



# **MATERIALS SOLUTIONS** **EXPO • 2026** **ENGINEERED** **FOR ROI**

## **Exhibitor Service Manual**

### **Important Document**

Please read the general show information carefully and keep as a reference.  
All Exhibitors are contractually required to abide by these rules.

Organized By:





# MATERIALS SOLUTIONS EXPO • 2026 **ENGINEERED FOR ROI**

## General Information

### LOCATION:

Quebec City Convention Centre, 1000 Bd René-Lévesque E, Québec, QC G1R 5T8, Canada  
Exhibit Halls 400AB

### Exhibitor Move-In

Sunday, September 27, 2026.....BY REQUEST ONLY  
Monday, September 28, 2026.....8:00 a.m. to 3:00 p.m.

### Monday, September 28, 2026

VIP Tours and Reception..... 5:00 p.m. to 7:00 p.m.

**Tuesday, September 29, 2026\*** ..... 10:00 a.m. to 6:00 p.m.  
Morning Refreshment Break..... 10:20 a.m. to 11:00 a.m.  
Lunch on the Exhibit Floor ..... 11:30 a.m. to 1:30 p.m.  
Afternoon Refreshment Break.....2:00 p.m. to 2:50 p.m.

**Wednesday, September 30, 2026\*** ..... 10:00 a.m. to 2:00 p.m.  
Morning Refreshment Break .....10:20 a.m. to 11:00 a.m.  
Lunch on the Exhibit Floor ..... 11:30 a.m. to 1:30 p.m.

### Exhibit Move-Out

Wednesday, September 30, 2026 ..... 2:00 p.m. to 8:00 p.m.

*\*Times are subject to change*

### Show Colors

Drape: Black & Black

### PLEASE NOTE - Exhibit Hall Carpet

MATERIALS SOLUTIONS EXPO Show Management **requires** that **ALL** booths have floor covering. The booths and exhibit areas are **NOT** carpeted. Rental carpet is available through Freeman.



# MATERIALS SOLUTIONS EXPO • 2026 ENGINEERED FOR ROI

## Contacts

### Exhibit / Sponsorship Sales

Kelly "KJ" Johanns

Phone: 440-671-3851

[ExpoSales@asminternational.org](mailto:ExpoSales@asminternational.org)

### Exhibit Logistics

Lindy Good

Phone: 440-671-3806

[lindy.good@asminternational.org](mailto:lindy.good@asminternational.org)

### General Service Contractor

Freeman

Phone: 888-508-5054

[ExhibitorSupport@freeman.com](mailto:ExhibitorSupport@freeman.com)

### Customs Broker

Freeman Exhibit Transportation

Phone: 877-478-1113

[exhibittrans.canada@freeman.com](mailto:exhibittrans.canada@freeman.com)

### Exhibitor Registration

RCS

Phone: 805-677-4297

[asmevents@rcsreg.com](mailto:asmevents@rcsreg.com)

### Exhibitor Registration Questions

Lindy Good

Phone: 440-338-5441

[Lindy.Good@asminternational.org](mailto:Lindy.Good@asminternational.org)

### Exhibit Transportation

Freeman Exhibit Transportation

Phone: 877-478-1113

[exhibittrans.canada@freeman.com](mailto:exhibittrans.canada@freeman.com)

### Lead Retrieval

RCS

Phone: 805-654-0171

Online Ordering: [rcsreg.com/leads/imat2026](https://rcsreg.com/leads/imat2026)

### Exhibitor Catering

Maestro Culinaire

Audrey Théberge

Phone: 418 649-7711, Ext. 4613

[atheberge@convention.qc.ca](mailto:atheberge@convention.qc.ca)

### AV, Internet & Telecommunications

Encore

[exhibitors-QCCC-ca@encoreglobal.com](mailto:exhibitors-QCCC-ca@encoreglobal.com)

### Electrical

Freeman

Phone: 888-508-5054

[ExhibitorSupport@freeman.com](mailto:ExhibitorSupport@freeman.com)

### Booth Cleaning

Quebec City Convention Centre

Phone: 1-888-679-4000

[services@convention.qc.ca](mailto:services@convention.qc.ca)

[Order forms exhibitor services](#)

### Rigging

Freeman

Phone: 888-508-5054

[ExhibitorSupport@freeman.com](mailto:ExhibitorSupport@freeman.com)



# MATERIALS SOLUTIONS EXPO • 2026 ENGINEERED FOR ROI

## IMPORTANT DATES TO REMEMBER

DESCRIPTION	DEADLINE DATE
<b>Submit Show Directory Listing</b> Click <a href="#">HERE</a>	July 31, 2026
<b>Submit Final Program Ad</b> Submit to: <a href="mailto:lindy.good@asminternational.org">lindy.good@asminternational.org</a>	July 31, 2026
<b>Lead Retrieval Early Bird Discount Deadline</b>	August 7, 2026
<b>Full Conference Exhibitor Early Bird Registration</b> <a href="https://register.rcsreg.com/r2/imat2026/ex/clear.html">https://register.rcsreg.com/r2/imat2026/ex/clear.html</a>	August 24, 2026
<b>Hotel Discount Deadline</b> Click <a href="#">HERE</a>	August 25, 2026
<b>1<sup>st</sup> Day for Advanced Shipments to Warehouse</b>	August 31, 2026
<b>Freeman Services Discount</b>	August 31, 2026
<b>Lead Retrieval Advance Discount Deadline</b>	Sept. 11, 2026
<b>Quebec City Convention Center Services Discount</b>	Sept. 11, 2026 @ 4:00 p.m.
<b>Deadline for Advanced Shipments to Warehouse</b>	Sept. 21, 2026
<b>Last Chance to Pre-Register Exhibitors</b> <a href="https://register.rcsreg.com/r2/imat2026/ex/clear.html">https://register.rcsreg.com/r2/imat2026/ex/clear.html</a>	Sept. 25, 2026
<b>Lead Retrieval Onsite Rate Dates Deadline</b>	October 1, 2026
<b>1<sup>st</sup> Day for Direct to Show Site Shipments</b>	Sept. 28, 2026 @ 7:00 a.m.
<b>Forced Freight</b> Deadline for exhibit material pickup at the Québec City Convention Centre	Sept. 30, 2026 @ 8:00 p.m.



# MATERIALS SOLUTIONS EXPO • 2026 ENGINEERED FOR ROI

## Exhibitor Badge, Rental Information & Complimentary Expo Only Passes

### EXHIBITOR BADGES AND WORK PASSES:

Exhibitor badges and work passes are acceptable during specified exhibit move-in and move-out hours. Only exhibitor badges, not work passes, are acceptable during show hours.

### EXHIBITOR BADGES:

Exhibitors are highly encouraged to take advantage and pre-register your exhibit personnel online using the following registration links below. All exhibitors that are not pre-registered by **Friday, September 25, 2026** are subject to a \$100 onsite registration fee.

