



MONTREAL  
INTERNATIONAL  
GAME  
SUMMIT

# EXHIBITOR MANUAL

**Montreal International Game Summit  
(MIGS)  
November 8<sup>th</sup> - 9<sup>th</sup> 2010**

Hilton Bonaventure Hotel Montreal

## **HOW TO USE THIS MANUAL**

The Exhibitor Manual is available in an electronic version with links for ordering of equipment and services. Links to all order forms are embedded throughout the document.

### **If you would prefer a hard copy of this manual**

This manual is environmentally friendly and simple to use. However, should you prefer a traditional hard copy manual to be sent to you, please contact Sylvain Barbeau at 514 848-7177, extension 231 or by email at [sbarbeau@alliancenumerique.com](mailto:sbarbeau@alliancenumerique.com).

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**CHECKLIST – IMPORTANT DEADLINES**

<b>Deadline</b>	<b>Service</b>	<b>Contact</b>	<b>Done</b>
	Submission of logo for printed program, website and welcome arches	<b>Alliance Numérique</b> Marie Claude Bernard MIGS <a href="mailto:mcbernard@alliancenumerique.com">mcbernard@alliancenumerique.com</a>	<input type="checkbox"/>
October 18 to November 1	Advance warehouse receiving with GES And show site material handling	<b>GES</b> <a href="#">Click here</a> to download the form. Or contact Christina Garanziotis, Phone: 514 861-9694, extension 10 e-mail: <a href="mailto:cgaranziotis@ges.com">cgaranziotis@ges.com</a>	If required: <input type="checkbox"/>
October 22	Electrical order (power outlet)	<b>Hilton Bonaventure Hotel Montréal</b> <a href="#">Click here</a> Submit to: Sarine Lebrun Manager, Convention Services and Banquets e-mail: <a href="mailto:Sarine.Lebrun@hilton.com">Sarine.Lebrun@hilton.com</a>	If required: <input type="checkbox"/>
November 1	Register staff for the conference	<b>MIGS</b> <a href="#">Click here.</a>	<input type="checkbox"/>
<b>*PLEASE NOTE AFTER DEADLINE, PRICES INCREASE DRAMATICALLY*</b>			
October 22	Advance pricing discounts from GES. Download: <a href="#">Plants, Signs, Labour, Furniture, Booths</a>	<b>GES</b> Christina Garanziotis Phone: 514 861-9694 x 17 e-mail: <a href="mailto:cgaranziotis@ges.com">cgaranziotis@ges.com</a>	If required: <input type="checkbox"/>
November 5	Advance pricing discounts for Audio visual equipment rental	<a href="#">Click here</a> to download the form	If required: <input type="checkbox"/>

## QUICK FACTS

### Show Hours

#### Sunday, November 7

19:00 – 24:00	<b>Exhibitor Move –in</b> Fontaine ABCDEF
19:00- 24:00	<b>Advance registration for exhibitors</b> Permanent Registration desk (Convention floor)
24:00	<b>Final show clean</b> – All displays must be completely set up by this time or space will be considered forfeited

#### Monday, November 8

8:00 – 10:00	Conference registration desk opens (Fontaine)
8:00 – 18:15	Exhibition opens
9:30	Welcome word and Keynote session
11:00 – 11:15	Coffee break with exhibitors
12:15 – 13:30	Lunch with exhibitors
15:45 – 16:00	Coffee break with exhibitors

#### Tuesday, November 9

9:00 – 10:00	Conference registration desk opens (Fontaine)
9:00 – 18:15	Exhibition opens *
11:00 – 11:15	Coffee break with exhibitors
12:15 – 13:30	Lunch with exhibitors
15:45 – 16:00	Coffee break with exhibitors
18:15	Exhibitor move-out

Confirmation of activities in the Expo Zone will be sent to you when the final agenda is confirmed

### Hotel Location

The Show takes place in the **Fontaine Ballroom** at the Hilton Bonaventure Hotel Montreal  
900, de La Gauchetiere Street West  
Montréal, Québec H5A 1E4  
Tel: 514 878-2332  
For location map [click here](#)

### **Move-in and set-Up**

Please share with your delivery agents!

