

Beekeeping together within agriculture | MONTRÉAL, 8-12 SEPTEMBER, 2019



www.apimondia2019.com

Exhibitor Technical Guide

8 to 12 September 2019

Montréal – Canada

www.apimondia2019.com



Dear Exhibitor,

This exhibitor manual has been specially prepared to assist you with your participation at the **46th International Apicultural Congress to be held in Montréal from 8 to 12 September 2019.**

You are kindly requested to read this manual carefully and thoroughly in order to be familiar with the preparations and procedures for the show.

To facilitate your participation and to ensure smooth operations, you must adhere strictly to the stipulated deadlines.

While every effort will be made to maintain the procedures and rates quoted in this manual, these may vary in accordance with any changes and fluctuations in the cost of labour or materials occurring prior to the exhibition which may be beyond the control of the Organiser.

For further information or assistance, please contact us by email: apimondia2019@aimgroup.eu.

We look forward to welcoming you in Montréal at the **46th APIMONDIA.**



EXHIBITION OVERVIEW/ GENERAL INFORMATION

Exhibition Venue Address

PALAIS DES CONGRÈS DE MONTRÉAL

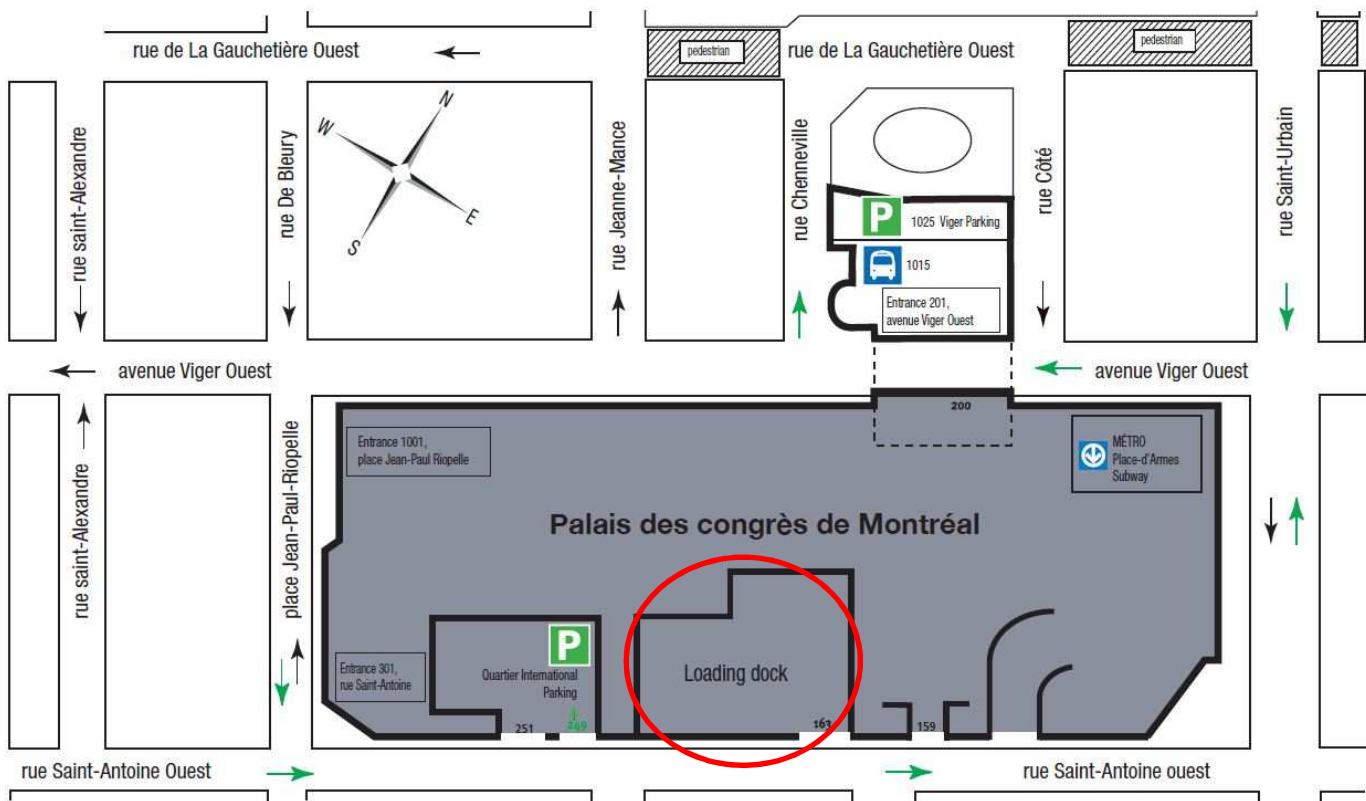
Entrance

201, avenue Viger Ouest
Montréal, H2Z 1X7, Canada

Entrance to the Marshalling Yard (Loading Docks)