<https://register.rcsreg.com/r2/imat2026/ex/clear.html>

*\*All pre-registered badges are to be picked up onsite at Registration Desks.*

**Questions? Materials Solutions Expo** Exhibitor Registration questions can be sent to:

[asmevents@rcsreg.com](mailto:asmevents@rcsreg.com)

### ALL BOOTH RENTALS INCLUDE:

- UNLIMITED Exhibitor Personnel Badges *(no lunch/drink tickets)*
- UNLIMITED Expo-Only VIP Passes for Your Customers
- Company Listing in Online Show Directory with link to your website
- Post-Attendees List *(mailing address, name, and title – No email addresses)*
- Mobile App Listing with Full Company Description and link to your website

### COMPLIMENTARY EXPO ONLY PASSES:

The exhibitor registration page offers you the ability to invite guests to visit you at your booth with a Complimentary Expo Pass by clicking on the "Invite a Guest" button. You may also distribute your company's complimentary guest pass code or URL located under the button. Either way allows you to easily track who has responded to your invitation. This pass enables your guest to enter the exposition without paying the "Expo Only" registration charge.

Complete directions on registering exhibitor personnel or inviting customers is listed in your custom email from the registration company, Registration Control System (RCS).



# MATERIALS SOLUTIONS EXPO • 2026 ENGINEERED FOR ROI

## Hotel & Visa Information

### OFFICIAL CONFERENCE HOTEL:

#### [Hilton Quebec](#)

1100 Rene-Levesque Blvd.  
Station Haute Ville, Quebec, Qc  
G1R 4P3

Negotiated guestroom rates starting at **\$322 CAD/night + tax and fees** for single/double rooms is available to MATERIALS SOLUTIONS EXPO 2026 attendees and exhibitors until **August 25, 2026** or until rooms at this rate are sold out.

### HOTEL RESERVATIONS:

To make your hotel reservations online, please click [HERE](#)

### Beware of Room Poachers!

Unauthorized third-party housing companies have been contacting members to get them to reserve their sleeping room through them. *This is a scam!* You will NEVER receive a phone call directly from MATERIALS SOLUTIONS EXPO organizers or vendors on their behalf. To make a legitimate sleeping room reservation with the Headquarters Hotel, please use the link above.

*Reservations made through any housing services company cannot be guaranteed by ASM International and could result in additional charges, incorrect hotel placement, or inflated room rates for ASM International participants.*

### VISA INFORMATION:

Meeting attendees from countries that require a visa to enter the Canada are reminded that the process of obtaining a visa may take **several months**. You are strongly encouraged to plan and begin the application process early. Please note, the event organizers do not have any influence over the issuance of a Visa. The determination is at the sole discretion of the Embassy/Consulate. Should your application be denied, the event organizers cannot change the decision of the governmental agency.

For more information on requesting a visa letter, please click on the following link or copy/paste into your web browser: <https://www.asminternational.org/imat-event/attend/hotel-travel/visa-guidelines/>

If you have any questions, please contact Fatima Sajjad at [Fatima.sajjad@asminternational.org](mailto:Fatima.sajjad@asminternational.org)



# MATERIALS SOLUTIONS EXPO • 2026 ENGINEERED FOR ROI

## NOTIFICATION OF INTENT TO USE EXHIBITOR APPOINTED CONTRACTOR (EAC)

Please email form to:

Lindy Good, Global Exhibition Manager

[lindy.good@asminternational.org](mailto:lindy.good@asminternational.org)

If your company plans to use a firm who is not an official service contractor as designated by Show Management, please complete this form and email to Show Management at the email address listed above.

Inform your Exhibitor Appointed Contractor that they must send a copy of their General Liability Insurance Certificate no later than 30 Days prior to the first day of exhibitor move-in or they will not be permitted to service your exhibit. Also provide your Exhibitor Appointed Contractor with work passes to enter the show floor for designated move-in and move-out dates and times. Located in the Exhibitor Service Manual.

Email General Liability Certificate to:

Show Management

Lindy Good, Global Exhibition Manager

[lindy.good@asminternational.org](mailto:lindy.good@asminternational.org)

It is the responsibility of the exhibitor to see that each representative of the Exhibitor Appointed Contractor abides by the official rules and regulations of this event.

This form must be received 30 DAYS PRIOR TO THE FIRST DAY OF EXHIBITOR MOVE-IN.

Name of Show: **MATERIALS SOLUTIONS EXPO 2026 - May 22 - 25, 2026**

Company Name \_\_\_\_\_

Booth Number \_\_\_\_\_

Contact Name at Show \_\_\_\_\_

Contact Phone \_\_\_\_\_

Exhibitor Appointed Contractor \_\_\_\_\_

Contractor Address \_\_\_\_\_

City, State, Zip Code \_\_\_\_\_

Country \_\_\_\_\_

Type of Service to be Performed \_\_\_\_\_



# MATERIALS SOLUTIONS EXPO • 2026 ENGINEERED FOR ROI

## Exhibitor Work Pass Badges



**MATERIALS SOLUTIONS  
EXPO • 2026** ENGINEERED  
FOR ROI

### **EXHIBITOR WORK PASS**

*This badge permits the bearer to enter the exposition hall for the purpose of installing and dismantling his exhibit.*

**VALID ONLY DURING OFFICIAL  
INSTALLATION/DISMANTLING PERIODS**



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# MATERIALS SOLUTIONS EXPO • 2026 ENGINEERED FOR ROI

## Hospitality Form

### MATERIALS SOLUTIONS EXPO 2026 HOSPITALITY FORM

If your business or function requires a hotel suite or meeting room for a hospitality event, please complete this form. Please be advised that hospitalities can only be scheduled by an Exhibitor of this event, and must occur only during Non-Exhibiting hours. The event or meeting **must not conflict** with any technical sessions, expo or other event functions. The hours must be approved by Show Management prior to the event. Failure to comply with this process is grounds for removal from this event.

Company Name \_\_\_\_\_

Booth# \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Contact Name \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Email Address \_\_\_\_\_

### ***SUITE REQUEST***

*Purpose for Reserving Suite:*

\_\_\_\_\_ *Hospitality* \_\_\_\_\_ *Meeting* \_\_\_\_\_ *Personal Use*

*Hotel* \_\_\_\_\_ *Convention Center* \_\_\_\_\_ *Other* \_\_\_\_\_

*Number of Attendees for Event* \_\_\_\_\_ *Date* \_\_\_\_\_ *Time* \_\_\_\_\_

*Please complete this form and email to: [Lindy.Good@asminternational.org](mailto:Lindy.Good@asminternational.org)*


## The Materials Solution Expo 2026

Options & Rates

Order early & save!