Exhibitors may move-in and set up between 19:00 and 24:00 on Sunday, November 7<sup>th</sup>, 2010. **No set ups will be allowed after 21:00.** Booths must be set-up and ready when registration starts at 8:30 on Monday, November 8<sup>th</sup>. If exhibitors are not able to be set up by this deadline, show management must be consulted in advance to make alternate arrangements.

### **Dismantling and move-out**

The Trade Show closes at 18:30 on Tuesday, November 9<sup>th</sup>. Please wait to dismantle your exhibit until all visitors have vacated the Fontaine Ballroom. Move-out time is scheduled between 18:30 and 21:00. Should you require additional time is required to dismantle your display, please contact show management to arrange in advance.

Items included with your ***Space only rental***

- 10' x 10' exhibit space **defined by pipe and drape** –colour to be confirmed
- Electricity ( 15 amps )
- WiFi
- Carpet
- Lunch and coffee breaks for two days for 2 representatives per 10 X10 space
- General show security during closed hours

### **Drape colour**

The show drapes are black and all tables are skirted in yellow or white.

### **What is not included?**

- |  |                                |
|--|--------------------------------|
| ▪ Tables and chairs                      | ▪ Desk, counter, shelf rentals |
| ▪ Telephone or wired Internet connection | ▪ Drayage                      |
| ▪ Audio visual equipment rentals         | ▪ Flowers and plants           |
| ▪ Booth cleaning                         | ▪ In-booth security            |
| ▪ Booth décor                            | ▪ Shipping                     |
| ▪ Booth food and beverage service        | ▪ Storage                      |
| ▪ Customized booth design                |                                |

Items included with your ***Turnkey Booth***

- 10' x 10' exhibit space **defined by pipes and drapes** –colour to be confirmed
- 1 illuminated tower
- 2 stools
- 1 illuminated counter with your logo or company name printed on one side
- Electricity (15 amps)
- WiFi access
- Carpet
- Lunch and coffee breaks for two days for 2 representatives per 10 X10 space

- General show security during closed hours

### **Drape Colour**

The show drapes are black and all tablecloths are skirted in yellow.

### **What is not included?**

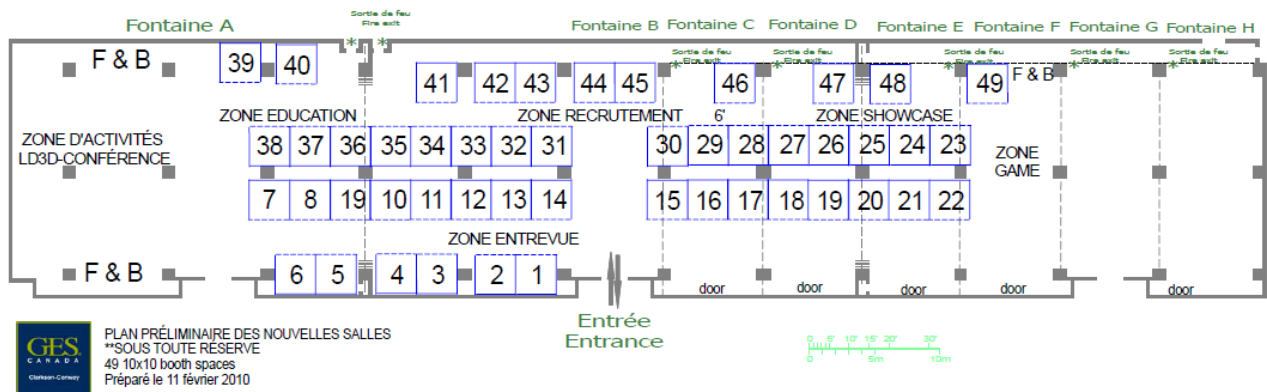
- Audio visual equipment rentals
- Booth cleaning
- Booth décor
- Booth food and beverage service
- Customized booth design
- Other furniture
- Drayage
- Flowers and plants
- In-booth security
- Shipping
- Storage