163, rue Saint-Antoine ouest
Montréal, H2Z 1X8, Canada

Accessibility Plan - Palais des congrès de Montréal





Exhibition Timetable

Item	Date (From)	Date (To)	Timing (From)	Timing (To)
Official build-up	07-09-2019* 08-09-2019	07-09-2019 08-09-2019	06:00 06:00	22:00 11:00
Deadline for completion of stand build	08-09-2019 at 11:00*			
Exhibition and registration opening and visit	08-09-2019 at 13:00 till 19:00*			
Event Days and Opening Hours	TIME TO BE DEFINED			

*** Please be informed that this timetable is subject to change and will be reconfirmed later**

CONTACTS

Organizer

AIM GROUP INTERNATIONAL – AIM ITALY SRL
Via Flaminia, 1068
00189 Rome, Italy
Tel.: +39 06 330531
Email: apimondia2019@aimgroup.eu
Website: www.apimondia2019.com



Official Services Contractors

<p>Venue Services</p> <ul style="list-style-type: none"> • Telecom (Internet, Telephone, Fax) • Additional Security for exhibit booth • <u>Catering (see page 7)</u> 	<p>Exhibitor service desk Société du Palais des congrès de Montréal 159, rue Saint-Antoine Ouest, 9e étage Montréal (Québec) H2Z 1H2, Canada Tel : 514 871-5871 Toll free : 1 888 871-5871 Fax : 514 868-6622 Email: infotechno@congresmtl.com</p> <p>Online ordering system : https://congresmtl.com/en/client-portal/</p>
<p>Audiovisual</p>	<p>Freeman Audio Visual Canada Marc Boileau Tel: (514) 631-1821 - Ext: 308 Fax: (514) 631-6727 Marc.boileau@freemanco.com</p>
<p>Official and exclusive constructor for all booths</p> <ul style="list-style-type: none"> • Shell scheme (equipped stand) • Additional furniture and equipment • Stand design, consultation and construction <p>Official and exclusive Contractor Services</p> <ul style="list-style-type: none"> • Electrical • Rigging and banner hanging • Plumbing • Compressed air • Material Handling Drayage 	<p>GES- Global Experience Specialists</p> <p>Tel : 1-877-877-2744 ext 238</p> <p>Email: montreal@ges.com</p> <p>Online ordering: https://e.ges.com/CA-00052871</p>
<p>Recommended international freight forwarder and customs broker</p>	<p>ConsultExpo Event Services Inc.</p> <p>Tel.: 514 482-8886 – 24/7 – Service Fax: 888-629-9008 Email: info@consultexpoinc.com</p>
<p>Official Housing Bureau</p>	<p>JPdL International 1555 Peel, Suite 500, Montréal Fax : +1 514-287-1248 E-mail : apimondia2019_housing@jpdL.com</p>



Exclusivity

Please note that for CATERING, you are obliged to pass by the Palais des Congrès de Montréal exclusive supplier:

CAPITAL TRAITEUR

Sarine Lebrun, CMP
Directrice, Ventes et développement · Director, Sales and development
CAPITAL TRAITEUR MONTRÉAL

Téléphone 514-871-3111 poste 4014
159, rue Saint-Antoine Ouest, 4e étage, Montréal (Québec) H2Z 2A7

[Capital Traiteur Montréal](#)

EXHIBITOR CHECKLIST

Item	Deadline
Submit Exhibition Catalogue Entry – Deadline for anticipated rates	23-08-2019
Telecommunication – Security services offered by Palais des congrès	28-08-2019
Submit Exhibition Catalogue Entry – Deadline for regular rates	06-09-2019
Submit stand's plans to the secretariat for approval	31-03-2019
Electricity, Rigging, Water, Compressed Air and other GES services – Deadline for anticipated rates	23-08-2019



