



# **World Library and Information Congress 2008**

**74<sup>th</sup> IFLA General Conference & Council**

**'Libraries without borders:  
Navigating Towards Global Understanding'**

**Québec City Convention Centre**

**Québec City Canada**

**10 – 14 August 2008**

**EXHIBITOR MANUAL**

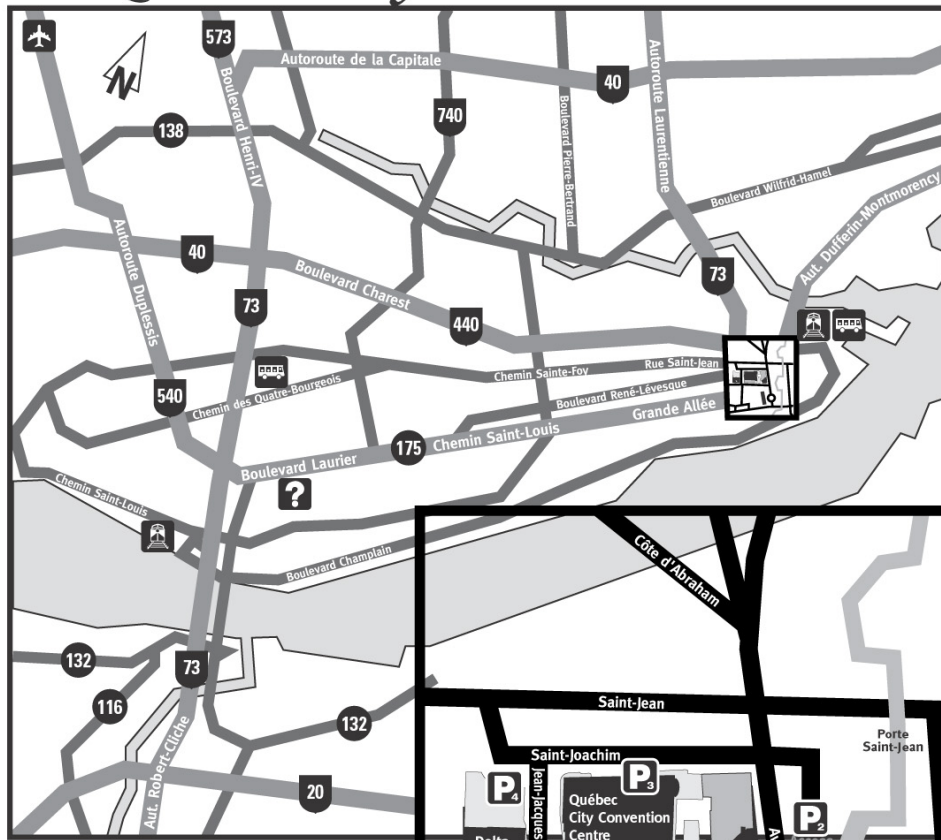
**[www.ifla.org](http://www.ifla.org)**

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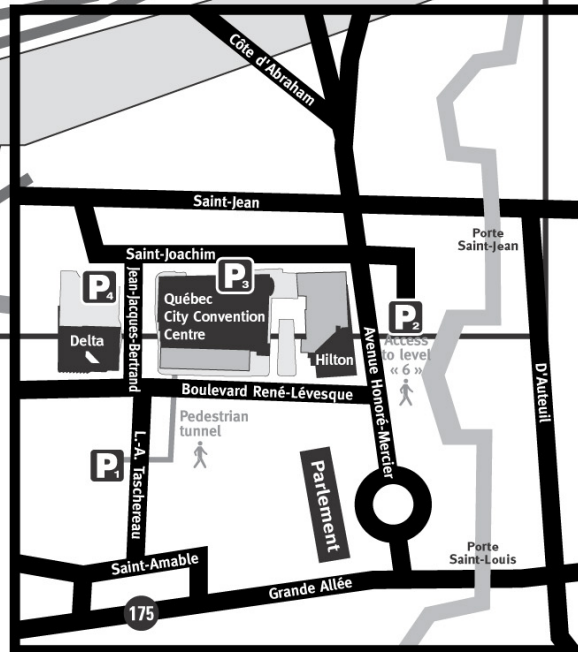
# On your way to the Québec City Convention Centre



- Airport
- Bus station
- Train station
- Parking Marie-Guyart building
- Parking Place d'Youville
- Parking Place Québec
- Parking Delta



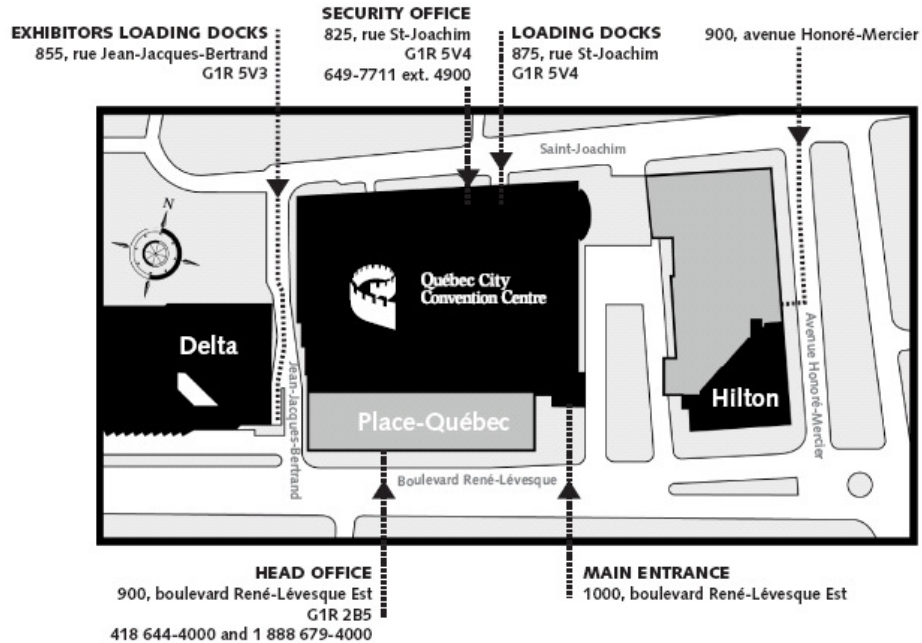
**Québec City  
Convention Centre**



**Main entrance**  
1000, boul. René-Lévesque Est

**Head office**  
900, boul. René-Lévesque Est  
Québec (Québec)  
Canada G1R 2B5  
Toll free : 1 888 679-4000  
Tel : (418) 644-4000  
Fax : (418) 644-6455  
[www.convention.qc.ca](http://www.convention.qc.ca)

## ACCESS TO QUÉBEC CITY CONVENTION CENTRE AND LOADING DOCKS



### Québec City Convention Centre Level 2 Hall 200 ABC - Venue Floor Plan

#### LEVEL 2



Please visit the IFLA website [www.ifla.org](http://www.ifla.org) for Exhibitor List and Floor Plan

## Stand Construction – Shell Scheme

### Shell Scheme Stands

The following company has been appointed as official contractor for the provision of shell scheme and shell scheme accessories:

GES CANADA / P.E. Poitras  
950, St-Jean-Baptiste, bureau 100  
Québec  
G2E 5E9  
Canada

Tel: +1 418 877 2727 #221  
Fax: +1 418 877 2828  
Email: [gingras@ges.com](mailto:gingras@ges.com)  
Web: <http://www.gesexpo.ca>

Standard Shell Package (from GES/ Poitras) includes:

- 1 x Maxim shell scheme in white pvc
- 1 x Identification sign
- 1 x Rail of 3 spotlights (electricity not included, must be ordered at QCCC)
- 1 x Draped Table 2' x 6' x 29" h
- 2 x Chairs
- 1 x Wastebasket



If requested, basic shell scheme will be provided within the cost of hiring exhibition space. The stands provided will consist of a modular system with fibrex panels; this material is comparable with pvc. Fascia with name boards as shown above will be displayed on open sides. The exhibition hall within the Québec City Convention Centre (QCCC) will be carpeted.