## Optional Events Open to Exhibitors

### Opening cocktail event

**Tickets for the opening event will be available for purchase online soon, we will keep you posted.**

## FLOOR PLAN



Electrical located in each column  
Column dimensions: 40"x40"  
Distance between columns: 22'

## IMPORTANT CONTACTS

For	Contact
<b>Show organizer</b> <ul style="list-style-type: none"> <li>◆ General questions related to your booth or move-in</li> <li>◆ Show rules &amp; regulations</li> </ul>	Sylvain Barbeau <b>Alliance Numérique</b> 1450, rue City Councillors, Bureau 800 Montreal , Quebec H3A 2E6 Phone: 514 848-7177, extension 231 Fax: 514 848 7133 Email: <a href="mailto:sbarbeau@alliancenumerique.ca">sbarbeau@alliancenumerique.ca</a>
<b>Venue</b> <ul style="list-style-type: none"> <li>◆ Clarification of facility rules</li> <li>◆ Food &amp; beverages</li> <li>◆ Housekeeping</li> </ul> <b>Communications</b> <ul style="list-style-type: none"> <li>◆ High speed Internet</li> <li>◆ Phone line</li> <li>◆ Electricity</li> </ul>	Sarine Lebrun Manager, Convention Services and Banquets <b>Hilton Bonaventure Hotel Montreal</b> 900, de La Gauchetiere Street West Montreal, Quebec H5A 1E4 Phone: 514-878-2332 ext 4597 Email: <a href="mailto:Sarine.Lebrun@hilton.com">Sarine.Lebrun@hilton.com</a> Or download order form at this <a href="#">link</a>
<b>Show Services</b> <ul style="list-style-type: none"> <li>◆ Furniture rental, plants</li> <li>◆ Exhibit rentals, accessories</li> <li>◆ Signs</li> <li>◆ Booth cleaning</li> <li>◆ Material handling</li> <li>◆ Advance warehouse</li> </ul>	Christina Garanziotis, Exhibitor Service Representative <b>GES</b> Phone: 514 861-9694, extension 10 Fax: 514 392-1577 Order forms can be downloaded at the following link: <a href="#">Plants, sign, labour, furniture, booths</a>
<b>Audio visual equipment</b> Monitors, televisions, data projectors, etc.	Contact Adam Ponak <a href="#">at PSAV</a> phone :514 871-8942
<b>Customs/Transportation</b> <ul style="list-style-type: none"> <li>◆ Customs Clearing</li> <li>◆ Shipping</li> </ul>	Diane Labbé, Operations Manager <b>Livingston Event Logistics</b> Phone: 514-987-2700, extension 26 Fax: 514 849-3446 Order form can be downloaded <a href="#">here</a> Download the Customs Recognition Letter at this <a href="#">link</a>

## GENERAL INFORMATION

### Accommodation

A block of rooms is reserved at the Hilton Bonaventure Montréal Hotel at the discount rate of \$175.00 per night (plus applicable taxes).

You can make a reservation online at the following [link](#) or call **514 878-2332** and inform the hotel that you are attending MIGS to obtain the discount rate. The deadline for booking rooms at the discount rate is November 1, 2010.

### Audio visual equipment

PSAV is the official audio visual contractor for the show. If you wish to arrange rental of audio visual equipment or computers, please contact or download the [order form](#) and fax it to 514 871-5998.

### Business Centre

There is a business centre located behind the front desk of the hotel. Services provided include photocopying and fax services and computer and Internet access. It is self-serve and credit card operated (fees apply).

### Car Parking

There is parking available at the hotel. Regular rates are \$19.00/24 hour for self park (no in/out privileges), or \$26.00/24 hour for valet (with in/out privileges). Maximum height is 6ft. There is additional parking off premises as well.

### Customs and Transportation

We are pleased to announce that Livingston Event Logistics has been appointed as the Official Transportation Provider and Customs Broker for the Conference. Livingston Event Logistics is committed to providing you with a seamless customs and logistics package.