### ExpoSmart App on YOUR device (compatible with Android or iPhone)

Turn your own smartphone or tablet into a powerful lead capture tool - no rental hardware required. Compatible with iOS and Android devices, ExpoSmart allows booth staff to scan badges, add notes, and instantly upload leads to the cloud for real-time access. Optional add-on features are available to further enhance your lead capture and qualification capabilities.

	Early bird ends 08/07/2026	Advance ends 09/11/2026	Onsite after 09/11/2026
Single License	\$325	\$425	\$550
Up to 5 Licenses 	\$500	\$650	\$800

### ✓ ExpoSmart App on an RCS Android phone

Use an RCS-provided Android smartphone preloaded with the ExpoSmart app for hassle-free lead capture. Ideal for exhibitors who prefer not to use their own device, the rental option allows booth staff to scan badges, add notes, and collect leads throughout the event, with lead data delivered following the show. Optional add-on features are available to further enhance your lead capture capabilities.

Single RCS Phone	\$500	\$650	\$800
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### ✓ UPGRADES Available with the ExpoSmart App on your own device or RCS Android phone

**Custom Qualifiers:** Proper lead qualification helps your sales team identify high-quality prospects, personalize follow-up efforts, and close more business. Create up to 20 custom questions with up to 20 response options each to capture the information most important to your organization and define your ideal customer profile.

**ExpoAction Automated Follow-Up:** Keep prospects engaged with a timely, personalized message sent automatically when their badge is scanned. Create your own custom follow-up email to thank attendees for visiting your booth, share product information, and encourage continued interaction with your company.

Custom Qualifiers	\$125	\$165	\$200
Expo Action Email	\$250	\$325	\$400

### ✓ Lead Retrieval API

Use your own lead capture application by connecting directly to the event's attendee badge data through our real-time API integration. Upon ordering, you'll receive API documentation, authentication credentials, test badges, and technical support to help ensure a successful implementation before the event. **Advance Orders Only.**

Lead Retrieval API	\$925	\$925	n/a
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Place Your Order Online

[rcsreg.com/leads/imat2026](https://rcsreg.com/leads/imat2026)

Questions? Contact RCS Exhibitor Services at [exhibitorserv@rcsreg.com](mailto:exhibitorserv@rcsreg.com)



# **MATERIALS SOLUTIONS**

## **EXPO • 2026** **ENGINEERED FOR ROI**

### **MATERIALS SOLUTIONS EXPO EXPOSITION RULES & REGULATIONS**

This section includes general show policy as well as installation, dismantle, and operational rules, display rules, exhibit hall rules, and booth configuration guidelines. Most misunderstandings can be avoided by reading this section carefully. Show Management is ASM International and is used interchangeably.

#### **Age Limit**

Children under 18 years of age will not be allowed in the Exhibit Hall; including set-up and tear-down.

#### **Alcoholic Beverages**

Alcoholic beverages are prohibited in the Exhibit Hall during setup and dismantle for safety and insurance reasons. Alcoholic beverage service (bars) can be arranged during the event by contacting Show Management. Show Management reserves the right to limit alcohol consumption by exhibitors and remove exhibitors as necessary from the show floor.

#### **Amendments**

These regulations have been formulated for the best interest of the exhibitors as well as this exposition, Show Management and the cooperating groups. All matters and questions not covered by these regulations are subject to the decisions of Show Management. The regulations may be amended at any time by Show Management and all amendments that may be so made shall be equally binding on all parties affected by them as by the original regulations.

#### **Anti-Harassment Policy**

ASM International is dedicated to providing harassment-free events for everyone, regardless of age, race, religion, disability, gender, gender identity or sexual orientation. We do not tolerate harassment in any form from anyone attending an ASM event.

Harassing behaviors include: offensive verbal comments related to age, race, religion, disability, gender, gender identity or sexual orientation; the use or display of sexual images, activities or commentary in public spaces; deliberate intimidation; stalking or following; harassing photography or recording; sustained disruption of events; or inappropriate physical contact.

Participants asked to stop any harassing behavior are expected to comply immediately. Participants violating this policy may be sanctioned or expelled from the event or the membership at the discretion of ASM leadership.

#### **ASCAP**

ASCAP (American Society of Composers, Authors and Publishers) Licensing: Under the United States Copyright Law, public performances of copyrighted musical works, including performances during a convention, exposition, industrial show, meeting, trade show or similar event, require a license from the copyright owners of the musical works performed or their representative. Copyright Permission and Indemnification: Exhibitor represents and warrants that no musical work protected by copyright will be staged, produced, or otherwise performed, via either "live" or "mechanical" means by or on behalf of the Exhibitor unless exhibitor has notified Show Management of such intent and is willing to pay the associated ASCAP fees for such use. Exhibitor further represents and warrants that it shall be fully responsible for the performance of all obligations under any

agreement permitting the use of such music, including but not limited to all obligations to report data and to pay royalty fees.

Exhibitor agrees to indemnify, save, and hold harmless the ASM Events and its directors, officers, agents, employees, and each of them, from and against any and all claims, costs, and expenses (including legal fees and expenses), demands, actions and liabilities of every kind and character whatsoever with respect to any breach of the foregoing representations and warranties.

### **Attendee Lists**

The list of Event Attendees ("Attendee List") is a confidential trade secret wholly owned and controlled by ASM International. The Attendee List is shared with your company ("Exhibitor") purely for temporary usage and solely for the purpose of sending mailers to such attendees (no electronic). The Attendee List is THE CONFIDENTIAL AND EXCLUSIVE PROPERTY OF ASM, and that NO RIGHTS to the Attendee List has been conferred Exhibitor or any of Exhibitor's agents, beyond the brief usage described above. Exhibitor may not duplicate, distribute, sell, or attempt to sell the Attendee List, or any other property owned by ASM International. Misuse of the Attendee List shall constitute a breach of this Agreement and ASM retains all rights to associated legal action(s) and recovery. Such misuse will additionally result in Exhibitor's expulsion from future ASM Events, without refund of any prepaid deposits.

### **Badge Control**

Exhibit Hall attendance is restricted to qualified exhibitors, attendees, and service suppliers as monitored by Show Management. In the Exhibit Hall, Badges are required at all times. Any person(s) on the exhibit floor who are not registered as stated above will be promptly evicted. Without prior consent from Show Management, only exhibitors and service suppliers will have access to the exhibit floor on move-in and move-out days, and be allowed entrance one hour prior to show opening on show days. Exhibitor badges and work passes are acceptable during the specified exhibit move-in hours and exhibit move-out hours. Only exhibitor badges are acceptable during show hours.