The maximum height for displays inside the shell scheme stands is 2.2m, and the maximum display width per panel is 965mm.

**All** materials used in display, construction work etc. **must** be effectively fireproofed or made of non-flammable materials in accordance with the standards of the appropriate authorities. Any display work or materials contravening this clause must be removed from the exhibition areas at the Exhibitor's own cost.

Please note that nothing may be screwed, nailed or glued to the face of the panels, nor may any part of the shell scheme be damaged or disfigured in any way. Should damage occur, the Exhibitor concerned will be invoiced for any costs incurred. Any fixing to the panels should be with double sided tape or regular tape. Metal 'S' chains can also be used as there is an aluminium bar at the top of the stands where a chain or wire can be released down the length of the panel.

### Booth Identification Panels

Booth Identification signage will display the Company Name and Stand Number. 'Company', 'Limited', etc will be shown in abbreviated form. The wording of the Booth Identification signs will be in Popplaudatio, Medium, 280 pts in black vinyl. The lettering size is 2 7/8" high.



**Note:** For safety reasons, exhibitors are not permitted to affix their own material to fascia boards.

**Please complete Order Form 1 for booth identification signage and complimentary shell scheme package furniture. In order to receive the above benefits the Order Form 1 must be completed and returned by the specified deadline date.**

### Shell Scheme Accessories

Additional shell scheme items are available from the official shell scheme stand contractor, GES P.E. Poitras Services D'Expositions, at an extra cost. Please refer to Request for Graphic Signage, Request for Rental of Modular Furniture and Request for Rental of Furniture, Order Forms 2, 3 and 4.

## Events Schedule - Important Dates

Date	Subject
16 April 2008	Deadline for cancellation deposit refunds. 100% payment required
25 April 2008	Deadline for Form 5 - Contractor Contact Details (Free Builds Only)
23 May 2008	Deadline for Form 8 – Exhibition Catalogue – Free Editorial
30 May 2008	Full Payment for Stand Space on Receipt of Invoice
20 June 2008	<p>Deadline for Form 6 - Stand Drawing Submission (Free Builds Only)</p> <p>Deadline for Form 7 - Shell Scheme and Free Builds – Risk Assessment</p> <p>Deadline for Form 12 – Access Passes for Exhibition Build</p> <p>Deadline for Form 13 – Vehicle Unloading for Exhibition Build</p>
11 July 2008	<p>Deadline for Form 1 – Complimentary Furniture</p> <p>Deadline for Form 9 – Exhibitor Badges</p> <p>Deadline for Form 10 – Exhibitor Complimentary Congress Registration</p> <p>Deadline for Freight Forwarding: - <b>Please complete the relevant online form at:</b>  <b><a href="http://www.dolbec-intl.ca/pages_anglais/dolbec_exhibitons.html">www.dolbec-intl.ca/pages_anglais/dolbec_exhibitons.html</a></b></p>
24 July 2008	<p>Deadline for:</p> <p>Booth Cleaning</p> <p>Electrical Fittings</p> <p>Handling Service</p> <p>Internet Services</p> <p>Temporary Personnel Service</p> <p>Security Services</p> <p>Mandatory Storage Service</p> <p>Telephony Services</p> <p>Audio Visual Services</p> <p>Catering Service to Exhibition Booths</p> <p>Technology – Computer Rental</p> <p><b>For any of the above services please complete relevant online form at Quebec City Convention Centre website: <a href="http://www.convention.qc.ca">www.convention.qc.ca</a></b></p>
01 August 2008	<p>Deadline for Form 2– Request for Graphic Signs</p> <p>Deadline for Form 3 – Request for Rental of Modular Furniture</p> <p>Deadline for Form 4 – Request for Rental of Furniture</p> <p>Deadline for Form 14 – Request for Labour Service</p> <p>Deadline for Form 15 – Request for Plants</p>
09 August 2008	Exhibition set-up in Hall 200 ABC begins at Québec City Convention Centre from 08h00 – 20h00
10 August 2008	<p>Exhibition set-up in Hall 200 ABC from 08h00 – 11h00. Exhibition set up must be finished by 11h00</p> <p>Congress Opening Ceremony begins at 08h30</p> <p>Exhibition opens at 12h45</p> <p>Exhibition Reception in Hall 200 ABC begins at 16h00 – closes at 18h00</p> <p>Cultural Show in Hall 400 ABC begins at 18h00 - closes at 19h30</p>
13 August 2008	<p>Exhibition in Hall 200 ABC closes at 14h30</p> <p>All exhibit materials must be removed by 20h00</p>

## Exhibition Schedule

Event	Date	Time
<b>BUILD UP PERIOD HALL 200 ABC</b>		
Electrical supply to stands from	Friday 08 August	08h00 – 23h00
Space Only contractors move in from	Saturday 09 August	08h00 – 20h00
Shell Scheme exhibitors move in from		12h00 – 20h00
Space Only and Shell Scheme completion of stands	Sunday 10 August	08h00 – 11h00
Table Top exhibitors move in from	Monday 11 August	07h00 – 08h00
Delivery of freight to stands:		
• Stand builders for Space Only contractors from	Saturday 09 August	08h00 – 20h00
• Shell Scheme exhibitors from	Saturday 09 August	12h00 – 20h00
• Space Only and Shell Scheme exhibitors	Sunday 10 August	08h00 – 11h00
Registration of Exhibitors	Saturday 09 August Sunday 10 August	14h30 – 18h00 08h00 – 12h00
Shell Scheme stands ready for occupancy from	Saturday 09 August	12h00
Completion of stand dressing and product display	Sunday 10 August	11h00
Final exhibition halls cleaning before opening commences from	Sunday 10 August	11h00
Exhibition Opens in Hall 200 ABC	Sunday 10 August	12h45
Exhibition Reception in Hall 200 ABC	Sunday 10 August	16h00 – 18h00
Cultural Show in Hall 400 ABC	Sunday 10 August	18h00 – 19h30
<b>EXHIBITION PERIOD HALL 200 ABC</b>		
Exhibition Opening Times	Sunday 10 August Monday 11 August Tuesday 12 August Wednesday 13 August	12h45 – 18h00 08h00 – 18h00 08h00 – 18h00 08h00 – 14h30
<b>BREAK DOWN PERIOD HALL 200 ABC</b>		
Disconnection of utilities	Wednesday 13 August	14h30 to 23h00
Collection of rental items by contractors	Wednesday 13 August	14h30 to 17h00
Distribution of empty packing materials	Wednesday 13 August	14h30 to 20h00
Dismantling of shell scheme stands	Wednesday 13 August	14h30 to 20h00
All exhibit materials to be removed from halls	Wednesday 13 August	14h30 to 20h00
Hand over of halls to Québec City Convention Centre	Wednesday 13 August	20h00

### NB

On the exhibition open days, exhibitors are permitted to enter the halls 30 minutes (07h30) before opening and remain 30 minutes (16h30) after the exhibition closes to service their stands. Exhibitors who need to stay later must obtain written permission from the Organisers Office, prior to close so that security and hall lighting can be arranged.

