



**INHSU**  
**2019**

**8th International  
Conference on Hepatitis  
Care in Substance Users**

Le Westin Montréal  
Montréal, Canada

11 - 13 September 2019  
[www.inhsu2019.com](http://www.inhsu2019.com)

# EXHIBITION MANUAL

**Wednesday 11 September – Friday 13 September 2019**  
**Le Westin Montreal, Canada**

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ALL FORMS CAN BE DOWNLOADED FROM THE [CONFERENCE WEBSITE](#).

## Exhibition Manual Instructions

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Please view each section of this exhibition manual to ensure smooth logistics during the lead up to and during the **8<sup>th</sup> International Conference on Hepatitis Care in Substance Users**. Please complete all items by **the deadlines provided**.

### **ITEMS YOU NEED TO PROVIDE:**

- Public liability insurance certificate of currency OR [Indemnity Form](#)
- Signed [Terms and conditions](#)
- [Onsite contact details](#)
- Company logo (JPEG min 300DPI)
- Company profile 100 words (word document)

If you have any questions please contact:

#### **INSHU Conference Secretariat**

ASHM Conference & Events Division

LMB 5057, Darlinghurst NSW 2010

T: +61 2 8204 0770 F: +61 2 8204 0779

E: [info@inshu2019.com](mailto:info@inshu2019.com)

**Please note that exhibitors, and their contractors (stand builders) will not be granted entry to the Exhibition if they have not provided a current public liability insurance certificate, signed [Terms and conditions](#), and full payment for your participation.**

#### **Public Liability Insurance**

Please extend your public liability to cover your display and **email** a copy of your certificate of currency or the front cover of your Policy) in PDF format to [info@inhsu2019.com](mailto:info@inhsu2019.com) by **Friday 16 August 2019**

If you do not have public liability insurance, you must provide a signed copy of the [Indemnity Form](#) in PDF format to [info@inhsu2019.com](mailto:info@inhsu2019.com) by **Friday 16 August 2019**.

Your stand builders and their sub-contractors must provide a copy of their public liability certificate of currency or the front cover of their Policy in PDF format to [info@inhsu2019.com](mailto:info@inhsu2019.com) by **Friday 16 August 2019**.

## Key Contacts

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Please find below key contacts for the Congress:

Category	Company	Contact Person	Phone No.	Email
Venue/ Catering	Le Westin	Nathalie Julien	+1 514.380.3414	<a href="mailto:njulien@westinmontreal.com">njulien@westinmontreal.com</a>
Exhibition Company	GES		1-514-861-9694	<a href="mailto:clarkson@ges.com">clarkson@ges.com</a>
Audio Visual	RAVE AV	Joe Richmond	+61 418 288 312	<a href="mailto:joseph@raveaudiovisual.com">joseph@raveaudiovisual.com</a>
Conference Secretariat	ASHM	Amy Sargent, Senior Project Officer	+61 2 8204 0707	<a href="mailto:amy.sargent@ashm.org.au">amy.sargent@ashm.org.au</a>  <a href="mailto:info@inhsu2019.com">info@inhsu2019.com</a>

## Requirements Check List

Item	Deadline	Tick when completed
100 word company profile, logo and <a href="#">Onsite contact details</a> : email to <a href="mailto:info@inhsu2019.com">info@inhsu2019.com</a>	<b>Friday 16 August</b>	
Public liability cover OR signed <a href="#">Indemnity Form</a> email to <a href="mailto:info@inhsu2019.com">info@inhsu2019.com</a>		
Stand builder/contractor public liability cover: email to <a href="mailto:info@inhsu2019.com">info@inhsu2019.com</a>		
<a href="#">Terms and conditions</a> Signed: email to <a href="mailto:info@inhsu2019.com">info@inhsu2019.com</a>		
Custom booth design plans to be sent to <a href="mailto:info@inhsu2019.com">info@inhsu2019.com</a> for approval (if applicable)		
<a href="#">Register staff online</a> For conference/accommodation/social functions	<b>Friday 16 August</b>	
<b>Promote your participation</b> at the conference. Logo / Web banner: add to email signature, website and newsletters to advise contacts you will be at the conference	<b>Friday 16 August</b>	
<b>Exhibition Booth Requirements</b> Refer to GES <a href="#">Exhibition Kit</a>	<b>Tuesday 27 August</b>	
Ship goods to warehouse Label all boxes with the <a href="#">Delivery Label</a>	<b>02/08 to 6 September</b>	

