

RONA  
**CONNEXIA**  
2024

# Exhibitor's Guide

**Service Partner  
and Horticulture**  
Packages



**October 8 and 9**  
Fairmont The Queen Elizabeth

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# Checklist

## Trade show date and schedule

**October 8, 2024**

11:30 a.m. to 4 p.m.

## Location

**Fairmont The Queen Elizabeth**

900 René-Lévesque Blvd. W.  
Montreal, Quebec H3B 4A5  
Canada

## Picking up your badges

You may pick up the badges for your company when you install your booth (**October 7**) or on the day of the trade show (**October 8**) at the RONA Connexia concierge desk at the Fairmont.

## Official supplier

**GES Canada** is the official supplier of this event.

## Deadline to request service for your booth

For any audiovisual needs, kindly make your request to Encore by **September 9**.

The deadline to make a service request to the RONA Connexia concierge team or GES is **September 20**.

## Installation and dismantling schedule for your booth

Installation must be completed **October 7 between 8 a.m. and 6 p.m.**

Dismantling must be completed **October 9 between 9:45 a.m. and 4 p.m.**

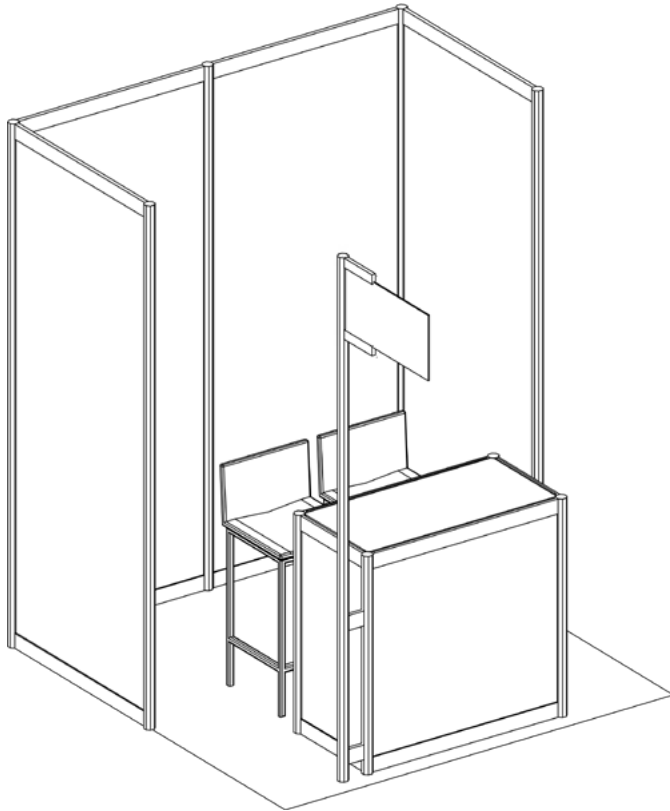
## Questions?

If you have any questions, contact the **RONA Connexia concierge team**. They'll be happy to help.

By email: [concierge@ronaconnexia.ca](mailto:concierge@ronaconnexia.ca)

By telephone: +1-431-306-0029

# Booth



## Your booth includes:

- 1 standard booth sign with your company name
- 1 counter
- 2 tall chairs

Please note the Wi-Fi connection is available for free throughout the 2024 RONA Connexia site.

## Attention

You may not hang items on the hotel's walls or ceilings nor on the booth structure. You are forbidden from using tacks, any sort of tape, nails, screws or other tools that could damage the floors, carpets, walls, ceilings and structures.

You will be billed for any damage caused to the hotel's facilities or materials related to your booth.

# Services for your booth

## Services provided by RONA Connexia

If you wish to:

- install a 15A electrical outlet in your booth,
- make an appointment to use the hotel loading dock,

you must make the request via your dashboard on the RONA Connexia website.

[Log in to my dashboard](#)

If you wish to:

- connect your booth to a telecommunications network,
- store materials during the event,

you must make your request with the RONA Connexia concierge team.