GES Canada/P.E. Poitras and Québec City Convention Centre and the Convenors indemnify themselves from any liability from loss or damage from exhibition stands. Exhibitors are requested to man their stands throughout the official open hours and especially during build up and break down hours. Individual stand security can be arranged at a nominal charge.

## General Information – Contact Details

### Venue

Québec City Convention Centre  
1000, boul. René-Lévesque Est  
Québec (Québec)  
G1R 5TB  
Canada

**PUBLIC ENTRANCE ONLY. NO SHIPMENT ACCEPTED. SEE LOADING DOCK ADDRESS ON PAGE 18**

### Exhibition Organisers

Elaine Fulton  
Concorde Services Ltd  
Unit 4B, 50 Speirs Wharf  
Port Dundas  
Glasgow  
G4 9TH  
United Kingdom

Telephone: +44 (0) 141 331 0123  
Fax: +44 (0) 141 331 0234  
Email: [wlic2008@congrex.com](mailto:wlic2008@congrex.com)

### Q.C.C.C Exhibition Service Manager

Line Laliberté  
Québec City Convention Center  
900, boul. René-Lévesque Est  
Québec  
G1R 5TB  
Canada

Telephone: +1 418 649 7711 ext. 4066  
Fax: +1 418 649 5266  
Email: [llaliberte@convention.qc.ca](mailto:llaliberte@convention.qc.ca)

### Official Contractors / Exhibition Stand Builders

The following companies have been appointed as official contractors for the exhibition:

Laurie Gingras  
GES Canada/P.E. Poitras  
950, St-Jean Baptiste, bureau 100  
Québec  
G2E 5E9  
Canada

Telephone: + 1 418 877 2727 ext. 236  
Fax: + 1 418 877 2828  
Email: [lgingras@ges.com](mailto:lgingras@ges.com)

### Official Custom Broker, Courier and Freight Services

Nathalie Huot  
Dolbec/Rosedale/IFLA  
445, St-Jean Baptiste, suite 320  
Québec  
G2E 5N7  
Canada

Telephone: + 1 800 267 9100  
Cell: + 1 418 573 0364  
Fax: + 1 418 688 2212  
Email: [show@dolbec-itnl.ca](mailto:show@dolbec-itnl.ca)

## General Information – Québec City and Surrounds Information

### Québec City – Canada

#### 1. Québec City

Perched on top of Cap Diamant, overlooking the St. Lawrence River, Québec City was first settled by the French in 1608, named from a native Algonquin word meaning 'where the river narrows'.

Despite having been ceded to the British in 1759, the city's population of more than a million are today 95% French-speaking, lending a definite 'joie de vivre' and culture to the atmosphere. About four million visitors are drawn to Québec City each year, to savour this French charm, the distinct Québec gourmet scene, and the beauty of the historic Old City where winding cobbled streets are lined with 17<sup>th</sup> and 18<sup>th</sup> century stone houses and churches, beautiful parks, elegant squares, and numerous monuments.

Delightful cafés and cosy restaurants, charming boutiques, lively terraces, elegant squares, theatres and museums, street buskers and mimes.....all contribute to the charm and ambience of historic Old Québec, cradle of French civilisation in North America and still predominantly European in spirit.

#### 2. Hints For Visitors

**Language:** The official languages in Québec City are French and English..

**Time:** GMT -4 (from second Sunday in March to the first Sunday in November)

**Entry requirements for American travellers:** US citizens require documentation such as birth certificate and government-issued photo identification (e.g. driver's licence) to enter Canada.

**Entry requirements for International travellers:** International visitors to Canada (not US citizens or US permanent residents) must carry a valid passport and, if required, a Visa. Citizens from the United Kingdom, France, Germany, Mexico, Japan, the Republic of Korea and Australia do not require a Visa to enter Canada.

For a complete listing of countries whose citizens require Visas to enter Canada, please visit the Citizenship and Immigration Canada website; <http://www.cic.gc.ca/english/visit/visas.asp>

To learn more about Canadian customs regulations, please visit the Canadian Border Services Agency website <http://www.cbsa.gc.ca>

#### 3. Climate

Summer is undoubtedly the best time to visit Québec City as the other seasons are typically cold and often snowy, June, July, August, September, and October are the only months of the year when the city is free of snow, with the annual average snowfall measuring 14ft (4m). Temperatures drop well below freezing from late November to early April, exacerbated by a strong wind chill. Summer days, by contrast, are usually warm and sunny although summer nights can be cool.

Warm evening wear such as a sweater or a light jacket and good walking shoes will ensure a pleasant and comfortable stay in Québec City. In case of rain, it is advisable to carry an umbrella or raincoat.

Québec City	July	August	September
Rainfall (mm)	112	108	113
Rainfall (inches)	4	4	4
Min Temp (°C)	14	13	9
Max Temp (°C)	25	23	18
Min Temp (°F)	58	55	48
Max Temp (°F)	77	73	64

#### 4. **Banking And Shopping Hours**

Regular banking hours are Monday to Friday, 10:00 to 17:30. ATM's (Auto Teller Machines) can be found throughout Québec City and debit cards are also widely used. All major credit cards are accepted throughout Canada. If using a foreign card at an ATM, money will be disbursed in Canadian funds.

Most shops in Québec City are open from 9:00 to 17:30 Monday – Friday, 9.00 to 17.00 Saturday and 11.00 – 17.00 Sunday. Please be aware that certain malls are open 9.00 – 21.00 Thursday and Friday. Opening hours can vary seasonally. It is advised to check locally if shopping out with core shopping times.

#### 5. **Electricity**

A round-pin adapter is necessary for electrical appliances. The power supply is 110 volts AC, 60 cycles

#### 6. **Accommodation**

Tourist accommodation in Canada ranges from various standards of hotels, a small-inn location, B&B's or Youth Hostels. There is accommodation to suit all preferences and budgets. Please contact Congrex UK/Concorde Services Ltd for allotments and special World Library and Information Congress 2008 accommodation rates.