## Venue Information

The exhibition along with poster displays and all congress catering will be held in the **Grande Place** on the **8<sup>th</sup> Floor** at **Le Westin Montreal**.

For any on-stand catering, including coffee, please contact Nathalie Julien [njulien@westinmontreal.com](mailto:njulien@westinmontreal.com). *Please note the venue DO NOT have coffee carts.*

<b>Address</b>	Le Westin Montreal 270 rue st. Antoine ouest Montreal, QC H2Y 0A3, Canada
<b>Phone</b>	514-380-3333
<b>Website</b>	<a href="https://www.westinmontreal.com/">https://www.westinmontreal.com/</a>

## Material Handling

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Material Handling is the unloading of your exhibit materials, delivery to your booth, handling of empty containers to and from storage, and removal of your materials from your booth for reloading onto your out bound carrier. This is not to be confused with the cost to transport your exhibit material to and from the event.

Le Westin DOES NOT have any storage and so we highly recommend this service offered by GES the preferred exhibition company for INHSU 2019. For more information please see page 6 of the [GES Exhibitor Kit](#).

### Collection of Goods

This service does not include returning the shipments to the warehouse at the end of the show. Your transporter must pick-up your shipment(s) at the loading dock of the venue before the end of the move-out or you will be charged for storage and/or transport fees.

For any questions related to Material Handling contact GES.

## Delivering Directly to Le Westin

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Deliveries will be accepted on: **Tuesday 10 September 2019** between **7.00am to 5.00pm. (advance material handling)**

All items being delivered to Le Westin Montreal, Canada, should be clearly marked [using the Delivery Label](#).

The label must be clearly marked with;

- Name of the event.
- Name of the company and/or exhibitor.
- Date of the event
- Name of the room where the merchandise must be delivered.
- Booth number in the case of an exhibit.
- Name of the Convention Service Manager : Nathalie Julien
- Hotel address: Le Westin Montréal 270 St-Antoine West Montreal, Quebec H2Y 0A3

**For more information on Loading Bay and Goods Lift Dimensions**, please refer to [The Westin Montreal Exhibitor Information – onsite delivery page](#)

**Please note:** If your shipment is heavy (more than 25 pounds) or has large dimensions, please contact the Convention Service Manager.

### Reception and Expedition

In order not to create any conflict with the arrival of other merchandise, you must contact your manager (Nathalie Julien) to coordinate the arrival and the departure of your equipment. The merchandise receiving is located in the alley between St.Antoine and St.Jacques streets and it is opened Monday to Friday, 08:00-12:00 and 13:00-16:30. \*\*\*After these hours or during weekends, a security agent is needed to open the doors and supervise the load in/out. The cost will be charge to the group and it's \$40.00 per hour minimum 4 hours. Please contact your Convention Service Manager (Nathalie Julien) to make arrangements.



Please note that access is limited to 1 truck at the time and trucks of 53 feet (16 meters) length cannot back up in the receiving area. Maximum size is 30'.

\*\* WE HAVE NO DOCK, necessary equipment: tailgate or ramp for the unloading, and a jigger handling and transportation of the equipment in the hotel are not the responsibility of hotel. Your manager can organize the handling of your equipment at a cost of 35.00\$ / hour for a minimum of 4 hours\*\*

### **Storage**

Le Westin as NO STORAGE SPACE AND CANNOT ASSURE THE SECURITY of dispatched equipment before the beginning of the congress or the exhibits.