False certification of any individual as an exhibitor's representative, misuse of exhibitor badges, or any other method or device used to assist unauthorized personnel to gain admittance to the exhibit floor will be just cause for expelling the exhibitor and its representatives from the exhibit hall and/or banning them from future entrance to the exhibit floor and/or removing the exhibitor's exhibit from the floor without obligation on the part of the event for refund of any fees. The exhibitor, its employees, agents, and anyone claiming a right to be on the exhibit floor through the exhibitor, waive any right or claims for damages arising out of the enforcement of this rule. Any exhibit staff requiring admittance to the exhibit hall at any other time must make prior arrangements with Show Management.

### **Balloons/Blimps**

Balloons/blimps of any kind will not be allowed on the show site. See Decorations for additional restrictions.

### **Banners/Signs**

Banners/Signs of any kind will not be allowed on the show site. See Decorations for additional restrictions. See IAEE Guidelines for hanging signs.

### **Booth Display**

Show Management has the authority to determine whether placement, arrangement, and appearance of all items displayed by the exhibitor are in compliance with show standards, and may require the replacement, rearrangement, or redecoration of any item or of any booth, and no liability shall be held against Show Management for costs that may thereby be incurred by exhibitor.

All exposed areas of the display must be finished surfaces, including back and sides. Show Management reserves the right to drape any visible unfinished portions of an exhibitor's booth at the expense of the exhibitor. Please review the IAEE Guidelines for additional information regarding the specific restrictions for your booth. Any displays not conforming to the exhibit specifications outlines in the IAEE Guidelines must have Show Management approval in writing 60 days prior to show move-in.

## **Cameras/Photography**

Photography and/or the recording of the exhibit hall or contents of any exhibitor booth are strictly prohibited at all times. Photography inside any exhibit space is limited to only the company that has contracted for the exhibit space or to MATERIALS SOLUTIONS EXPO (or its contracted agent) with the consent of the exhibitor. Violation of the photography policy may result in penalties which will be decided upon by Show Management; these penalties may include expulsion from the event, bans from future MATERIALS SOLUTIONS EXPO events and confiscation of film, cameras and/or other recording equipment.

## **Cancellation of Exhibit Contract**

- a.) Exhibitor qualifies for a 25% refund on final payment if (1) Exhibitor has paid-in-full and (2) Exhibitor notifies ASM International® of cancellation, in writing, by March 27, 2026. No other refunds will be granted to Exhibitor.
- b.) NO REFUNDS WILL BE GRANTED FOR ANY CANCELLATION RECEIVED AFTER MARCH 27, 2026 AND EXHIBITOR WILL REMAIN LIABLE FOR THE TOTAL SPACE RENTAL FEE, INCLUDING ANY REMAINING SUMS OWED TO ASM INTERNATIONAL®.

If in the sole opinion of ASM International®, which shall be conclusive, the presentation of the Exposition is prevented either prior to or during the period of the Exhibitor's occupancy, or use or access to the facilities and equipment of the Exposition is impeded by fire, strikes, other than strikes of the Exhibitor, acts of God, national emergency or for any other cause beyond the control of ASM International®, ASM International® may cancel this contract and Exhibitor waives any claim against ASM International® for damages by reason of such cancellation except that ASM International® shall return to the Exhibitor the amount already paid for space in the Exhibit Hall for this specific event or such portion thereof as shall represent the proportionate part of said Exposition not held, less a pro-rata share of the pre-Exposition expenses. In no event shall ASM International® be liable for any lost profits or incidental, consequential, or punitive damages, even if advised of the possibility of same.

## **Communicable Disease Assumption of Risk:**

By participating in MATERIALS SOLUTIONS EXPO 2026, as well as events and activities connected to it, there are certain risks to Exhibitor arising from or related to possible exposure to communicable diseases including, but not limited to, the virus Severe Acute Respiratory Syndrome Coronavirus 2, which is responsible for the Coronavirus Disease (also known as COVID-19) and/or any mutation or variation thereof (collectively referred to as "Communicable Diseases"). Exhibitor is fully aware of the hazards associated with such Communicable Diseases and knowingly and voluntarily assumes full responsibility for any and all risk of personal injury, illness or other loss that Exhibitor or its agents may sustain in connection with such Communicable Diseases. Exhibitor expressly releases, holds harmless, and discharges ASM and its agents from any and all claims, demands, suits, causes of action, losses and liability of any kind whatsoever, whether in law or equity, arising out of or related to illness, injury, disability, death, or other damages incurred due to or in connection with any Communicable Diseases, whether arising from the negligence of the released parties or otherwise, to the fullest extent permitted by law.

## **Construction of Exhibits**

Exhibits shall be constructed and arranged so that they do not obstruct the general view, nor hide the exhibits of others. Complete exhibit construction information and guidelines can be found in the "Guidelines for Display Rules and Regulations" provided by the International Association of Exhibitions and Events (IAEE), which will be followed by all exhibitors and Show Management. Exhibitors desiring to use anything other than standard booth equipment, signs or materials conflicting in any way with any rules and regulations should submit two copies of a detailed sketch of the proposed layout at least 60 days before the show to Show Management for written approval. No glass containers are permitted on the exhibit floor.

## **Crates**

Crates should be well-constructed to prevent damage in transit or during handling, and labeled with exhibitor name. Due to the no-storage policy behind exhibitor booths, empty crates and boxes will be removed and stored by the decorator, and returned at the conclusion of the show. "Empty" stickers are available at the decorator service counter for your use. Store smaller boxes inside larger crates to keep your materials together and allow

for timely delivery during breakdown. Crates used internationally must comply with the recent regulation changes implemented by the United States Customs and Department of Agriculture with respect to treatment for harmful insect infestations. See "Import Regulation Change-Wood Packaging Materials" in this section for more information.

### **Decorations**

All decorations, drapes, signs, banners, table coverings and skirts, carpeting or similar decorative materials used in exhibits shall be non-combustible or flame resistant to the satisfaction of the local Fire Marshal. In addition, decorations, signs, banners, etc., may not be taped, nailed, stapled, or otherwise affixed to any building surface, including, but not limited to, ceilings, walls, painted surfaces, and columns. Exhibitors may not bring or permit any decorative material in or about the Exhibit Hall including, but not limited to: balloons, crepe paper; cellophane; confetti; cotton; cornstalk; leaves; evergreen boughs; sheaves of grain; glitter, streamers; straw; paper; vines or moss. Oilcloth, tarpaper, sisal paper, nylon and certain other plastic material that is not flame retardant is prohibited.

Show Management has the authority to determine whether placement, arrangement and appearance of all items displayed by the exhibitor are in compliance with show standards, and may require the replacement, rearrangement, or redecoration of any item or of any booth, and no liability shall be held against Show Management for costs that may thereby be incurred by the exhibitor.

**Floor Covering:** All booths MUST be covered. Carpeting enhances your corporate image and continues the overall professional look of the show. If the exhibit hall is not carpeted, you may supply your own carpeting or rent carpeting from the decorator. All carpet must be fire- retardant in compliance with local fire department regulations.