#### 7. **Transport**

Situated alongside the major highway network the Québec City Convention Centre is less than 30 minutes from the airport (Jean-Lesage Airport). The city's strategic location in the north eastern part of North America puts it within easy reach of the major trade and research centres. By plane, it is a mere hour and a half from New York City, Boston and Toronto. Montréal is only 40 minutes away. By car, bus or train, the city is less than three hours from Montréal. The train station, Gare du Palais is less than 20 minutes away.

#### 8. **Health**

No vaccinations are necessary for travel to Canada during the summer season. Food and water in Canada is entirely safe. Medical care is excellent, but expensive, therefore it is strongly recommended that all visitors obtain travellers' health insurance before leaving their country because health insurance plans often do not extend coverage for services received outside the country of residence.

#### 9. **Currency**

The currency is the Canadian Dollar (CAD), which is divided into 100 cents. Banks and bureau de change will change money and travellers' cheques, as will some hotels, but the rate will not be as good. Major credit cards are widely accepted and ATMs are plentiful.

100 Canadian Cents	=	1 Canadian Dollar (CAD) Also known as a 'loonie'
1 British Pound	=	2.03 (CAD)
1 United States Dollar	=	0.98 (CAD)
1 Euro	=	1.46 (CAD)

Note: These rates should be used as a guideline only.

#### **Goods and Services Tax/Harmonised Sales Tax (GST/HST)**

On March 19 2007, the Government of Canada confirmed their intention to eliminate the GST/HST Visitor Rebate Program and announced the introduction of the Foreign Convention and Tour Incentive Program.

For more information, please visit the Canada Revenue Agency website: <http://www.cra.gc.ca>

#### 10. **Communications**

The international access code for Canada is +1. The outgoing code is 011 followed by the relevant country code (e.g. 01144 for the United Kingdom); the outgoing code is not necessary for calls to the US. Internet cafes are widely available. Most international mobile phone companies have roaming agreements with Canadian operators; however, it may be cheaper to buy a pay-as-you-go SIM card if visiting the country for a longer period.

#### 11. **Tipping**

There is no service charge added to restaurant bills, and staff expect to receive tips; 15% is the usual amount. Taxi drivers are also usually tipped at the same rate, while bellhops, doormen, porters and similar service providers at hotels, airports and stations are generally paid \$1.00 per item of luggage carried.

## WLIC 2008 AND QUÉBEC CITY CONVENTION CENTRE: GUIDELINES, RULES AND REGULATIONS

The Rules and Regulations listed below are designed for **safety, security** and to provide **equal exposure** to all Exhibitors.

Exhibitors and their personnel / appointed agent must observe the Rules and Regulations stated in this Exhibitor Manual and those attached to the Exhibition Participation Agreement.

### Terms and Conditions of Exhibiting

#### 1. Definitions

In these Terms and Conditions the term 'Exhibition' in all cases refers to the Industry Exhibition being held in conjunction with the IFLA World Library & Information Congress 2008. The term 'Exhibitor' includes any person, firm, company or corporation and its employees and agents to whom space has been allocated for the purpose of exhibiting at the Exhibition. The term 'Organisers' means Concorde Services Limited on behalf of the Organising Committee. The term 'Premises' refers to those portions of the stated venue licensed to the Organisers.

#### 2. Application

The Organisers reserve the right to refuse any application or prohibit any exhibit without assigning any reason for such refusal or prohibition.

#### 3. Exhibition Dates and Cancellation

The Organising Committee reserves the right to change the venue, time and date of reservations up to six months before the start of the Congress.

The Organisers reserve the right to postpone the Exhibition from the set dates, and to hold the Exhibition on other dates as near to the original dates as possible, utilising the right only when circumstances necessitate such action and without any liability to the Organisers.

The Organisers accept no responsibility for any damages if the event is not performed due to any obstacle or hindrance outside the control of the Organisers, which the Organisers could not reasonably have foreseen when signing this Contract and which the Organisers could not have avoided at a reasonable effort of cost. Such obstacles and hindrances include, but are not limited to, the outbreak of war, civil riots, governmental or other obstacles for the freedom of travel, union actions, natural disasters, fire, flooding and any other circumstances that fall within the meaning of the above.

#### 4. Exhibition Layout

The Organisers reserve the right to change the exhibition floor layout if necessary. The Organisers reserve the right in unforeseen circumstances to amend or alter the exact site of the location of the stand and the Exhibitor undertakes to agree to any alteration to the site or the space re-allocated by the Organisers.

#### 5. Contract Cancellation

In exceptional circumstances the Organisers will be prepared to consider cancellation of their Contract with Exhibitors, but only if the following conditions are complied with:

1. that the request for cancellation is submitted by registered post
2. that the request is received at least three months prior to the opening of the Exhibition
3. that the Organisers are able to re-let the cancelled space in its entirety
4. that the reason given for the request of the cancellation is, in the opinion of the Organisers, well founded
5. that the Exhibitor agrees that the Organisers shall retain: 10% of the contract price if the cancellation is accepted on or before 16 November 2007; 50% of the contract price if the cancellation is accepted after 16 November 2007 and on or before 16 April 2008; and 100% of the contract price if the cancellation is accepted after 16 April 2008.

#### 6. Bankruptcy or Liquidation

In the event of an exhibitor becoming bankrupt or entering into liquidation (other than voluntary liquidation for the purpose of amalgamation or reconstruction) or having the Receiver appointed, the contract with such an exhibitor will terminate forthwith, the allotment of stand space will be cancelled, and all sums paid by the Exhibitor under contract shall be forfeited.

## **1 Admission for Exhibition Days**

### **1.1 Exhibitors**

Exhibitors have access to the exhibition hall 30 minutes before exhibition opening and 30 minutes after the exhibition closure each day in order to service their stands. In case of emergency, an application should be made to the organiser for an extension of these hours.

For this purpose contracted companies must apply for exhibitor badges for those staff who are manning the stands throughout the exhibition. Access into the Exhibition Hall will be granted to those wearing the correct badge. Please complete Order Form 9 for Exhibitor Badges

Exhibitors may invite selected guests/customers, who are not delegates, to visit their stands by appointment and these people will be treated as trade visitors. The exhibitor should apply in writing to the organiser for a trade visitor badge for the guest and this badge will be valid only for the date specified thereon.

### **1.2 Contractors**

All contractors (stand fitting, interior decorating etc) other than the official exhibition contractors are required to sign an undertaking, guaranteeing their observance of the rules and regulations laid down by the organiser before admission passes are issued for the build up and break down days to carry out construction and dismantling works only. Please complete Order Form 5 for Contractor Contact Details.

Where a contractor has a valid reason to be present during the exhibition period (e.g. maintenance or remedial purposes) special passes will be issued on application in writing to the exhibition organiser on site. The organisers reserve the right to disallow any contractor not using exhibitor badges from entering the exhibition. Please note that contractors are requested to wear company T-shirts or name badges during the build up and break down periods. Please complete Order Form 12 for Access Passes.

## **2 Adhesives**

The only adhesives approved for use in the Quebec City Convention Centre (QCCC) are listed below, and may be purchased on site from QCCC organisers:

- Brick Walls: 3M wall mounting tabs, no. 7220
- Floors: adhesive tape only
- Walls: 3M wall mounting tabs, no. 7220
- Material Walls Adhesives not allowed

Please note that any remaining glue or residue will be charged by the QCCC. Please ensure that only the above adhesives are used on-site.