LOGISTICS

Official Materials Handling Provider

We have appointed **GES – Global Experience Specialists** as the exclusive materials handling provider. GES will ensure safe and timely delivery of all exhibitor materials from both the advance warehouse and the direct to site deliveries. Storage of all empty crates will be managed by GES. GES will also manage in-booth movement with forklifts or scissor lifts as part of their exclusive service offering for the **APIMONDIA 2019. Exhibitors will be able to hand carry boxes themselves but any heavy equipment and dollies must be handled by GES.**

Please refer to GES order forms for any requests

GES- Global Experience Specialists

Tel : +1-877-877-2744 ext 238

Email: montreal@ges.com

Online ordering: <https://e.ges.com/CA-00052871>

Please note some key points:

Nominated Partners

Please open the link to [our experienced and reliable partners](#) who can take care of all your shipping needs from your door, your supplier's door, from anywhere in the world, to your stand in Montreal and back again. All are experienced in shipping exhibition materials and work with us on a regular basis. They will take care of all the necessary arrangements, and can guide you through the whole process at a local level. Alternatively we are happy to work with your preferred forwarder, booth contractor or with you directly.

Shipping via Courier

If you plan to ship by courier please note the Palais des congrès de Montréal **will not** receive or sign for any shipments on your behalf neither will accept any shipment prior to September 7th. GES offers a small package handling rate for shipments not to exceed 30lbs / 13.5 kilos. Please ship DDP to GES advance warehouse.

Shipping Deadlines

All shipments should arrive by the following dates:

Airfreight International shipments (arr. Toronto YYZ airport)	7 working days prior to your preferred delivery date
Ocean Freight (FCL) Montreal	12 working days prior to your preferred delivery date
Ocean Freight (LCL) Montreal	20 working days prior to your preferred delivery date

Marking & Packing

Please ensure that your items are packed in robust, re-usable crates/cases, suitable for transit both to and from the event. We strongly recommend using screws or hinges rather than nails. Crates built



of timber from outside Canada must be manufactured of treated or processed wood, compliant with ISPM15 regulations. All pieces / crates should be clearly marked in accordance with our shipping instructions. With our shipping instructions we have formatted labels for your use.

Access Control – Badges

Congress delegate badges: access to the scientific sessions and ApiExpo during the exhibition time.

ApiExpo badges: access to the ApiExpo area during the exhibition time.

Exhibitor badges: access to the exhibition area and marshalling yard during the build up and tear down periods as well as during the exhibition time.

Exhibitor Badges

A certain amount of free exhibitor badges will be made available to all exhibitors depending on the booth space size.

Dilapidation

Exhibitors are liable for any damage they may cause to buildings, floors, walls, columns or to any shell scheme equipment or any other exhibitor's property. Exhibitors are also responsible for any damage caused by their agents or contractors.

No exhibitor may apply paint, lacquer, adhesives or coating to the building or shell scheme panels nor drill holes into the floor.

The organizer will inspect the halls before build-up and after dismantling of the stands and any damage caused will be charged directly to the exhibitor. This includes a charge for removing any carpet tape or heavy building waste left behind.

Shell Scheme Exhibitors and Additional Furniture and Equipment

The shell scheme (equipped stand) and the additional furniture and equipment can be ordered online using the link: <https://e.ges.com/CA-00052871>.

STAND CONSTRUCTION

SPECIAL INFORMATION

PILLARS

The exhibition hall 2 contain some pillars that can happen to be inside your stand. Please take it into consideration and inform your stand constructor about the construction restrictions related to these pillars.

SEPARATION WALLS AT THE CEILING

In the exhibition hall 2, there are separation walls at the ceiling that make the ceiling lower at some locations. Under these walls the height is 7 meters.

Please check the below floor plan: the black lines are these ceiling walls.

It is important to take this parameter into consideration for your rigging requests. We recommend you to place your rigging request as soon as possible so that we analyze the feasibility and prepare your rigging scheme.

Stand construction approval



Details of the stand arrangements must be provided to the Exhibition Secretariat:

AIM GROUP INTERNATIONAL

email: apimondia2019@aimgroup.eu

Before the 31st of March 2019

This is applicable for:

- Stands with unusual structures
- Double-decker stands
- All stands with a surface of more than 80 m²
- For the stands of more than 36 m², please provide your electrical supply grid plan.