All exposed areas of the display must be finished surfaces, including the back and sides. Show Management reserves the right to drape any visible unfinished portions of an exhibitor's booth at the expense of the exhibitor. Please review the IAEE Guidelines included in the Exhibitor Service Manual for additional information regarding specific restrictions for your booth. Any displays not conforming to the exhibit specifications outlines in the IAEE Guidelines must have Show Management approval in writing 60 days prior to move in.

### **Demonstrations**

Exhibitors may not conduct any demonstration or activity that results in the obstruction of aisles or impedes the easy access to neighboring exhibitor's booths. Demonstrations must be straightforward, professional, and relative to the displayed product. The use of demonstrations, gimmicks, pantomimes, magicians, robots, etc., in the aisles is prohibited at all times. Products or demonstrations may be placed near the aisle provided they are inside the booth boundaries. Equipment, including furniture, may not be in the aisle at any time. Show Management reserves final decision on all demonstrations.

### **Display Move-in/Move-out**

Information on installation and dismantling of exhibits has been provided in detail in the Exhibitor Service Manual. The Exhibitor understands that all exhibit equipment and/or displays must be completely set by published opening of the show and that no exhibitor shall dismantle or start to dismantle their exhibit equipment and/or displays prior to the published closing of the show, without prior permission from Show Management. Colored wristbands may be distributed and must be worn upon entrance of the exhibit hall.

All dismantling must be finished, and all exhibit materials must be out of the exhibit area no later than the specified date and time, which will be communicated in the Exhibitor Service Manual. It is the responsibility of the Exhibitor to arrange for the return shipment of properly labeled exhibit material before departure. Otherwise, it will be necessary to store such material at the expense of the Exhibitor or return by common carrier at Exhibitor's expense. The Exhibitor is responsible for notifying the respective service contract in advance.

### **Electrical Wiring**

All electrical wiring on booths or display fixtures must be UL approved and must meet local fire department regulations. This applies to all booth construction and equipment used in the exhibit. Please ensure these specifications are met before sending your booth to the show.

Electrical services are provided through the convention center facility and require a written order – see the Electrical Service Form in the Exhibitor Service Manual.

Use of another exhibitor's electrical hookup is **strictly prohibited** due to the potential fire and hazard risks. In the event that the Exhibit Hall is damaged or destroyed due to negligence or failure on the part of the exhibitor to comply with the local fire agency and fire and hazard regulations, the exhibitor is responsible and liable for all damages incurred.

### **Equipment Displays**

Any display using heat-producing equipment (welding equipment, soldering devices, ovens, hot plates, etc.) may require a permit from the Fire Marshal. All demonstrations, using heat-producing equipment and placed in the front half of the booth, must be protected with an 18" high, thick, clear plastic shield. This shield must protect the front and sides of the demonstration area. Approved welding screens are required for any welding equipment. Any display using electrical, mechanical, or dust producing equipment that incorporates moving parts may require a permit from the Fire Marshal. A safeguard may also be required for the attendee's protection. Permits will not be required for normal electrical appliances such as lamps, computers radios, etc. Any equipment that emits vibrations, fumes or noise above normal conversational levels as to disturb neighboring exhibitors or attendees is prohibited. Show Management reserves the right to shut-down operating equipment on the show floor which is the source of disruption and complaints. Specific demonstrations of operation equipment can be scheduled with Show Management during off-show hours. This policy is strictly enforced. For additional permit information, please contact Show Management.

### **Exhibitors' Personnel and Other Considerations**

Distribution of advertising matter and souvenirs must be confined to the exhibitor's booth (trade publications excepted) and shall not be distributed in the aisles, areas outside of the immediate booth boundaries, or elsewhere inside or outside the convention center's property. In keeping with the technical education purpose of the event, giveaways such as balloons, TV sets, sporting equipment, etc., will not be permitted. Giveaways such as metric rulers, pens or pencils, imprinted with the display sponsor's name are permitted. Questions as to the eligibility of giveaway items should be directed to Show Management for approval before the event.

Undignified methods of attracting attention will not be permitted. Show Management reserves the right to prohibit an exhibit or part of an exhibit, which in its judgment, may detract from the character of the exposition. This restriction includes persons, side-show tactics, conduct, printed matter, or anything of a character which might be considered objectionable to the exposition as a whole. Canvassing in exhibit halls or distribution of advertising matter or souvenirs by representatives of non-exhibiting firms is strictly forbidden. Personnel recruiting in any form are not permitted.

### **Failure to Occupy Space**

Space not occupied by the close of the exhibit installation period as specified in the accompanying materials will be forfeited by exhibitor and this space may be resold, reassigned, or used by Show Management. This clause shall not be construed as affecting the obligation of the exhibitor to pay the full space rental under the terms of the contract.

### **Failure to Pay**

Exhibitor booths will not be allowed to be erected unless full payment for the booth space has been received by Show Management prior to the final payment date stated on the contract. In addition, inclusion in the Final Program and any other promotional show material will be at Show Management's discretion for unpaid exhibitors.

### **Film, Sound Devices and Lighting**

If moving pictures are used, the exhibitor agrees to comply with union requirements for the operation of the equipment. If, sound movies, loud speakers or sound devices are used, they should be tuned to conversational level and must not be objectionable to neighboring exhibitors. Show Management reserves the right to restrict the use of glaring lights or objectionable lighting effects. Exhibitor represents and warrants that no musical work protected by copyright will be staged, produced, or otherwise performed, via either "live" or "mechanical" means, (by or on behalf of exhibitor) at the exposition unless exhibitor has notified ASCAP International of such intent and is willing to pay the associated ASCAP fees for such use. See ASCAP Rules and Regulations.

## **Fire Regulations**

Exhibitors, service contractors and event promoters must comply with all Federal, State and local fire and building codes that apply to places of assembly. Displays are subject to inspection, and any exhibits judged to be unsafe, for any reason, may be summarily shut down until sufficient corrective modifications have been made. However, acceptance of the exhibit does not constitute a guarantee that the exhibit meets all safety standards or is safe under all conditions.

All materials used in the construction and decoration of an exhibit must be flame-retardant. All carpeting and floor covering must have a Class 1 flame spread rating and UL between 0 and 25. No storage of any material is allowed in the utility area behind individual displays. A maximum of one day supply of operational and advertising material may be stored in a closed container within the booth. Booth must be cleaned of combustible rubbish on a daily basis.

Written authorization is required for display and operation of any heater, barbecue, heat-producing or open flame devices, candles, lanterns, torches, welding equipment or other smoke emitting materials as part of an exhibit. Written authorization is also required for display and operation of any electrical, mechanical, or chemical devices which may be deemed hazardous by the local fire authority, and for all toxic and hazardous materials, including flammable liquids, compressed gas, dangerous chemicals and any fireworks or pyrotechnics used in the facility. Please speak with Show Management regarding this authorization procedure.