## **3 Air Conditioning**

The QCCC has air conditioning throughout the building.

## **4 Aisle Space**

The minimum aisle space for all exhibitions is 3 metres. Should any item or structure be placed or protrude into the designated aisle space, QCCC Management and the organisers reserve the right to move or to have removed the said item without any liability for loss or damage thereto.

## **5 Animals**

With the exception of guide dogs, animals are not permitted within the QCCC without prior written authorisation.

## **6 Assumption of Risk**

The Exhibitor acknowledges that the layout of the exhibit area and the large numbers of people present in the exhibition halls make it impossible for adequate security to be provided to protect the Exhibitor's merchandise and other property. Accordingly, the Exhibitor assumes all risk of loss for their merchandise, fixtures, displays and any other property of the Exhibitor located in the exhibition area, storage or any other area where access has been provided to Exhibitors by QCCC or the Organisers, where such loss results from theft, vandalism and/or any other damage caused by any agent, employee of QCCC or the Organisers or any other person either authorised or not authorised to be present at the exhibition hall. Furthermore, the Exhibitor acknowledges that security personnel are provided by QCCC or Organisers merely as a service and that QCCC and Organisers have made no representation regarding the adequacy of such security measures. We recommend that all Exhibitors consult their individual insurance representatives to obtain appropriate insurance coverage.

## **7 Audio Visual Services**

The QCCC have a preferred AV supplier, AVW-TELAV, to use the services provided by AVW-TELAV please complete 'Audio Visual Services' form online at Quebec City Convention Centre website: [www.convention.qc.ca](http://www.convention.qc.ca)

## 8 Authority of Premises

In the event of any problems or disputes arising on-site, the decision of the Organisers, being lessee of the premises, will be final. The Organisers also reserve the right to amend any earlier decisions made in order to meet and satisfy any unforeseen or prevailing circumstance for the benefit of the Exhibition and concerned parties.

## 9 Balloons and Confetti

- 9.1 The use of helium balloons must be authorised by the QCCC Service Manager. Charges apply for removing balloons from the ceiling after the event. Please contact:

Nathalie Loiselle  
Events Coordinator  
Québec City Convention Center  
900, boul. René-Lévesque Est  
Québec  
G1R 5TB  
Canada

Telephone: +418 649 7711 ext. 4073  
Fax: +418 528 5640  
Email: [nloiselle@convention.qc.ca](mailto:nloiselle@convention.qc.ca)

- 9.2 The use of confetti and glitter is prohibited.

## 10 Banking Facilities

Desjardins ATM is located next to the main hall on level 4 (between the entrance hall and elevator D on the QCCC layout). There is also an additional ATM called the Scotia Bank and is located in Place Québec, the shopping mall on level 3 close to Café Supreme coffee shop. To view venue floor plan other than the Exhibition Hall 200 ABC, please visit the QCCC website: [www.convention.qc.ca](http://www.convention.qc.ca)

## 11 Banners or Rigging from Ceiling

- 11.1 Banners are not permitted within the Exhibition
- 11.2 Exhibitors may not utilise any poster sites within the exhibition area unless they have been given permission to do so by the Exhibition Organisers.
- 11.3 Posters may not be displayed in the foyer, session hall foyers, corridors, or any other public areas within the venue without prior authorisation from the Exhibition Organisers.
- 11.4 It is prohibited to display notices, including sponsors' logos, within the foyer.

## 12 Behaviour

The Exhibitor undertakes personal responsibility for the behaviour of any person/s deemed to be staff, suppliers, sub-contractors and/or service providers to that Exhibitor whilst on QCCC premises. To minimize the risks of accidents the QCCC does not permit the consumption of alcohol during setup and teardown activities. Equipment or devices producing noise or odours that disturb fellow exhibitors or delegates will not be tolerated. Noise levels must not exceed 70 decibels at a distance of four feet from the sound source. The QCCC has sole authority in this matter.

## 13 Booth Cleaning Service

- 13.1 The QCCC performs general housekeeping. For rented spaces, this consists of daily cleaning of meeting rooms, traffic areas and exhibition areas.
- 13.2 Exhibitors are responsible for keeping their own booths clean, but this can be handled by the QCCC for a fee. Please complete 'Booth Cleaning Service' form online at Quebec City Convention Centre website: [www.convention.qc.ca](http://www.convention.qc.ca)

## 14 Business Centre and Concierge Services

Business Centre and Concierge Services are available. Concierge Services provide tourism information, souvenirs, and reservations while Business Centre Services include fax, telephone, Internet and reproduction services. Various office supplies are also available.

## 15 Care of Building / Damage

- 15.1 No attachment, fitting and/or detachment is to be made to the internal/external walls, floors, ceiling and/or pillars of the building without the prior knowledge and consent of the QCCC. This includes any ladder and/or other device whatsoever which would be affixed to or suspended from any overhead structure. No nail, screw or other device is to be driven into or holes to be made in any part of the building.
- 15.2 Exhibitors are responsible for the cost of making goods or replacing any damage to the exhibition premises, whether caused by themselves, their agents, contractors, sub-contractors or by any person/s employed or engaged on their behalf. Any Exhibitor found damaging the walls, carpets and/or any structure on QCCC property will be charged with the replacement value of such item.

## 16 Carpets/Floor Coverings

- 16.1 Halls are covered throughout with wall to wall permanent carpeting. Exhibitors are permitted to cover the flooring; however, if there is any damage to the carpet, in particular glue marks, then charges will apply. For further information on supplementary flooring please refer to Order Form 4 - Request for Rental of Furniture.
- 16.2 During setup, teardown and while using the space, exhibitors must protect floor coverings at their expense. The material and method used must receive prior written authorisation from the QCCC.

## 17 Ceiling Height

The Ceiling height is seven (7) meters from floor to ceiling in the exhibition hall. **All stand designs / constructions must be approved by the Organisers.** Please complete Order Form 6 for Stand Drawing Submissions.

## 18 Copyright, Taxes, Permits and Licenses

The QCCC has to collect the copyright royalties due to the *Society of Composers, Authors and Music Publishers of Canada (SOCAN)* for each activity involving recorded or live music with or without dance, unless clients can provide proof that they have already reached an agreement with SOCAN.

## 19 Courier Services

- 19.1 Couriers **must** make deliveries to the loading dock at 875 rue Saint-Joachim. All shipments must be labelled as follows:

WLIC 2008 – 74<sup>th</sup> IFLA General Congress and Council  
 COMPANY NAME – BOOTH NUMBER  
 Attention: Nathalie Loiselle, Events Coordinator  
 Québec City Convention Center  
 875, Saint-Joachim  
 Loading Dock #1  
 Québec, QC  
 G1R 5V4  
 Canada

- 19.2 Business hours are Monday – Thursday, 7.30am – 4.30pm and Friday 7.30am – 4.00pm. The loading dock is **closed** from 12.00pm – 1.00pm.
- 19.3 Forwarding and custom charges must be paid in advance and the name of the recipient must be clearly indicated. You can also use the official custom broker, Dolbec y Logistic International to assist with customs and freight information (the minimum freight weight is 1 cubic metre). Please refer to General Information under official custom broker for contact details.