Customs and logistics solutions include:

- All modes of transportation including land, air and sea
- Local cartage service, tailgate, driver assist
- Real time freight tracking and tracing
- Canada, U.S. and international Customs Clearances
- Temporary imports, on-site clearances, ATA carnets
- On-site representation and around the clock contact information

**PLEASE NOTE: UPS and Federal Express are not Canada Customs bonded carriers.** This means shipments sent via these couriers from outside Canada will require customs clearance and will need to be accompanied by the appropriate documentation. It is your responsibility to arrange for customs clearance and if you do not have a Custom Broker, we suggest that you appoint Livingston Event Logistics to clear these shipments on your behalf to ensure timely delivery.

Please ensure that all items are sent well ahead of the event with complete documentation. The organisers and The Hilton Bonaventure Montreal Hotel will not be responsible for the payment of any costs associated with customs, shipping, transport and storage.

### **Delivery of goods to the Advance Warehouse**

Please share with your delivery agents!

We strongly recommend that all goods be shipped to the Advance Warehouse (to arrive anytime between October 18<sup>th</sup> and November 1<sup>st</sup>). If your shipment is received at the Advance Warehouse within this time frame, it will be delivered to your booth space on Sunday November 7<sup>th</sup>, before the Exhibitor Move-in and Set-up hours. For more information about this service, please refer to the [GES Drayage/Freight Handling information](#).

### **Delivery of goods directly to the venue**

Please share with your delivery agents!

**The hotel will only accept shipments on Friday November 5<sup>th</sup>**. Deliveries arriving prior will be refused and returned to the sender. All packages should be clearly labeled. For your convenience, please use the Hilton Bonaventure Montreal Hotel [Shipping label](#) (see page 16).

If you require material handling (to have your material moved from the hotel's receiving area to your booth space), please refer to the [GES Drayage/Freight Handling information](#). If you do not use GES' Drayage service, it is your responsibility to retrieve your shipment from receiving and bring it to your booth space.

### **Freight Elevator Information**

Please share with your delivery agents!

All direct to venue shipments must be delivered to the hotels' receiving area, via the Place Bonaventure loading dock. For location map, [click here](#). **Note:** deliveries may not be left on the dock; they must be brought to the Hotel's receiving area on the 9<sup>th</sup> floor, using the elevator located on the dock level.

**Important:** If your shipment exceeds the following weight and/or dimensions, you must notify GES before October 22, 2010.

Maximum weight capacity of Hilton freight elevator: 7,000 lbs

Maximum size capacity of Hilton freight elevator: 10' long x 5' wide x 8' high

Only hand-carry items may be brought through the main entrance of the hotel.

### **Electrical Services**

Please note the price of the exhibit booth does include a 15 AMP 120 volt temporary electrical power provided by the Hilton Bonaventure Hotel. All extra needs should be ordered directly using [this form](#). Questions regarding these services should be directed to Sarine Lebrun, Manager, Convention Services and Banquets at 514 878-2332, extension 4597 or by email: [Sarine.Lebrun@hilton.com](mailto:Sarine.Lebrun@hilton.com)

### **Exhibitor Registration**

Exhibitors are allowed two exhibition only access passes per booth. **All exhibition personnel are required to register for the conference** and will require an exhibitor identification badge in order to enter the Exhibit Hall. To register personnel, please use [this form](#).

**Please note:** Additional full conference badges are available for purchase at a 20 % reduction rate. Tickets can also be purchased for the optional social events online.

Exhibitor identification badges will be available for pick-up at the Exhibitors Registration Desk on the conference level on November 7, 8 and 9.

### **Exhibitor Service Desk**

An Exhibitor Service Desk will be staffed by GES from 7pm to 10pm on Sunday, November 7, 2010 and Monday November 8, from 7am to 8 am. On-site orders will be processed at that time as long as items are available. **Save money by ordering before the discount deadline date.**

### **Final program and conference website**

All exhibitors will be recognized in the printed programme included in delegate bags and on the conference website.