## **Handouts**

No adhesive-backed (stick-on) decals or similar items may be distributed in, or used on, any part of the convention facility. All handouts must be distributed from the exhibitor's booth only; nothing may be distributed from aisles, areas outside of immediate booth boundaries, or elsewhere inside or outside the Hotel property. All items, samples, souvenirs, etc., distributed by the exhibitor must be from within the confines of the exhibitor's booth and approved by Show Management. Show Management reserves the final decision on what can or cannot be distributed from an exhibitor's booth.

## **Hanging Signs**

Hanging Signs must follow the IAEE Guidelines. See Decorations for additional restrictions.

## **Hazardous Materials**

All hazardous items used in displays must be properly safeguarded, protected, and registered in accordance with applicable City, State, and Federal regulations. Submission of required documentation is the sole responsibility of the exhibiting company. Hazardous items include, but are not limited to, the following: evacuated containers or components, radioactive material, x-ray producing equipment, high-voltage equipment, particle accelerators, flammable and explosive materials. Equipment demonstrations must not, in the judgment of Show Management, pose a radiation hazard. If the equipment has energy beams that might be hazardous, such energy beams must be deviated or made inoperable before installation. Any hazardous items that will be present in a display must be approved by the local fire department/agencies in writing with copies to Show Management 60 days prior to the show.

## **Hospitalities/Social Functions/Special Events**

Any company scheduling a hospitality suite/social function/special event MUST be an exhibitor. Hours for any social function, special event or hospitality must be approved by Show Management. A Hospitality Form, located in the Exhibitor Service Manual, must be filled out prior to the exposition and sent to Show Management for approval 30 days prior to the event. Social functions are allowed only during Non-Exhibit hours and must not conflict with technical sessions or other event functions. Exhibitors wishing to hold hospitality functions are required to coordinate the scheduling of these events with Show Management. Any Exhibitor who fails to comply with said policies relating to hospitality suites and/or social functions risks immediate removal from the exhibition.

### **Import Regulation Change-Wood Packaging Materials**

Exhibitors who are importing equipment or exhibits material should be informed that a new requirement has been implemented by United States Customs and the Department of Agriculture requiring any wood packaging materials (WPM) such as pallets, crates, and boxes, used in international trade to support or brace cargo, be treated to prevent harmful insect infestations in the United States. The new regulation further requires WPM to be marked with the approved International Plant Protection Convention (IPPC) logo.

Unmarked WPM will be considered untreated and non-compliant and will be turned away if the Port Director determines it is not feasible to separate merchandise from the volatile WPM. For more information, please visit <http://www.aphis.usda.gov/>.

### **Inability to Perform**

If the Management should be prevented from holding the exhibition by any cause beyond its control (such as fires, strikes, Acts of God, etc.) or if it cannot permit the exhibitor to occupy his space due to circumstances beyond its control, the Management will refund to the exhibitor the amount of the rental paid, less a proportionate share of the exposition expenses, and Show Management shall have no further obligation or liability to the exhibitor. If the exhibitor shall have made no rental payment, he nevertheless shall be obligated to pay his proportionate share of such expenses.

### **Installation & Dismantle of Exhibits**

The Exhibit Hall's closure date and time will be communicated in the Exhibitor's Service Manual. Packing crates/boxes will not be returned to the exhibit booth(s) until all visitors have left the Exhibit Hall floor and all aisle carpet has been lifted. No dollies or carts will be allowed on the floor until carpet is removed. All dismantling must be finished and all exhibit materials must be out of the exhibit area no later than the specified date and time communicated in the Exhibitor's Service Manual or Exhibitor may be liable to a penalty. It is the responsibility of the Exhibitor to arrange for the return shipment of properly labeled exhibit material before departure. Otherwise, it will be necessary to store such material at the expense of the Exhibitor or return by common carrier at Exhibitor's expense. The Exhibitor is responsible for notifying the respective service contractor in advance. Exhibits may not, to ANY extent, be dismantled before the specified date and time listed in the exhibitor Service Manual. Any early dismantling or packing shall be considered a breach of this agreement and may affect future contracts. No materials may be taken out through the main entrance unless they are carried by hand. ALL exhibitor freight and display materials must enter the exhibiting facility through the Loading Docks and be handled by the General Service Contractor. All items entering through the loading docks will be considered Material Handling (see Material Handling section of the service kit for applicable charges).

### **Liability and Insurance**

The Exhibitor shall save and keep harmless and indemnify MATERIALS SOLUTIONS EXPO and its members, officers, directors, employees and agents of and from all suits, claims, damages, loss or liability (including attorneys' fees) arising out of any bodily loss of, or damage to, products, equipment, or decorations due to fire, water accident, theft, or any other cause while they are on the premises or in any of its outbuildings or through any act, omission or negligent conduct of the Exhibitor, its agents, employees or contractors; and said Exhibitor agrees, at its own cost and expense, to defend and protect MATERIALS SOLUTIONS EXPO and Exhibit Hall, their members, officers, directors, employees and agents against any and all such suits, claims, demands and expenses, including attorneys' fees. The Exhibitor shall maintain and have in full force and effect the following insurance policies:

a.) Policies of comprehensive general liability insurance including protective liability, contractual liability and product liability coverage with a single limit of liability of \$1,000,000.00.

b.) Policies of public liability and property damage insurance covering all motor vehicles owned by the Exhibitor and all motor vehicles not owned by the Exhibitor while such vehicles are being used in connection with the activities of the Exhibition with a single limit liability of \$1,000,000.00. MATERIALS SOLUTIONS EXPO shall be named as an additional insured as its respective interests may appear in respect to all the aforementioned insurance policies. Prior to the date of the preparation of its display, the Exhibitor shall furnish to Show Management evidence satisfactory confirming the Exhibitor's compliance in full with provisions of Section (a) and

Section (b) hereof, and requiring 30 days' notice to MATERIALS SOLUTIONS EXPO prior to any expiration of or change in coverage.

Exhibits and exhibit equipment are brought into the building, maintained, and removed from the building at the exhibitor's risk. Exhibitor shall indemnify the Show Management against and hold it harmless from any claims, suits or liabilities resulting from negligence of the exhibitor in or in connection with the exhibitor's use of exhibit space.

### **Labor Rules & Regulations**

Labor rules and regulations for union labor are made by the local unions and these regulations may be changed at any time. Where union labor is required because of building or contract requirements, it will be necessary for the exhibitor to comply with the regulations.

### **Lighting**

Overstatement in lighting design is to be avoided. Devices that flash, rotate, or blink (strobe lights, beacons, etc.) in an exhibit are strictly prohibited. Show Management will monitor exhibitor lighting displays and may ask that lighted displays be disabled if it becomes an annoyance to surrounding exhibitors or attendees.