Please note that shipments will be accepted by the QCCC from **Friday 8 August 2008 ONLY**. Exhibitors who wish to ship their material in advance and have it stored and then delivered on that day must deal directly with the Official Transporter, Dolbec y Logistic International.

## 20 Covered Stands

Covered stands are not permitted unless detailed drawings are submitted and a certificate of approval is given from the Fire Department. A copy of the above is to be provided at least thirty (30) days prior to the event for approval by the QCCC Exhibition Services Manager.

## 21 Drapes

The use of drapes is not permitted.

## 22 Electricity

Exhibitors must not use, or install, or permit; or suffer to be used, or installed, any supplementary plant for the generation or supply of electricity from the Premises unless they have obtained the written consent of the Exhibition Organisers and/or the Venue. The standard power outlet is 120V – 15A although most types of current are catered for. Power services are available to Exhibitors through the QCCC. Please complete 'Electrical Services' form online at Quebec City Convention Centre website: [www.convention.qc.ca](http://www.convention.qc.ca).

## 23 Elevators and Escalators

Vertical transportation equipment at the QCCC includes three elevators, two freight elevators, and seven escalators. Special requirements for the use of freight elevators or escalators to move large groups or meet individual needs must be discussed with the QCCC Service Manager.

## 24 Entitlements

Included in Exhibition Stand Space Fee:

- Shell scheme, if requested
- Two complimentary exhibitor badges for each 100 square feet\*
- Free editorial entry (50 words) in the Final Programme/Exhibition Catalogue
- One full complimentary delegate registration per stand
- 24-hour security
- Ambient heating and lighting
- Daily cleaning of the aisles and common areas
- Attendance at the Exhibition Opening Reception

\*These badges do not include admittance to the social events. Please refer to Order Form 9.

## 25 Fire Regulations

The fire protection systems built into the QCCC facilities have been designed to protect against the hazards which are typical of conventions and exhibitions. The objective of the below requirements is to limit the hazards to a level which can be controlled by the building fire protection systems.

The requirements listed will be strictly enforced by the QCCC and adherence to these regulations is mandatory.

### 25.1 Notification of Fire

Exhibitors are responsible to immediately notify the fire department upon suspecting or discovery of fire by pulling the nearest fire alarm station (red case) in the building.

### 25.2 Prohibited Materials

- No hazardous display of any nature will be permitted.

The use of the following processes or equipment is strictly prohibited.

- Acetate fabrics, corrugated paper box board, no seam paper.
- Paperbacked foil unless glued securely to suitable backing.
- Polystyrene.
- Explosive gases, flammable liquids and other dangerous chemicals or materials.
- Fuelling of motor vehicles.
- Wood matches.
- Hazardous refrigerants such as sulphur dioxide and ammonia.
- Portable heating equipment
- Resinous trees.

25.3 No person shall use open flame in processions, at exhibits or as part of an act or other entertainment in an assembly area or building used for exhibitions.

25.4 Motor vehicles or gasoline powered equipment on display shall be restricted to one quarter (1/4) of a tank of fuel and the caps must be locked. Batteries and all electrical equipment of vehicle must be disconnected, a retention basin or a polythene sheet must be placed beneath the reservoir of the vehicle and keys of the vehicle must be left at the Security's desk.

25.5 No person shall install drapes, curtains or other decorative materials that do not meet the fire prevention requirements (The Canadian National Code of Fire Prevention).

## 26 First Aid

The QCCC security guards are on duty 24 hours a day. If required the first aid offices on level 2 may be used, they are equipped with an examination room, basic equipment and supplies for treating minor injuries as well as providing paramedical care. A 24 hour emergency assistance can be obtained by calling 4911 on all house phones.

## 27 Floor Loadage / Spreader Plates

- 27.1 The maximum floor loading in the QCCC exhibition hall is 100lbs/sq ft. Spreader plates are necessary if the static display exhibit exceeds the stipulated floor loading of 100lbs/ sq ft, however, the QCCC do not have spreader plates and it therefore imperative that the specified weight is not exceeded.

## 28 Floor Marking

Floor in Hall 200 ABC may only be marked using adhesive tape.

## 29 Floor Plans

A detailed floor plan of the proposed exhibition layout is to be submitted to the QCCC **prior** to space being sold. Once all space has been sold, final plans are to be submitted to the QCCC for final approval by the Fire Department.

## 30 Food Samples

No food or beverage may be distributed, sold or handed out as samples without prior written authorisation from the QCCC Exhibition Services Manager and its food service concession holder, Capital HRS Inc.

## 31 Force Majeure

The Exhibition may be postponed, shortened or extended due to any cause or circumstance whatsoever outside the control of the Organisers. In such an event, the Organisers shall not be responsible for any loss sustained by the Exhibitor, directly or indirectly attributable to the elements of nature, force majeure or orders and directives imposed by any governmental authority, and fees paid by the Exhibitor, in full or any part thereof, are refundable at the sole discretion of the Organisers.

## 32 Freight Information

We highly recommend that all exhibitors enlist the services of a Customs Broker, Dolbec y Logistic International is a preferred supplier of the QCCC and to avoid any delay at Canadian Customs please liaise directly with Dolbec y Logistic International for further information. Please refer to General Information under official custom broker for contact details, or complete online Order Form at: [www.dolbec-intl.ca/pages\\_anglais/dolbec\\_exhibitions.html](http://www.dolbec-intl.ca/pages_anglais/dolbec_exhibitions.html)

All documentation and literature is to be raised on Company letterheads. Please ensure that a copy of all original documentation is retained.

## 33 Furniture / Complimentary Equipment

- 33.1 GES Canada/P.E Poitras supplies Shell Scheme Exhibitors the following complimentary furniture:  
1 x draped conference table (6' long x 2' wide x 29" high) plus 2 x chairs.
- 33.2 **If you require the conference table and chairs, kindly complete Order Form 1 and return to Elaine Fulton at Concorde Services Ltd.**

## 34 General Hall Lighting

The QCCC provides standard lighting in rented spaces during the rental period. Dimmed lighting is provided during setup and teardown.

## 35 High Structured Stands

- 35.1 All high structured stands (above 6 metres) require a Structural Engineer's Certificate.
- 35.2 A detailed plan / drawing must be submitted thirty (30) days prior to the event for authorisation by the QCCC Exhibition Services Department: Please contact Mr. Philippe Hamel - [phamel@convention.qc](mailto:phamel@convention.qc)

**N.B. Failure to comply may result in refusal of permission to erect the stand.**

## 36 Insurance / Liability / Loss of Property

- 36.1 All Exhibitors and persons using the QCCC **MUST** arrange at their own liability insurance. In the event of fire, flooding or theft, no matter how caused, the QCCC and its representatives assume no liability for any bodily harm or material damage to products, booths, equipment or decorations occupying any rented space within the building or being moved in or out of the building.
- 36.2 All lost and found items are recorded and kept for 90 days by the Security Department. After this time, the QCCC reserves the right to dispose of items accordingly.