## **Collection of Goods**

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1. Each exhibitor needs to prepare their boxes along with completed waybills (address of shipper must absolutely be that of the hotel's.)
2. You must have all the details of the client (phone number and/or email) so that we may communicate with them if more information is needed.
3. If the boxes must pass customs, assure that there is a description of what is in the boxes.
4. If you leave the boxes near the space of the exhibit, we will handle the displacement to our loading dock for pick-up.
5. Attention:
  - i) We cannot ship boxes via Canada Post, only companies such as FedEx, UPS, Purolator etc.
  - ii) If the client does not have an account with a courier, we must be supplied with a credit card; otherwise we cannot ship the packages.

## **Goods from Outside Canada**

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The official Customs Broker for INHSU 2019 is ConsultExpo. It is imperative that anyone bringing in goods from outside Canada complete and return the ConsultExpo Complete Forms Package and return to the below contact details prior to sending any materials.

### **ConsultExpo**

**E:** [info@consultexpoinc.com](mailto:info@consultexpoinc.com)

**T:** +1 514 482-8886

**F:** +1 888 629 9008

## **Booth Information**

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### **Shell Scheme Booth Information**

The exhibition stands will be provided by GES.

A 10' x 10' shell scheme booth includes:

- 8' (2.44m) high backwall
- 3' (0.92m) high side walls
- 1 x 10' ID fascia sign
- 3 x 50W track lights per stand

- 1 x 15amp power point per stand regardless of size. Located in rear corner of stand unless otherwise specified. Those who require additional electric power are asked to request this by contacting Joe Richmond at RAVE Audio Visual [joe@raveaudiovisual.com](mailto:joe@raveaudiovisual.com)
- Carpet (venue carpet)
- Any additional requirements are at the exhibitor's expense

#### Custom Build Information

- Raw floor space will be designated by markings on the floor
- Raw floor space does not include any accessories and equipment such as fascia, lights or power. If access to electric power is required, please request this with Joe Richmond at RAVE Audio Visual.
- Custom booth design plans to be sent to [info@inhsu2019.com](mailto:info@inhsu2019.com) for approval by **Friday 16 August**.
- Maximum build height for stands is 8' (2.44m)

**Note:** All organisers, contractors and exhibitors and their staff MUST wear safety vests and closed in shoes whilst on the loading dock, service road or in the exhibition hall during the construction, bump in and bump out of events. We suggest packing your own safety vests.

- During the Exhibition ASHM staff will visit each stand to discuss the pack-up arrangements.
- Don't forget to bring tape/scissors/packaging and your return courier consignment notes for the return delivery of your exhibition materials.
- No responsibility can be taken for goods left behind, unlabelled and without clear instructions or collection arrangements.

## Set Up and Dismantle Schedule

CONTRACTORS		
<b>Exhibition Mark Up</b>		7.00am – 9.00am
<b>Custom Build Set-up:</b>	Tuesday 10 September	10.00am – 6.00pm
	<i>Note: For custom-built exhibits, if overnight build is required, approval must be obtained in advance from ASHM</i>	
<b>Exhibition Dismantle:</b>	Friday 13 September	4.30pm – 6.00pm
	<i>Note: This includes custom-built exhibits</i>	

EXHIBITORS		
<b>Stand Access Set-up:</b>	Tuesday 10 September	4.00pm – 6.00pm
	<i>Note: All stands must be completely dressed, and excess rubbish removed by 7.00am on Wednesday 11 September (before registration)</i>	
<b>Exhibition Dismantle:</b>	Friday 13 September	4.30pm – 6.00pm

## Exhibition Opening Hours

All booths must be fully staffed, operational and exhibits accessible to delegates during all breaks

Day 1, Wednesday 11 September 2019	
10.45am – 11.am	Coffee break & Poster Viewing in the Grande Place
12.15pm – 2.00pm	Lunch & Poster Viewing in the Grande Place
3.15pm – 4.15pm	Coffee break & Poster Tour in the Grande Place
5.45pm – 7.00pm	Networking reception and Poster Viewing