### **Move-out**

Exhibitors may not break down their booths until after the show closes on the final day. An exhibitor who has not left the premises by the appointed time may be liable to a penalty. No crates may be taken out of storage and no dollies will be allowed in the hall before the carpeting in the aisles has been removed by the decorator. No materials may be taken out through the Main Entrance Hall unless they can be carried by hand. (dollies are not allowed in the Main Entrance)

### **Music, Photographs and other Copyrighted Material**

Exhibitor represents and warrants that no musical work protected by copyright will be staged, produced, or otherwise performed, via either "live" or "mechanical" means, (by or on behalf of an exhibitor) at the exposition unless exhibitor has notified Show Management of such intent and is willing to pay the associated ASCAP fees for such use. See ASCAP rules and regulations.

### **Noise**

Disturbing noises of any kind should be avoided. Show Management will monitor noises and demonstrations and may ask the exhibitor to turn off the machine or device if noise levels become annoying to surrounding exhibitors or attendees. Use of microphones and noise enhancing devices will only be allowed if it is not disturbing to other exhibitors. Show Management reserves the right to determine whether or not an exhibitor may use such devices. At no time may the sound level exceed 70 decibels, four feet away from the source. This limit may not be exceeded by any machine, musical group or other source.

### **Obstruction of Aisles/Demonstrations**

Exhibitors may not conduct any demonstration or activity that results in the obstruction of aisles or impedes the easy access to neighboring exhibitors' booths. Demonstrations are to be straightforward, professional, and relative to the displayed product. The use of demonstrations, gimmicks, pantomimes, magicians, robots, etc., in the aisles is prohibited at all times. Products or demonstrations may be placed near the aisle provided they are inside the booth boundaries. Equipment, including furniture, may not be in the aisles at any time. Show Management reserves the final decision on all demonstrations.

### **Official Contractors**

Where an official contractor has been designated to perform services for an exhibitor such as the rental of furniture, erection of exhibits, electrical work, plumbing, labor, or any other service – no exhibitor or representative shall contract for such service with other than the said official contractor unless permission has been secured in writing from Show Management in advance of the event.

### **Operating Equipment**

No exhibitor shall operate any such equipment that emits vibrations, fumes, or noise above normal conversational levels as to disturb neighboring lessees or the overall show. Management reserves the right to shut-down operating equipment on the show floor which is the source of

disruption and complaints. Specific demonstrations of operating equipment can be scheduled with Show Management during off-show hours. Show Management shall strictly enforce this regulation.

### **Security**

General perimeter show security in the facility is provided during setup, show days, and dismantle; however, the primary responsibility for safeguarding your exhibit and merchandise is yours. Security personnel will monitor the Exhibit Hall at opening and closing each show day. Only exhibiting personnel will be allowed in the hall during pre-show hours. After the exhibit area closes, the doors will be locked, and if applicable, the area will be patrolled by a roving security guard. Access during pre-show hours will be controlled by a badge checker. Arrangements to enter the Exhibit Hall prior to one (1) hour before show opening can be made through Show Management. Please report any thefts or damages immediately to both Security and Show Management. While Show Management will exercise reasonable care in safeguarding your property, neither Show Management, the facility, the security contractor, nor any of their officers, agents, or employees assumes any responsibility or liability for loss, damage, or theft. Exhibitors should therefore include in, or have a rider attached to, their insurance policies covering their merchandise during shipment to the exposition, the exposition period, and the return shipment from the exposition.

### **Smoking**

This is a non-smoking building, and smoking is therefore not permitted in the Exhibit Hall, restrooms, corridors, etc.

### **Solicitation**

Soliciting allows those individuals and companies who do not exhibit at the show to take advantage of the benefits. It also takes buyers' attention away from your products and encourages buyers to leave the show floor. We need your help to stop these practices.

Companies are not allowed to solicit business in the trade show aisles or other public areas of the show, in another company's booth and/or representing their services or soliciting participants for activities which conflict with the show. Additionally, Show Management does not permit the distribution of literature or marketing materials of any kind on the trade show floor without having purchased booth space. Please note that any exposition participant, who is observed to be soliciting any business in the aisles or other public space, including another company's booth, is in violation of the Exhibition Policy and will be escorted from the show. Additionally, conducting meetings with exposition participants off the show floor (in hotels, restaurants, parking lots and other venues) without having purchased booth space is a violation of the Exhibition Policy and will not be tolerated. We are committed to supporting our exhibitors. Please contact a Show Management representative or stop by the Show Office to report any violations that you observe.

### **Sound**

Levels may not exceed 70 decibels, four feet away from the source. This limit may not be exceeded by any machine, musical group or other source.

### **Storage**

Included in space rental is the storage of packing boxes and crates during the exhibit. If it is necessary for outside storage, Show Management will endeavor to cover the packing boxes and crates with tarpaulin or other material. However, Show Management assumes no responsibility for damage or loss of boxes or crates. No storage is permitted behind the exhibitor booth/draping.

### **Subletting of Space**

The exhibitor shall not assign, sublet, or apportion the whole or any part of the space as assigned or have representatives, equipment, or materials from other firms than his own in the exhibit space without written consent of Show Management. In the name of company divisions or affiliates, only one division or affiliate shall be considered the exhibiting company. Multiple divisions or affiliates will NOT be identified separately on signs and/or printed materials without previous permission from Show Management.

### **Union Jurisdiction**

If applicable, please read the Union Jurisdiction information in the Exhibitor Service Manual.

**Utility Areas**

Utility areas, located behind every booth (with the exception of island configurations and some perimeter locations), are to be left completely free and clear at all times in accordance with the Fire Marshal regulations. Any items (empty or full) found in the utility area will be sent to empty storage. Additionally, exhibitor may be given – and will be held responsible for, a citation and/or fine from the Fire Marshal.

**Utilities**

It is mutually understood and agreed that Show Management shall use proper and reasonable care to have all utility services installed in time for the opening of the show. Proper and reasonable care shall be taken to prevent the interruption of these services during the exposition. However, Show Management shall not be held responsible for late installation or interruption of any service that may occur. Please note that utilities such as electric, gas, plumbing, etc., are not included in the exhibit rental fee and must be ordered separately if needed.