[concierge@ronaconnexia.ca](mailto:concierge@ronaconnexia.ca)

+1-431-306-0029

Deadline to make a request:

September 20

## Services provided by GES Canada

If you wish to:

- customize your booth,
- order additional furniture or audiovisual materials for your booth,
- organize shipping for your materials,
- store your materials before the event,

you must make the request on the website of the official supplier, GES Canada, by **September 20** to take advantage of preferential rates.

[Order now](#)

Customer service:

[serviceinfo@ges.com](mailto:serviceinfo@ges.com)

+1-514-367-4848

+1-877-399-3976

## Services provided by Encore

For any audiovisual needs, kindly submit a request to Encore by **September 9**.

Contact information:

Nevan Bartlett

[nevan.bartlett@encoreglobal.com](mailto:nevan.bartlett@encoreglobal.com)

## Attention

No plumbing service will be available for your booth.

# Loading dock

## Please notify us!

If you don't have much material to move and are able to do it yourself, please use the building's main entrance at **900 René-Lévesque Blvd. W.**

If you need to use the loading dock, please **indicate this via your dashboard on the RONA Connexia website** to receive a time slot.

You must make your request **by September 20**. You will receive your time slot a few weeks before the event.

[Log in to my dashboard](#)

Please note that you will be granted access to the loading dock **at your assigned time only** to install your booth.

The loading dock is reserved for **trucks with a maximum height of 11 feet, a maximum length of 26 feet, and a maximum weight of 10 tons**. Any truck or trailer exceeding this weight or dimensions may not access this location. The **dock height is 3 feet** and a ramp is not provided.

When you arrive at the dock, **please identify yourself** to the goods reception agent.

Vehicles may be parked at the dock for a **maximum of 30 minutes**. Once loaded or unloaded, the vehicle must leave the dock.

## Deliveries

**On October 7, no deliveries will be authorized at the loading dock without a prior appointment scheduled by the RONA Connexia concierge team.** The manager of the booth must be present when any vendor materials are dropped off.

Each item that's delivered **must be carefully labelled with a delivery slip**.

[See the delivery slip](#)

Be sure to include **your vendor name and booth number**. You will be sent this number **in September**.

Any materials sent to the hotel, whether by mail or courier, must be prepaid. Any materials sent by cash on delivery will be refused.

**The hotel also reserves the right to refuse any delivery of merchandise that is not adequately labelled with a delivery slip.**

The exhibition materials must be delivered to the Fairmont The Queen Elizabeth the day of installation.