The design of those stands must be approved by the Exhibition Secretariat.

Special attention will be given to the design and the height of the walls, which could harm the visibility of the neighbor stands. The approval of the architect is compulsory. A fair play attitude is requested.

Any installation with a ceiling, rigid roof, membrane, fabrics or any other material of which surface is more than 300 square feet must be equipped with automatic sprinklers or obtain the approval of the Security Department of the Palais des congrès de Montréal.

RULES & REGULATIONS

The rules and regulations produced by the Palais des Congrès de Montréal and the Organizer will be observed and enforced, at all times by exhibitors, contractors, and subcontractors.

Rules from the Organizer

Insurance

Postponement or cancellation of the Exhibition: Each exhibitor is reminded that he is responsible for effecting insurance cover for expenses due to the postponement or cancellation of the exhibition for any reason.

Exhibitors are responsible for insuring their goods against loss or theft. We recommend them to take out a trade fair and exhibition risk insurance.

Consignment of the exhibiting space

All parties granted access to the venue shall comply with the instructions and dispositions given by Palais des congrès de Montréal in the present regulations as well as those given in the form of signs or written notice. Access to the fairground for the stand's building up and dismantling phases is limited to the days and times indicated in the time table. Outside these periods, it will not be permitted to bring in or out material or for personnel to remain within the exhibition center premises.



Access to the fair site requires a valid admission ticket issued by the Organizer. Visitors may only enter the fair site during opening hours; exhibitors may gain admission at the times indicated in the time table in this technical guide.

Organizer's responsibility

The Organizer shall neither be held responsible for any restriction which prevents the construction, finishing, alteration or dismantling of the stand nor for the movement of exhibits or the failure of any service provided by the hall personnel or caused by circumstances which are not under its control.

Occupying space conditions

An exhibitor will not be permitted to occupy the space booked or allocated until the Organizer in respect to the contract **has received full payment** of the agreed rental fee. All the payments should be fulfilled before starting the building up as there will be an entrance control at the doors. Failure to make such final payment by the agreed date will result in the loss of any deposit previously paid and the full amount for the rental of exhibition space will still remain due. This will also result in the cancellation of the space booked, which will be immediately reallocated to another exhibitor.

Availability of the stand area

The premises will be made available to exhibitors from 7 September 2019 at 06:00 and must be completed for occupation of the exhibition at 11:00 on 8 September 2019. The exhibitors must make sure that stand constructors commit themselves to respecting this deadline. Exhibitors shall keep their stands open throughout the opening hours.

Smoking in the Venues

Palais des congrès de Montréal venues are no smoking. Smoking is permitted outside the building only, away from the building entrances.

Offensive Displays

Organizers reserve the right to request the withdrawal of any visual display that may be considered offensive or is subject to reasonable complaint.

Animals at the Venues

No animals are allowed in the venues.

Exhibitor Access to the Halls

Exhibitors accessing the halls must display their exhibitor badges for entry into the halls. Persons without exhibitor badges will not be allowed to enter. Exhibitors setting up their displays must only do so after completion of the stand. Persons accessing the stand whilst it is being constructed, which includes all fittings and fixtures work, will do so at their own risk.

Promotional activities

Promotional activities should be staged within the confines of the stand and not at the edge of thereof; No trading or advertising activities may be carried on within the fair site premises without the Organizer's permission.

Noise prevention

In order to prevent excessive machine noise exhibitors shall, if necessary, use sound



absorbers, exhaust silencers, soundproof confinements or shields. Demonstrations of machines, musical instruments, loudspeakers, bells, sirens, high-frequency appliances, etc., which are associated with noise or other forms of disturbance, may only take place at times reserved for this purpose by the Organizer. The Organizer reserves the right to restrict or prohibit such demonstrations. Exhibitors shall have no claim to compensation in the event of such prohibition.

The sound should be directed towards the interior of the stand and not outside; the noise level at the perimeter of the stand may not exceed 70 dB.

The neighboring stands should not suffer of visual or acoustic interference.

Housekeeping and Discarding of Materials

Exhibitors and contractors are required to maintain clear and safe walkways around the halls during build-up, operation and tear-down in order that staff, contractor personnel and emergency equipment can move around the halls without unreasonable obstruction.