**Freeman<sup>1</sup>**

**R U S H**

**DO NOT DELAY**

RECEIVING DATE BEGINS: August 31, 2026

DEADLINE DATE IS: September 21, 2026

TO: ASM INTL

C/O Freeman / Transkid Inc  
1800 Leon-Hamel St  
Quebec City, QC G1N 4R9  
Canada

**Advance Warehouse Shipping Labels**

**540533**

EVENT: IMAT 2026

BOOTH NUMBER:

NUMBER \_\_\_\_\_ OF \_\_\_\_\_ PIECES

**Freeman<sup>1</sup>**

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***DO NOT DELAY***

**CANNOT DELIVER BEFORE: September 28, 2026**

**TO: ASM INTL**

C/O Freeman  
Quebec City Convention Centre  
855 Jean-Jacques Bertrand St  
Quebec City, QC G1R 5V3  
Canada

[Show Site Shipping Labels](#)

**540533**

**EVENT: IMAT 2026**

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**NUMBER \_\_\_\_\_ OF \_\_\_\_\_ PIECES**

# Freeman Transportation & Customs Clearance Services

# Who does what

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## Freeman offered services

- Transportation (Ground / Air)
- Material Handling (Advance Warehouse and Show Site Receiving)
- Exhibit Packages, Custom Booth Rentals
- Graphic, Signage and Sponsorships
- Furnishings, Flooring and Floral
- Installation and Dismantle
- Electrical
- Sign / Banner Hanging

## Quebec City Convention Centre offered services

- Janitorial and vacuuming

## Encore offered services

- Internet

## Maestro Culinaire offered services

- Food and Beverage

# Shipping to Canada with Freeman

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The world's longest international border 8900 km / 5500 miles!

Shipping your booth materials and samples into Canada can be as simple as shipping through the US.

Our team of experts in transportation and Customs Clearance Services are here to help! Contact us:  
1-877-478-1113  
[exhibittrans.canada@freeman.com](mailto:exhibittrans.canada@freeman.com)

## The Shipping Basics – Have your information readily available

- Your piece count with weights and dimensions for each package
- Pick-up address (and loading dock availabilities) and where do you want it to deliver (advance warehouse or show site)
- When will your shipment be ready – considerer geographical locations when estimating shipping deadlines

## The Clearance Basics – Know your goods

A detailed manifest of what is being shipped will need to be prepared by the shipper (Exhibitor / 3<sup>rd</sup> Party).

This manifest must include description of items, quantities, Country of origin / manufacturing, value \$ and if items are returning to the US after the event (i.e. what are giveaways and what are part of display items).

The manifest is utilized to Complete the Canada Customs / Commercial Invoice.

- Complete all fields on the Canada Customs / Commercial Invoice (CCI), with your company name, contact information, booth number and IRS / Federal Tax ID #, the description of your goods as stated on your manifest
- Email completed Commercial Invoice (ensure payment is on file with Freeman)



# Shipping and Clearances... continued

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- **Warehouse and Show Site Dates**

Determine if you prefer to ship to the advance warehouse or directly to show site.

- **Using Freeman vs. your own carrier and broker (and bring your documents)**

Shipping your small packages with a courier such as FedEx, UPS? It could be more cost effective to do so. Always have your tracking numbers with you. They may also offer some clearance services. Contact them for further details and understand that these courier services do not offer on-site support and services. Bring all tracking information with you onsite!

- **Isn't dealing with customs clearance complicated?**

No! Freeman has been appointed as the official Customs Clearance Services provider; we are here to help! Just like when you travel, you need your passport and proper documents are required for your materials to enter a foreign Country.

- **Freeman Service Fees**

Freeman will facilitate the brokerage of your materials entering and leaving Canada with the Canadian Border Services Agency (CBSA) as well as with US Customs and Border Protection (or other Customs Officials). This service is based on the value of your goods, country of origin, quantities, and if the items are returning after the exhibition.

- Contact us for your specific estimate, to answer your questions to assist and help :  
1-877-478-1113 [exhibittrans.canada@freeman.com](mailto:exhibittrans.canada@freeman.com)

- **Do not ship!**

Any organics, food, plants, cannabis products, alcohol, firearms, tobacco, personal items (your luggage), hazardous materials.

# Shipping and Clearances... continued

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- **Timelines**

How long before the show moves in should I arrange for freight to arrive in the show city?

Plan on having your carrier (if other than Freeman) arrive in the final city of destination a minimum of 3 business days prior to move-in. For ocean freight, ten business days prior to move-in. An extended lead time will allow for the increased number of random inspections and can prevent delays that are irreversible. It is important to note, when planning, the freight will not be cleared on Saturdays, Sundays or holidays.

- **Noteworthy**

All shipments originating outside Canada will require Canada Customs Clearance and U.S. Customs / Homeland Security (when applicable) on the return.

Small Packages and boxes, (including portable display Cases) Canada is an international destination and, as such, duties, taxes and customs clearance fees applies. If you are shipping small packages, inclusive of portable display booths, via Air or Ground with the following small packages companies, FedEx, UPS, Airborne, DHL, Purolator or any other small package/boxes carriers please ensure that all ancillary charges (duties, taxes & Customs clearance fees) are PREPAID. This includes 3rd Party Shippers (ie: Fulfillment Centres, printing shops, etc.). Any shipments that are sent collect will not be accepted by Freeman and they will be refused.

In some instances, carriers do not declare ancillary collect charges upon delivery to our warehouse and Freeman is billed 30-90 days after the event has closed. In these situations, any charges (duties, taxes & Customs clearance fees) are re-billed to the corresponding exhibitors plus "Advancement Fees".

# Useful Tips

# Useful tips

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## Currency and Taxes

All Freeman services for events held in Canada are invoiced in Canadian Dollars. Your credit card company will convert back to USD (or other currency if outside of the US) according to the day's exchange rate, and their own bank and transaction fees. This is not controlled by Freeman.

While in Canada, your purchases and rental items will be subject to the Federal and Provincial Taxes, even if you are not a resident. These vary from location to location and will be added to your invoices. For Quebec, the tax rates are as follows:

5% GST (Goods and Services Tax) and  
9.975% QST (Quebec Sales Tax).

For a total of 14.975%

## Quebec City Convention Centre

Is a right to work facility. Full time employees of the exhibiting companies may set their own exhibits without assistance from Union personnel. We recommend to utilize Freeman's installation / dismantle personnel should you require any assistance to set-up and dismantle your booth.

# Useful tips

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## Tax Rebate Program

As non-Canadian exhibitor in a Foreign Convention, you may be eligible for some tax rebates. This means you may get some money back. Keep all related invoices and visit for all the details, requirements and to see if you are eligible:

[Foreign Convention and Tour Incentive Program - Non-Resident Exhibitors](#)

## Savings!

Between the currency and the potential refund on some taxes, you can benefit of substantial savings!

A reminder, the Freeman invoice will be in CAD. The amount on the Freeman invoice will be different on your credit card (if non-Canadian Credit Card)

Visit [Currency Conversion](#) to get an approximate conversion. Note this excludes and bank and credit card transaction and service fees.

# Contact-us!

Transportation and Customs clearance experts:

**1-877-478-1113**

[exhibittrans.canada@freeman.com](mailto:exhibittrans.canada@freeman.com)

Our Exhibitor Support Team of dedicated professionals:

<https://www.freemanco.com/store/faqs#contactUs>

Phone/Text: **(888)508-5054**

Chat: [Click Here](#)

# Thank you!

# See you then!