## Attention

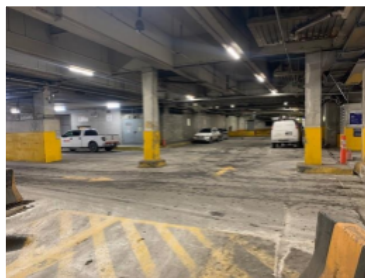
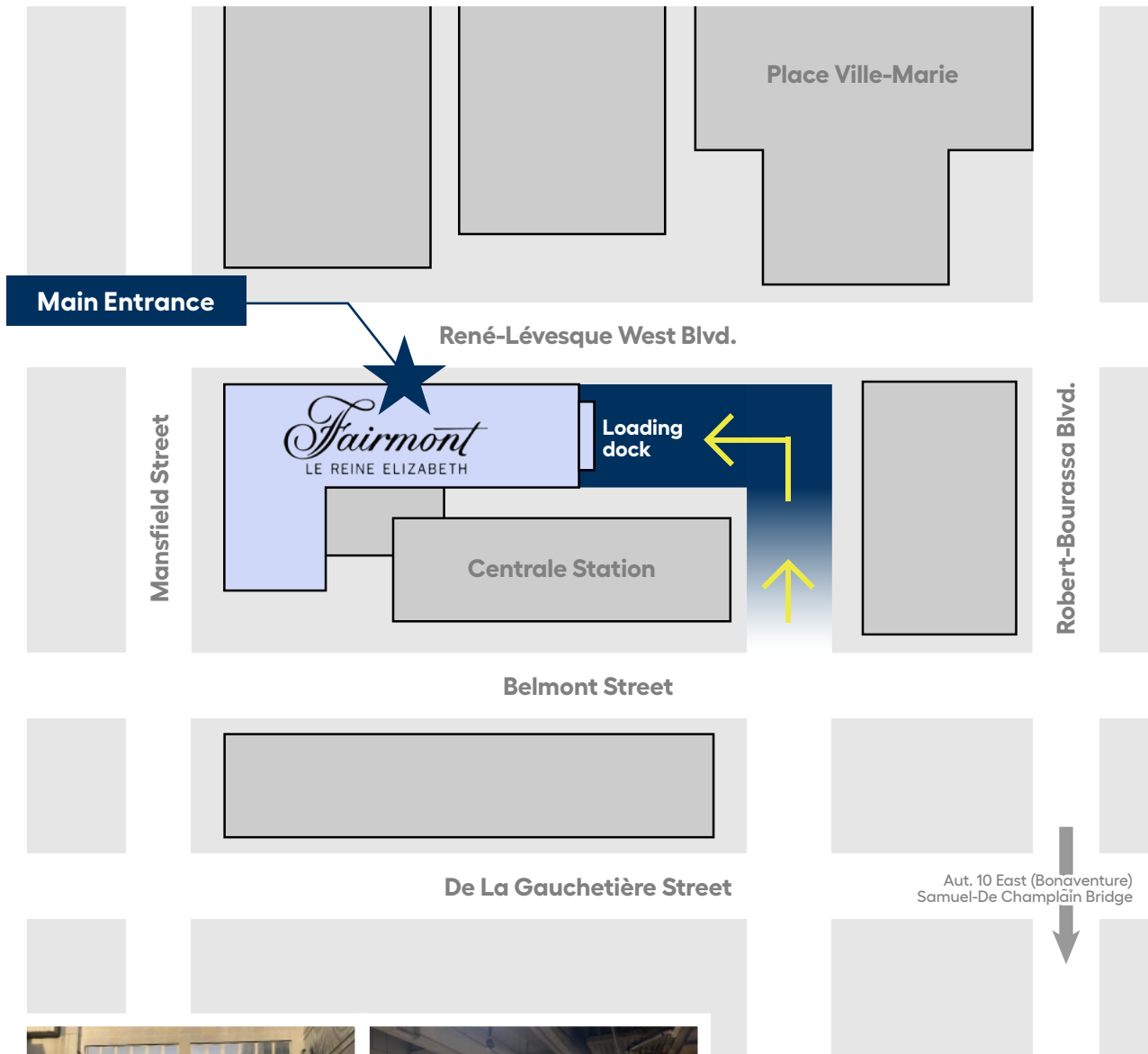
Any delivery of materials more than 24 hours before installation will result in additional fees. Non-labelled materials will be refused at the loading dock.

Vendors must provide the necessary labour and equipment to unload the vehicle, handle the merchandise inside the hotel and load the vehicle at the end of the event. Installing, assembling and handing the exhibition materials is not the responsibility of the Fairmont The Queen Elizabeth.

# Loading dock

## Loading dock location

Access to the hotel loading dock is available on Belmont St., between Robert-Bourassa Blvd. and Mansfield St., at the entrance to the fairmont The Queen Elizabeth parking lot.



## Address :

**Fairmont The Queen Elizabeth**  
900 René-Lévesque Blvd. W.  
Montreal, Quebec H3B 4A5  
Canada

# Loading dock

## Freight elevator

The loading dock provides access to the hotel's freight elevator. It may be used to get to the floor of the exhibition hall.

The freight elevator may only be operated by hotel staff. To use it, follow the instructions provided via the nearby telephone.