The following functions will take place on the show floor:

Monday: Registration, morning and afternoon coffee breaks, lunch

Tuesday: Registration, morning and afternoon coffee breaks, lunch

Please consult the program for schedule.

All food & beverages are the exclusive responsibility of the Hilton Bonaventure Montreal Hotel. Allowances will be made for "give aways" such as candies or chocolates. Any other requirements must be received in advance for approval and written authorization.

### **Garbage removal**

During the move-in period on Sunday, November 7, please leave garbage in the aisles. These will be cleared at regular intervals.

### **Housekeeping**

The final pre-show booth and aisle cleanup will commence at 10pm on Sunday, November 7. **All display arrangements must be finalized by this time.** Should you require additional in-booth cleaning over and above the initial cleanup, please contact Show Management.

### **Move Out**

The show closes at 18:30 on Tuesday, November 9th. Please do not tear down any displays prior to the end of the show. We strongly suggest that you do not leave your booth unattended during move-out, especially if you have valuable items that can easily be removed. If any display is not taken down by 20:30, November 9, Show Management reserves the right to dismantle the display and charge the exhibitor accordingly.

### **Official Web Site**

For any information pertaining to the program please refer to the official web site at [www.migs.ca](http://www.migs.ca).

## **Rules & Regulations**

### **Advertisements and Promotion**

All aisles must be kept clear of materials at all times. Interviews, demonstrations, distribution of literature, etc., must be done inside the exhibitor's booth only. Distribution of noisy devices of all kinds is prohibited. (See the Sound Equipment section below.) Show Management reserves the right to ban objectionable premiums or novelties and to prevent the sale or distribution of any articles or products that they believe might endanger the health and safety of those attending the conference.

### **Alcohol Consumption**

The consumption of alcoholic beverages is restricted to the exhibition area during those times as designated by the Show Managers. For safety reasons, alcohol consumption is not permitted during set-up, move-in or move-out times.

### **Animals**

Animals, birds or pets of any description are not allowed on the premises.

### **Children**

Children under 16 years are not permitted in the exhibition hall during move-in or move-out.

### **Damage to property**

The exhibitor is liable for any property damage caused to building floors, walls or columns, standard booth equipment or other exhibitor's property. Exhibitors may not apply paint, lacquer, adhesives or other coating to building columns and floors or to standard booth equipment.

### **Elevators**

Passenger elevators and escalators are not to be used for transporting freight or equipment from level to level. This includes easels, chairs and tables, etc.

### **Electrical equipment & connections**

The Electrical Safety Code, Quebec Regulation requires that all electrical equipment be approved before it may lawfully be advertised, displayed, offered for sale or sold or otherwise disposed of or used in the Province of Quebec.

Exhibitors may not store materials on or around any electrical equipment or connections of any kind.

Equipment that trips or quits due to overload may not be restarted until the Hilton Bonaventure Hotel has found the source and corrected the problem. Electrical services are not included in booth rental costs.

### **Facility Regulations**

- ◆ Exhibits must not hinder or obstruct any fire equipment, emergency exits, elevators, stairs or doors.
- ◆ Exhibitors using vehicles to move in their exhibits through the hotel elevator or moving doors must leave their keys in the ignition at all times. Should the vehicle not be removed within the permitted time, hotel personnel will remove the vehicle at the exhibitor's risk and expense.
- ◆ Signs, banners and similar materials may not be nailed, stapled, hung or attached to ceilings, walls or painted surfaces except by special arrangements with the Hotel Catering office.
- ◆ Tape and adhesives are not permitted on the ballroom carpet.

- ◆ Combustion engines must conform to special requirements. Contact the Conference services staff, should combustion engines be used.
- ◆ **Use of the following materials, process or equipment is strictly prohibited:**
  - Acetate fabrics, corrugated paper box board, no-steam paper;
  - Paper backed foil unless glued securely to suitable backing;
  - Styrofoam and/or foamcore;
  - Fireworks (permit);
  - Blasting agents;
  - Explosives;
  - Flammable cryogenic gases;
  - Aerosol cans with flammable propellants;
  - Smoking in posted “No Smoking” area;
  - Fuelling of motor vehicles;
  - Liquefied petroleum or natural gas;
  - Wood matches with “all surface” strikes;
  - Hazardous refrigerants such as sulphur dioxide and ammonia;
  - Cellulose nitrate motion picture film;
  - Portable heating equipment;
  - Flammable liquids or dangerous chemicals;
  - Electrical equipment or installation not conforming to the Quebec Electrical Code or CSA (Canadian Standards Association).