## 37 Lights

- 37.1 No spotlights, drop lights or other special lighting device may be directed toward the aisles so that they prove to be irritating or distracting to neighbouring exhibition stands or guests.
- 37.2 No strobe light effects are permitted.

## 38 Loading Dock / Off Loading / Loading Procedures

To facilitate a smooth set up and break down for exhibitions held at the QCCC, a traffic management system is operated for **Loading Dock 1** as follows:

- 38.1 Goods to be exhibited must be delivered to:

WLIC 2008 – 74<sup>th</sup> IFLA General Congress and Council  
 COMPANY NAME – BOOTH NUMBER  
 Attention: Nathalie Loiselle, Events Coordinator  
 Québec City Convention Centre  
 875, Saint-Joachim  
 Loading Dock #1  
 Québec, QC  
 G1R 5V4  
 Canada

An allocated time will be specified by the Organisers closer to the event, to avoid congestion this **MUST** be adhered to. This loading dock is designed to handle three vehicles simultaneously. Trailers should not exceed 13 ft. 3 in. in height and 48 ft in length. Please refer to Exhibition Schedule on page 10. Please complete Order Form 13 with your preferred loading time slot - Exhibitors will be contacted via email by the Exhibition Organisers prior to the exhibition to confirm off loading times and utilities required.

- 38.2 The Organisers, the official exhibition contractors and QCCC cannot be held responsible for goods that arrive early or which are left after the official break down period of the exhibition. The costs of disposing of any such items will be done at the expense of the exhibitor concerned.
- 38.3 Please advise of any specific requirements – such as the need for trolleys, forklift etc. Please complete 'Handling Services' form online at Quebec City Convention Centre website: [www.convention.qc.ca](http://www.convention.qc.ca).

## 39 Material Handling

- 39.1 Only the QCCC or its representatives may handle materials being received, shipped or stored on site. Only the venues forklifts and hoisting apparatus are authorised on the premises and they may only operated by the QCCC's qualified personnel.
- 39.2 Any exhibitor who arranges their material to be shipped directly to the QCCC by a carrier or courier must be aware that their consignment will be handled by the relevant QCCC personnel at applicable rates.
- 39.3 Any exhibitor who is bringing their own material to the QCCC may take ownership from the loading dock to the relevant booth and back using the QCCC blue carts available at the loading dock. Exhibitors are NOT allowed to use the venue Main Hall for move in and move-out.

## 40 Operable Walls

No posters or signage may be attached or stuck onto the QCCC operable walls.

## 41 Parking

There are many underground parking spaces close to the QCCC, including 1366 places in the Place D'Youville parking garage, 1575 places at Complex Marie-Guyart (Complexe G), 1000 places at Place Québec, and 400 places at Place Haute-Ville (Delta Hotel) - all are linked by underground connections. They are all open 24 hours a day, 7 days a week (see map on page 6). Peripheral parking spaces for heavy vehicles are also available in the vicinity.

## 42 Payment Dates

Payment is to be made to the Exhibition Organisers as follows:

### 42.1 Deadline dates:

42.1.1	Deposit of 60% of booth value	on confirmation
42.1.2	Balance of booth fees	30 May 2008
42.1.3	Booth fittings and extras	as per order forms

### 42.2 Payment methods:

Payment may be made by means of bank draft, telegraphic transfer, cheque or Mastercard, Visa and American Express credit cards. Kindly fax a copy of payment documentation to relevant suppliers.

## 43 Product Stands – Cooking and Sampling

No food or beverage may be distributed, sold or handed out as samples without prior written authorisation from the QCCC Service Manager and their food service concession holder, Capital HRS Inc

## 44 Registration of Exhibitor Stand Personnel

Exhibitors are requested to advise numbers of personnel manning the stand only by completing Order Form 9. Badges will be ready for collection from the Exhibition Organisers' on-site desk in the main foyer.

## 45 Reproduction Rights

All audiovisual broadcasts, transmissions, tapings and/or recordings of the event must be authorised by the QCCC Service Manager.

## 46 Restaurants and Refreshment Areas

There are catering lounges and seating areas with the Exhibition Halls, as well as other outlets throughout the venue.

## 47 Security

The QCCC offers general security on a 24 hour basis. However, the QCCC is not responsible for goods and property belonging to the exhibitors in rented spaces. Any additional security is a chargeable expense. Please complete 'Security Services' form online at Quebec City Convention Centre website: [www.convention.qc.ca](http://www.convention.qc.ca).

## 48 Shell Scheme Package

The Organiser has appointed GES Canada/P.E. Poitras as the Official Contractor for all Shell Scheme Packages. However, an Exhibitor may employ a contractor of his choice to construct stand interiors and any free-standing displays or fitments that may be required, subject to the following rules:

- 48.1 No additional fittings or displays, including additional name boards, covers, logos, balloons, etc. are to be attached, nailed, screwed or drilled to the Shell Scheme stand structure. In the event of breach of this instruction, the Official Contractor has the right to charge the Exhibitor or Contractor concerned for any damages to his materials. The Official Contractor may provide assistance in hanging or displaying exhibits on the stand structure whenever possible. Please consult them if you require their assistance.
- 48.2 No painting, wallpapering or pasting of panels is allowed. Exhibitors who wish to have such works done on the panels must inform the Official Contractor, who will provide a quotation and carry out the work. Any double-sided or adhesive tapes belonging to the Exhibitor or contractor must be removed from the panels after the Exhibition.
- 48.3 The fascia is approximately 120" in length and 14" high, including the aluminium frame and must be approved by the Official Shell Scheme Contractor. Please refer to the Booth Identification Signage on page 9.
- 48.4 Any changes in the type or colour of the floor covering provided must be negotiated with the Official Contractor. All costs incurred must be borne by the exhibitor.
- 48.5 An Exhibitor occupying a corner stand will have two open sides with complimentary booth identification signs above each open side. Please complete Order Form 1.
- 48.6 No financial credit or item-exchange will be given by the Exhibition Organisers for any shell scheme package items not utilised.

## 49 Signage

All signs must receive prior authorisation from the QCCC, which can supply the necessary equipment and material. The exhibitor must ensure that the rented space remains in good condition and must not use nails, tacks, screws, hooks, self-adhesive stickers or other means of attachment. All damage and cleaning costs will be charged to the exhibitor.

## 50 Smoke Machines

Only water based machines are permitted. The QCCC Security Service must be informed before using the smoke machine.

## 51 Smoking / Tobacco

The QCCC provides a totally **smoke-free environment**. Since 31<sup>st</sup> May 2006, according to provisions of the Law on the tobacco, smoking is strictly forbidden inside the Centre and also in the loading docks.

## 52 Stand Builders / Contractors

For insurance and security reasons, and to adhere to regulations stipulated by the stated venue, the Exhibition Organisers have appointed official contractors for all shell scheme stand construction, all electrical services (mains and fittings), and all ancillary services. Due to the necessity of co-ordinating all such activities during build up and break down periods, and for security purposes, no other contractors will be permitted to undertake any of this work without the prior consent of the Exhibition Organisers.