### Freight elevator dimensions:

Height: 8'

Width: 9' 8"

Depth: 21' 6"

### Exhibition hall door dimensions:

Height: 8'

Width: 9' 7"



# Storage

## Before the event

If you wish to store your materials before the event, you must make a request to the official supplier of RONA Connexia, GES Canada, **by September 20** to receive a preferential rate. GES also provides equipment delivery.

**Customer service:**

[serviceinfo@ges.com](mailto:serviceinfo@ges.com)

+1-514-367-4848

+1-877-399-3976

The hotel reserves the right to refuse any merchandise delivery that arrives too early, due to a lack of storage space.

## During the event

You are solely responsible for finding a place to store empty boxes, containers and any other materials related to the booth. It is strictly prohibited to store merchandise on the loading dock and in the hotel service corridors.

If you think you'll need to store materials or boxes outside of your booth during the event, please email the RONA Connexia concierge team **by September 20** to reserve a storage booth.

In your email, ensure you **indicate the type and size of the materials** you wish to store.

[concierge@ronaconnexia.ca](mailto:concierge@ronaconnexia.ca)

All materials to be stored must be labelled with the delivery slip:

[See the delivery slip](#)

## Attention

If your request for storage at the hotel during the event is accepted by the RONA Connexia concierge team, please note that you will be responsible for transporting your materials to the storage room.

# Installation and dismantling

## Installation

In **September**, you will be sent a schedule informing you of your time slot to install your booth and access the loading dock if you've made this request.

You should be finished installing your booth **by October 7 at 6 p.m.**

Once your booth is installed, we ask that you clearly label your boxes and immediately put away any packing materials that will stay in your booth or be taken to the storage room.

## Dismantling

Your booth must be dismantled and emptied of all materials **between 9:45 a.m. and 4 p.m. on October 9.**

**No booth should be dismantled before the stated dismantling period.**

You must plan the return of your materials. No boxes or other equipment may remain on the premises once the event is completed.

**After 4 p.m. on October 9**, any identifiable materials (bearing your company's name) left on the floor will be sent at your expense to the official supplier's warehouse.

As well, the hotel refuses any storage requests after the event, whether at night, on weekends or holidays.

**We invite you to make prior arrangements in the event you need help or a place to store your boxes and/or equipment after the event.**

## Attention

You are responsible for clean-up during the installation period. Trash bins will be provided for this purpose. You must ensure you leave no trash behind when you've finished the installation.

Those in violation will be called back to the hall to clean up their area.

# Security

The Fairmont The Queen Elizabeth provides general hotel security 24/7. As the security agents monitor the entire hotel, they are unable to provide specific surveillance of each exhibition hall. The Fairmont The Queen Elizabeth, RONA, and the event producers in no way guarantee the security of any items or materials left in the exhibition halls nor any items or materials stored in the hotel.

The establishment is fully equipped with a high-tech photocell system. All rooms and public spaces are equipped with sprinklers. There are smoke detectors and photocells throughout the hotel and, in the event of an emergency, an alarm signal will sound and a public message will be broadcast informing the clientele of the situation and the measures to take, if applicable. Due to this sophisticated alarm system, using smoke machines or fireworks of any type is strictly prohibited as they may automatically set off the photocell alarm system.

Any exhibition materials, including banners and tablecloths, must be fireproof and may be inspected by the Montreal Fire Department.

The hotel will not provide covers or sheets to use in exhibition spaces or on exhibition tables.

**Also note that the Fairmont The Queen Elizabeth does not allow the use of exhibition materials that contain liquids, unless the materials in question have been explicitly authorized by the RONA Connexia concierge team.**

# Delivery slip

**October 7 and 8**

**Fairmont The Queen Elizabeth**

**Attn.: Mrs. Sonia Lasalle**

900 René-Lévesque Blvd. W.  
Montreal, Quebec H3B 4A5  
Canada

**Merchandiser name**

**Supplier name**

**Booth number**

**Quantity of boxes**

**Box #**

**of**

All items must be clearly labelled with a delivery slip.