*
- *Stage dressing*
- *Project management*
- *Rigging, structures & suspension motors (exclusive)*

Contact them at:

581-992-8648

audiovisuelsl@ambiolsm.com

www.ambiolsm.com