Stand material and equipment must be kept in a reasonably orderly arrangement and any materials that are to be discarded must not be left lying around the floors to act as a fire, trip or slip hazard. We would request that discarded material be bagged to enable a safe and efficient removal. Any perishable or food products must be removed by the exhibitor and not left in the halls where it may become a hazard.

All timber sections that are not contained within a dedicated area and where there is risk to persons from protruding nails must be de-nailed to eliminate this hazard.

The exhibitors and contractors must take a responsible approach to the building up of combustible material in the halls.

Cleaning

Exhibitors shall keep their rented spaces in a clean and orderly condition.

Rules from the Palais des Congrès de Montréal

We strongly recommend that you carefully read the rules from the Palais des Congrès de Montréal.

Use of balloons and confettis

The use of helium balloons, confetti or any other animation components thrown in the air, such as feathers, serpentines, etc, is strictly forbidden unless you obtain a written approval from the organizer.

Use of adhesives

Models of double face tape recommended are:

- Polyken 105c LPDE or
- Scapa 274004 or DC-W002A

The adhesives approved for use on walls are:

- 3M wall mounting tabs, no 7220

Cleaning charges may be applied if correct tape is not used.

The Palais des congrès is a smoke-free environment

The Palais is a non-smoking establishment, subject to the Tobacco Act of the Government of Québec in effect since May 31, 2006. Smoking is allowed outside the building within a 9m minimum distance from an entrance door.



Animals

No animal should be entered in the building or premises without obtaining the prior written permission from the Palais des congrès.

Fire Prevention

Please note that this document relates to the main regulations of the City of Montréal Fire and Security Department. For any other situation not presented in this document, please address your requests or questions to the Production Department.

A) Materials for booth decoration or display

1. Draperies, curtains, decorative materials including dried flowers, cotton, styrofoam, paper and cardboard of less than 1/8 inch (3 mm), textiles, netting and plastic materials, must comply with the CAN/ULC-S109-M Standard for Flame Tests of Flame-Resistant Fabrics and Films, or be fireproofed by a company specialising in flame-retardant treatment.
2. It is not necessary to fireproof fabrics, paper and other combustible materials intended for sale. Only one sample or piece of useful length may be displayed. Each sample must be in a different shade, texture and quality.
3. Cardboard boxes and crates empty of merchandise should be clearly identified and will be picked up only by employees of the Palais des congrès de Montréal, then stacked based on availability of storage space reserved for this purpose. It is forbidden to store these materials on the side, the back or inside the booth.
4. Natural trees are permitted if they are potted with their roots and watered on a daily basis.
5. Helium cylinders are permitted if they are firmly secured by chain to a cart.

B) Flame retardant treatments

The exhibitor or exhibitor's supplier is responsible for renewing flame retardant treatments when needed to ensure that materials pass the match flame test NFPA-701, Fire Tests for Flame-resistant Textiles and Films. The Security Department of the Palais des congrès de Montréal reserves the right to conduct this test at any time to ensure fire retardant efficiency.

C) Treating tents covering under 300 sq. ft. for flame retardation

Each tent is required to comply with one of the following standards prior to being authorized for installation:

Each tent is required to comply with one of the following standards prior to being authorized for installation:

Tent must be equipped with a label confirming the material is either NFPA 701 certified (fabric) or CPAI 84 certified (vinyl) or be accompanied by a certificate declaring the material to be flame retardant, otherwise the exhibitor shall be required to treat the tent onsite for flame retardation or bring it to a specialist and then present certifiable proof of flame retardation.

As a last resort, a piece of the tent shall be tested for flame retardation.

D) Prohibited materials

Unless written authorization has been obtained from the Security Department of the Palais des congrès de Montréal, it is forbidden to use the materials on the following list:

- Softwood trees or branches
- Cellulose acetate fabrics
- Straw
- Straw shavings
- Peat



- Packing chips
- Jute
- Sono tube
- Polypropylene / polymer (Coroplast) except if the surface used corresponds to 10% or less of the total surface of the stand

E) Construction and placement of booths

1. Booths and displays should be installed and operated without obstructing:

Access to any exit or visibility of any exit;

The width of any exit;

The visibility of any exit sign;

Access to fire fighting equipment.

2. No part of an object displayed should extend to an aisle or corridor designated as such.

3. Booths of Wood constructions should be a nominal thickness of more than ¼ inch (6 mm) or be fireproofed by a company specialising in flame-retardant treatment.