7.00pm	Exhibition Closes
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<b>Day 2, Thursday 12 September 2019</b>	
8.00am	Exhibition Opens
10.30am – 11.15am	Coffee break & Poster Viewing in the Grande Place
12.15pm – 2.00pm	Lunch & Poster Viewing in the Grande Place
3.00pm – 3.30pm	Coffee break & Poster Tour in the Grande Place
5.20pm	Exhibition Closes

<b>Day 3, Friday 13 September 2019</b>	
8.30am	Exhibition Opens
11am – 11.30am	Coffee break & Poster Viewing in the Grande Place
12.00pm – 13.45pm	Lunch & Poster Viewing in the Grande Place
2.45pm – 3.15pm	Coffee break & Poster Tour in the Grande Place

## Security

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Even if Le Westin Montréal has Security Service, 24 hours a day, neither Le Westin nor ASHM or our personnel is not responsible for keeping an eye on the equipment or material left on your stands.

## Booth Requirements

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### Stand Builder

GES are the official stand builders for the exhibition. please complete and email all relevant forms provided for both shell scheme and space only stands including;

- Showsite Material Handling
- Logistics
- Installation & Dismantling
- Furniture
- Carpet
- Accessories
- Modular Panels & Accessories
- Speciality Furniture
- Hardwall Booth
- Booth Cleaning
- Plants & Flowers

All Above forms are available in the [GES Exhibitor Kit](#).

Please make sure that you complete and submit all required forms as instructed by the deadlines provided in the GES Exhibitor Kit. Failure to do so will result in late order charges.

## Exhibition Floor Plan and Booth Allocation

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Booth allocation is currently in progress.

The [floor plan](#) is subject to change, however the Conference Organisers will make every effort not to move allocated booths and will advise exhibitors of any significant changes.



## Marketing and Promotion

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A company profile of no more than 100 words and company logo is required to promote your participation as an exhibitor in the congress handbook. Please email your company profile text (as a Word document) and your logo (in high-res EPS and jpeg format min 300DPI) to [info@inhsu2019.com](mailto:info@inhsu2019.com) before **Friday 16 August 2019**.

To assist you in promoting your participation we provide you with digital tools to market your involvement in the Conference, we suggest the following:

- Conference logo: Use the [logo](#) in emails, websites, newsletters, print advertising and other promotional materials to let your clients know they can meet you at the Conference. When using the conference logo or banner online, please link them to <http://www.inhsu2019.com/>
- Conference web banner: Use the [web banner](#) in emails, websites, newsletters, print advertising and other promotional materials to let your clients know they can meet you at the Conference. When using the congress logo or banner online, please link them to <http://www.inhsu2019.com/>
- [Save the date](#) PDF – email this to your clients to invite them to visit you onsite at the Conference

## Registration and Accommodation

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A Discount Code for your included complimentary registrations will be emailed to your organisations main conference contact.

Complete your registrations via the [online registration system](#).

Please note the below deadlines apply for ALL registrations

- **Early bird Registration Deadline:** 30 June 2019
- **Accommodation Deadline:** 4 August 2019
- **Standard Registration Deadline:** 25 August 2019 (late charges apply after this date)

Click through for further information on: [Standard registration Rates](#); [Program](#); [Accommodation](#), [Associated events](#)

For further information or assistance with group bookings please contact the Conference Secretariat at [info@inshu2019.com](mailto:info@inshu2019.com) or +61 2 8204 0770

If you have not received your Discount Code please contact [info@inhsu2019.com](mailto:info@inhsu2019.com).

## Packing

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Please ensure you allow enough time for freight to arrive on time.

The following is a list of items we suggest you pack into your 'Exhibition Survival Kit', because you never know when you might need them!

- Scissors
- Tape (for packing boxes/cases) / Velcro (hook & loop) / Blu-Tack
- Stapler
- Pens and markers



- Note pads
- Mini first-aid kit
- Safety Vests **We suggest packing your own safety vests.**
- Power board, extension cord, phone/laptop/tablet charger (must be brand new or tagged and tested)
- Clearly marked return delivery labels for all packages for after the congress
- Courier consignment notes for sending goods back to the office