## 53 Stand Catering

Stand catering services will be available and Exhibitors may order a wide variety of quality food and beverages by completing 'Catering Service to Exhibition Booths' form online at Quebec City Convention Centre website: [www.convention.qc.ca](http://www.convention.qc.ca).

## 54 Storage

- 54.1 All storage shall be kept in allocated areas. Should Exhibitors require this service please complete 'Storage Service' form online at Quebec City Convention Centre website: [www.convention.qc.ca](http://www.convention.qc.ca).
- 54.2 Cylinders containing compressed gases shall be protected against mechanical damage and shall be stored on racks or by other by any other accepted devices designed to hold them securely in place.
- 54.3 Any exhibition booth which may pose a particular hazard by the storage or actions within the QCCC must be approved by facility Chief of Security and prevention.
- 54.4 Packing material such as excelsior, shredded paper and the like must be returned to the empty cartons immediately. Accumulation of these materials is prohibited.

## 55 Telecommunications

- 55.1 Exhibitors who wish to hire temporary services as above for their stand should complete the 'Telephony Services' or 'Computer Rental' form online at Quebec City Convention Centre website: [www.convention.qc.ca](http://www.convention.qc.ca).
- 55.2 The QCCC has its own telephony system and has a structured cabling system built over optical fibre and 'category 5 and 6e' copper wire network to accommodate a wide range of telecommunication and computer needs.
- 55.3 There are numerous public telephones throughout the QCCC, many equipped with data transmission connectors for laptop computers. Phone cards are available at the concierge desk.
- 55.4 **Wireless Internet**  
The QCCC have a Wi-Fi high speed wireless network available in order to access the Internet using a wireless network card in all areas throughout the venue. **There is not a form to complete for this service a charge of \$225 CAD is applicable for the duration of the event. Exhibitors must pay on-site by credit card online. The event code required to activate the WIFI session is: 1806-01**
- 55.5 Standard cable internet connection can also be order please complete the 'Internet Services' form online at Quebec City Convention Centre website: [www.convention.qc.ca](http://www.convention.qc.ca).

## 56 Waste Management

Waste management is undertaken by the QCCC. In addition to multi-material collection stands for recycling paper, glass, plastic and aluminium, recycling bins, other waste containers that meet the Convention Centre's standards can be placed throughout the building as needed.

**THANK YOU for your cooperation**

## MOVE-OUT PROCEDURES AT THE CLOSING OF THE EXHIBITION

After dismantling, you must use the loading dock to move your material out.

FOR INFORMATION: 418 644-4000



Québec City  
Convention Centre

<p>Dollies are not allowed in the Centre's main halls.</p>	<p>Parking by the convention centre's main entrance ( Desjardins Promenade ) is prohibited.</p>	<p>Please note that any exhibitor who wishes to use a courier service (FEDEX, UPS, PURO, DHL...) must complete the voucher HIMSELF with his account number and contact the courier to make the arrangements for pick-up of his material.</p>

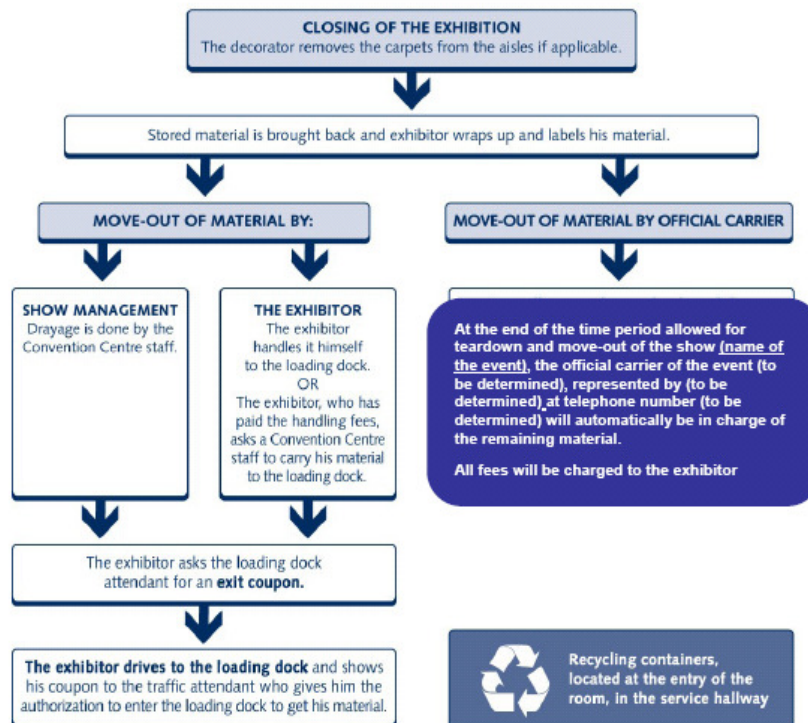
  

### ACCESS TO THE QUÉBEC CITY CONVENTION CENTRE LOADING DOCKS

**LOADING DOCK**  
855, rue Jean-Jacques-Bertrand G1R 5V3

**LOADING DOCK**  
875, rue St-Joachim G1R 5V4

### MOVE-OUT PROCEDURES FOR EXHIBITORS





Québec City  
Convention Centre

## SUMMARISED STANDARDS FIRE REGULATIONS FOR EXHIBITORS

### TO BE GIVEN TO ALL EXHIBITORS AND THEIR RESPECTIVE DISPLAY MANUFACTURERS

- Aisles must be maintained free of obstructions at all times.
- Access to fire exits and fire equipment must be free of obstructions at all times.
- Indications of fire exits must be visible at all times.
- Use of open flame must be approved by the Chief of Security and Prevention.
- Installation of drapes or any other decorative material that do not meet the fire prevention requirements (*The Canadian National Code of Fire Prevention*) is forbidden.
- Storage of flammable liquids or gases on the exhibit site is not permitted.
- Use of smoke machines or pyrotechnic systems is permitted only with the authorization of the Direction of Building Management and Event Support and concerned authorities.
- Motor vehicles or gasoline-powered equipment can only be exhibited with the consent of the Québec City Convention Centre. Fuel tanks can only be filled to one quarter (1/4) capacity. All electrical equipment of a vehicle must be disconnected and a retention basin or a polythene sheet must be placed beneath the reservoir of the vehicle. Keys of the vehicle must be left at the Security's desk.
- No hazardous display of any nature will be permitted.

#### **DISCLAIMER**

The Information provided in this Technical Manual has been prepared by Concorde Services Limited to assist the exhibitors.

Whilst every care has been taken to ensure that the details are correct at time of issue, Concorde Services Limited shall not be liable, or responsible to any Stand Organiser, Exhibitor or any other person, in respect of inaccuracy or omission in the information contained herein, nor shall they be responsible or in any way concerned with any contract or agreement made by Stand Organiser or Exhibitor with any person, firm or company whose services are described herein.

CONCORDE SERVICES LIMITED – January 2008

**For more information please see our website: [www.ifla.org](http://www.ifla.org)**