4. The minimum width of aisles serving public exhibits and displays is 10 feet (3 m).

5. The minimum width of aisles serving booths and exhibit displays at trade shows is 8 feet (2.4 m).

6. **Any installation with a ceiling, rigid roof, membrane, fabrics or any other material of which surface is more than 300 square feet must be equipped with automatic sprinklers or obtain the approval of the Security Department of the Palais des congrès de Montréal.**

7. The stages for services, shows or speech (training course) of more than 300 square feet cannot be used as shelter for a person or storage place of flammable material. Should this happen, the installation of sprinklers is mandatory.

8. A minimum clearance of 18 inches (45 cm) is required under the sprinkler heads.

F) Ignition sources

1. Unless there is a regulator or control device to eliminate risk of fire or explosion, it is forbidden to produce open flames, sparks or heat using an ignition device or during an activity. The proposed control device must be submitted to the Security Department of the Palais des congrès de Montréal for approval.

2. Use of candles and paraffin lamps are subject to a request for approval by the Security Department of the Palais des congrès de Montréal. They should be mounted on non-combustible (non-floating) supports and be placed in a container or candle holder ideally exceeding 1.5 inches (3.8 cm) the height of the flame, so that the flame does not accidentally enter into contact with combustible materials (tablecloths, etc.). It is forbidden to use vegetable oil as fuel.

3. Performances featuring fire-eaters or use of pyrotechnic devices are prohibited, unless written authorization has been obtained from the Security Department of the Palais des congrès de Montréal.

G) Cooking equipment

Any request for cooking appliances must obtain the approval of the Production Department of the Palais des congrès de Montréal. An evaluation will be made according to the quantity involved and what other events may be taking place at the same time.

1. Only electrical cooking appliances and sterno hot plates are permitted.

2. When cooking, a fire extinguisher must be readily available within the booth.

3. Maximum surface area for cooking equipment is limited to 288 square inches (0.19 m²).

4. Cooking equipment should be placed on a non-combustible surface.

5. Cooking equipment must be installed at a minimum distance of 4 feet (1.2 m) from visitors.

6. Cooking equipment must be at a minimum distance of 2 feet (0.6 m) from all combustible materials or any other cooking device.



7. Open fryers are not permitted, because there is no way to recover the grease and oil vapours. Only fryers with an airtight cover are permitted. However, you are required to submit a model of the equipment concerned for approval by the Production Department.

8. No portable cooking equipment using charcoal, wood charcoal, gas, propane or butane can be used inside the Palais des congrès de Montréal.

H) Meals and beverages: flambés

1. Meals and beverages may be flambéed, but only in the area where they are served.
2. Combustible devices used to flambé meals or beverages or to reheat meals must be fuelled outside the service area, away from all ignition sources and over a non-carpeted surface, such as concrete.

I) Vehicles and other internal combustion engines on display

1. All fuel tank openings of vehicles and other internal combustion engines on display should be locked or sealed with tape to prevent the escape of vapours (except for tanks that have never contained fuel).
2. Fuel tanks of vehicles on display should not be more than one half full or contain more than 10 gallons (38 litres) of fuel.
3. Remove spark plugs when a secondary battery is not required to start the engine.
4. Vehicles may not be moved during show hours. Internal combustion engines should not be started without authorization from the Security Department of the Palais des congrès de Montréal.
5. It is prohibited to fuel or defuel any vehicle inside the building or within the immediate area of the Palais.
6. Propane tanks, used in trailers, recreational and utility vehicles or any other form of equipment, must be removed, emptied and sealed before entering the exhibition rooms.

J) Arrangement of furniture inside the exhibit

1. In each row of five seats or more, the seats must be attached together. The rows may have a maximum of 15 seats and should be separated by aisles with a minimum width of 44 inches (112 cm).
2. Combustible devices used to flambé meals or beverages or to reheat meals must be fuelled outside the service area, away from all ignition sources and over a non-carpeted surface, such as concrete.

K) Fire Arms

1. Promoters or organizers whose exhibitions involve fire arms are subject to Canadian law respecting storage of fire arms. Your event manager will provide you with the appropriate document upon request.

The Security Department of the Palais des congrès de Montréal or the Montréal Fire and Security Department may, at any time, refuse any installation that does not comply with their requirements.