#### **Fire regulations**

All exhibitors must comply with local fire regulations. Only fireproof materials may be used in displays and wiring must conform to CSA or UC specifications. Fire exits and aisles must be kept clear at all times. The exhibitor assumes full responsibility of ensuring that exhibits meet these standards.

#### **General height limits**

No exhibit shall exceed 8' in height without written permission from the Show Managers.

#### **Insurance**

Exhibitors should arrange their own commercial general liability insurance, including personal and bodily injury liability, in the amount of \$2 million. If you already have insurance coverage for these items, ask your insurer to extend the policy to cover you during your participation at the ***Montreal International Game Summit 2010***

The exhibitor assumes entire responsibility and liability for losses, damages, and claims arising out of injury or damage to exhibitor's displays, equipment and other property brought onto the premises of the Hilton Bonaventure Montreal Hotel, and shall indemnify and hold harmless the Hilton Bonaventure Montreal Hotel, Alliance Numérique, Montreal International Game Summit, GES, their agents, servants and employees from any and all such losses, damages and claims.

The exhibitor acknowledges that the Hilton Bonaventure Montreal Hotel does not maintain insurance covering exhibitor's property, and it is the sole responsibility of the exhibitor to obtain business interruption and property damage insurance covering such losses by the exhibitor. In addition, neither MIGS, GES nor Alliance Numérique will accept responsibility for loss or damage to your equipment, goods, gifts and/or personal effects. Do not leave valuable items unattended during the course of the exhibition.

**Late-comers/No-shows**

Any space not claimed and occupied by Sunday, November 7 at 10:00 pm may be resold or reassigned by Show Management without any obligation on the part of the MIGS for any refund whatsoever. Failure to occupy contracted space does not relieve the exhibitor of the obligation to pay the full rental of such space. Please advise Show Management if you have a last minute emergency or need to make special arrangements in advance.

**Limitation of liability**

The exhibitor agrees to make no claim for any reason whatsoever against MIGS, and/or Hilton Bonaventure Montreal Hotel and/or Alliance Numérique for loss, theft, damage or destruction of goods; nor for any injury to himself/herself or employees or attendees as a result of negligence on the part of the exhibitor while in the exposition quarters, nor for the damage of any nature including damage to his/her business by reason of failure to provide space for his/her exhibit; nor for any action of service suppliers of MIGS, and/or Hilton Bonaventure Montréal Hotel and/or Alliance Numérique; nor for the failure to hold the exposition as scheduled.

**Move-out**

Move-out time is scheduled between 18:30 and 20:30, if additional time is required to dismantle your display, please contact Show Management to arrange in advance. If any display is not taken down by 24:00 Tuesday, November 9th, Show Management reserves the right to dismantle and ship the display and charge the Exhibitor accordingly.

**Problems/Disputes**

All disputes, complaints, or objections must be referred to MIGS Director. The decision must be accepted as final.

**Sub-leasing and cancellations**

Exhibit spaces that have been assigned and confirmed are not transferable. The exhibitor company may not sublet its space, nor any part thereof, nor offer for sale the allocated space without the knowledge and written consent of the conference organizers. Exhibitors must show only goods manufactured or dealt by them in their regular course of business. No firm or organization not assigned an exhibit space will be permitted to solicit business within the exhibit area, nor shall any firm be permitted to solicit business or promote their organization outside the exhibition area. Exhibitors withdrawing their application prior to October 15, 2010 will have their payment refunded minus an administration fee of \$300 per booth booking. Cancellations received after October 15, 2010 will be subject to full contract price. Cancellations must be made in writing on company letterhead.