Hanging objects

Hanging objects is permitted only at the designated rigging or anchoring points. Structures or other event identification elements must be free standing, without impacting the infrastructure in areas where there is no designated anchoring point.

Rigging work is performed exclusively by the audiovisual technicians of the Palais.

The capacity of each fixed rigging point is 450 kg (1,000 lbs.).

The client supplies the steel cables, chains or other material required for hanging.

However, for rooms 210 and 230, the Palais des congrès de Montréal supplies the shackles (7/8'') at



no additional charge.

Maintenance/housekeeping

This service is offered exclusively by GES Canada.

The daily cleaning and regular maintenance of public, common areas and aisles for the duration of the exhibition is ensured by the Palais des congrès de Montréal.

Cleaning of exhibition booths is performed for additional fees. These fees are billed to exhibitors.

Telecommunications

The services listed below are offered exclusively by the Palais des congrès de Montréal.

- Telephones (voice lines)
- Analogue lines (for fax, modem, credit cards, etc.)
- ISDN/BRI lines
- High speed Internet connections
- Cable network, class 5E
- Fibre optic network

Plumbing services

These services are offered exclusively by GES Canada.

- Services: Compressed air (gutters situated at every 9 meters – 29 feet 6 inches)
- Water and drains (gutters situated at every 9 meters – 29 feet 6 inches)
- Prices and conditions for plumbing services are indicated on the purchase order.

Electrical services

These services are offered exclusively by GES Canada.

- The Palais des congrès de Montréal cannot be held responsible for energy voltage variations or temporary power failures.
- The electricity supplied to a booth or an exhibitor may not be shared or redistributed to another booth or another exhibitor.
- Each individual lighting circuit is a minimum of 1,500 watts.
- Any additional electrical service provided is billed at the rate in effect.
- Prices and conditions of electrical services are indicated on the purchase orders.

Electrical Services –Regulations

1. The master electrician of the Palais des congrès can ensure the necessary electrical connections provided the requirements of the Code électrique du Québec (Electricity Code of Québec) are respected.

2. All engines of 1/3hp or more must be equipped with a magnetic starter or shut off switch.

3. In the event of inspection or repair, the electrical wires of the prefabricated booths must be easily accessible at all times.

4. Appliances or electrical systems with special characteristics and requirements over and above the aforementioned conditions must be identified by the exhibitor with the Production Services of the Palais des congrès de Montréal.

5. To minimize fire hazards, the exhibitor is responsible for closing the breakers of all machines or appliances in use, each day, at closing time.

6. Lamps of paper, fabric or any other inflammable material must be placed in a relatively open and unobstructed area.

Price list: Prices and conditions for electrical services are indicated on the purchase orders.

7. Particular connections: A plan, indicating procedures for connections or hook up, must be provided with any equipment requiring a particular connection.



8. Claims: Only claims made on the premises before the opening of the exhibition will be considered.
9. Confirmation of orders for electrical services: The Palais des congrès de Montréal is not responsible for orders placed by phone for the supply of electricity.
10. Power failures: The Palais des congrès de Montréal is not responsible for damages or malfunctions in equipment as a result of a power failure.
11. Electrical equipment/material supplied by the Palais des congrès de Montréal: Any equipment/material supplied for installation or rental, remains the property of the Palais des congrès de Montréal.

Lost and found

For lost or found objects, please address inquiries to a security officer at the Security Operations Center on the main floor or dial 5508 on the house phone.

From outside the Palais, you can reach the Security Operations Center by dialing (514) 871-3141.

For emergency assistance (medical or other)

- Use a house phone and dial 555 or extension 3141 (a house phone is available in each corridors on the 5th floor. House phones are also located in rooms 517-710 and 210).
- Go to an employee of the Security Department or a member of personnel of the Palais des congrès de Montréal.
- From a cellular phone, dial 514-871-3141 to reach the Security Operations Center.

Keep in mind that three defibrillators are available at the Security Operations Center (SOC) and that all security agents are certified to operate this equipment.

It is not recommended to call 911 directly. The Security of the Palais will make the call.

Food Services

Capital Traiteur Montréal Inc. is the exclusive supplier of food services at the Palais des congrès de Montréal.

The client, guests or exhibitors may not bring food or drinks to the event site. Any request for waiver of this regulation may be addressed to Capital Traiteur for evaluation.