

FAQ – General

How do I log into my account ?

Type in your email address as your username, followed by your password.

How do I reset my password ?

To reset your password, click on "Forgotten Password" on the homepage. We will email you a new password in minutes.

How to order online ?

Once you set up your account, you'll receive an email confirming your signup. You're now ready to start ordering. The ergonomic environment will guide you through a simple 3-step process: select your services, view your order summary, and after confirmation, pay online.

How can I change my order ?

Please contact the Palais des congrès to cancel or alter a paid order.

Contact us

What do I do if there's a problem with my order ?

Should you experience a problem with your order, please contact a Palais des congrès representative.

Contact us

What are my payment options ?

The Client Portal accepts VISA, MasterCard and American Express credit cards. The transaction will appear on your statement under the name PALAIS DES CONGRÈS DE MONTRÉAL.

FAQ – Shipment

Where do I go pick up a shipment?

<http://congresmtl.com/en/convention-center/maps-and-directions/>

When I can begin having shipments delivered to the Palais ?

As of the earliest date the exhibition organizer has earmarked for shipments. No merchandise shall be accepted prior to that date. The Palais des congrès shall refuse any shipments delivered prior to said date and you will have to reschedule delivery directly with your carrier.

What information should appear on the shipments ?

Clearly indicate the event's name and date, the exhibitor's name and mobile number along with the room and booth numbers. Also indicate the size and weight of the heaviest container. Here is a sample label you can supply to your carrier.

Event: _____

Event date: _____

Exhibitor name: _____

Exhibitor mobile number: _____

Room number: _____

Booth number: _____

Size of heaviest container: H _____ W _____ D _____

Weight of heaviest container: _____

What is the shipping address for merchandise deliveries ?

PALAIS DES CONGRÈS DE MONTREAL
Loading Dock
163 Saint-Antoine West
Montréal, Québec H2Z 1H2

Can my child help me set up/take down?

For safety and insurance purposes, children under the age of 16 are not permitted to assist their parents.

May I use a four-wheel scooter or other transportation device to get around the site if I am not a person with reduced mobility?

No. Prior authorization is required from the Security Department to use mobility equipment.

FAQ – Electrical

What type of electrical connection is required ?

- For all standard North American devices that plug into the wall, order a standard 15 A/120 V/1 500 watt outlet. For more wattage (should your total equipment consumption exceed 1 500 watts, but under 1 800 watts), we recommend a 20 A/120 V-1 phase/1 800 watt outlet.
- For non standard equipment, please consult the device's specification sheet for outlet requirements.
- Voltages available: 120, 208 and 600 (60 Hz). Other voltages upon request.
[Contact us](#)
- Use three-phase dimmers only.

What is a standard outlet ?

The Palais has two types of standard outlets: 15 A/120 V/1 500 watt and 20 A/120 V-1 phase/1 800 watt. The 15 A/120 V/1 500 watt outlet is tantamount to outlets for domestic use. As for the 20 A outlet, it enables you to plug in a device requiring a lot of power or several devices, provided the total wattage is under 1 800 watts.

If I have to plug in several standard North American devices, how many outlets should I order?

- It depends on the total wattage your devices will require.
- Add the power (in watts) of your equipment and lights to calculate your total wattage requirement. Check the specifications (current, voltage, intensity, phase) on the data sheets of the devices you are planning on using.
- E.g. if you have four devices totalling 2 230 watts, order two 15 A/120 V/1 500 watt outlets.

Equipment	Consumption (in watts)	Qty	Total consumption
Plasma screen TV	140 watts	1	140 watts
Microwave oven	1 200 watts	1	1 200 watts
100 watt bulbs	100 watts	5	500 watts
Computers	130 watts	3	390 watts
TOTAL			2 230 watts

Can I plug more than one device in a single electrical outlet ?

With standard outlets (15 A/120 V/1 500 watt):

- Yes, provided the combined consumption of the devices does not exceed the outlet's capacity (watts).
- Please note that the Palais can provide an extension cord with three outlets. You can add a multiple outlet power bar with surge protection for plugging in numerous small devices.

With non standard outlets (above 15 A/120 V/1 500 watt):

- No, only one device may be plugged in.

Are there any electrical outlets exhibitors can use for free ?

No, if the event promoter does not supply the electrical services, you must order them yourself.

I have European equipment. Must I supply the adaptors ?

For standard equipment (e.g. computers and cordless phones):

- Yes, you must supply your own adaptors.

For non standard equipment:

- No, you must rent an adaptor/transformer from the Palais des congrès de Montréal.

Where in the booth will the electrical outlet be located ?

- The outlet will be installed in the centre rear of the booth, unless instructed otherwise.
- You must supply a configuration plan if your booth is 20' x 20' (6.10 m by 6.10 m) or bigger. If you are unable to provide a plan, your equipment will be set up where deemed appropriate by the Palais installers.

Can I share my electricity ?

Power sharing or redistribution is strictly prohibited, regardless of whether you ordered the electrical services for yourself or on behalf of another exhibitor.

Do the rates include the installation ?

Yes

FAQ - Security

Will the material and equipment in my booth be safe ?

- The Palais des congrès de Montréal patrols and monitors the building for security purposes.
- Exhibitors must specify their booth number.
- Exhibitors are responsible for their material and equipment at all times and must ensure their valuables are safe. However, it should be noted that rooms are locked outside of event hours (evening and night) and accessible only to Palais staff.
- Our Security team can provide additional surveillance should your booth house valuable items. You must request this service through the Client Portal.

FAQ – Handling

What is the maximum allowable weight per container or package?

8 000 lb (3629 kg). Contact the service desk if you have a container or package exceeding that weight.

How do I determine if I will also need a forklift ?

Forklifts are used for transporting bulky items, such as crates or containers. For smaller items, the Palais can provide you with a complimentary trolley.

When I can begin having shipments delivered to the Palais ?

As of the earliest date the exhibition organizer has earmarked for shipments. No merchandise shall be accepted prior to that date. The Palais des congrès shall refuse any shipments delivered prior to said date and you will have to reschedule delivery directly with your carrier.

Can I pick up some of my material/equipment the day after we dismantle everything ?

No, for insurance, security and space availability purposes, you must remove all of your effects by the end of the dismantling period.

How much should I budget for handling services involving lifting and rigging equipment ?

Earmark a minimum of one (1) hour at setup and one (1) hour at takedown. You will be billed onsite for any additional time that might be required.

FAQ – Housekeeping

What does housekeeping cover ?

Vacuumping the carpet and removing the trash.

When is the housekeeping performed ?

Prior to opening day and on the dates specified in your order, overnight from closing time to opening time.

Can you handle specific housekeeping requirements ?

- Yes, simply email your requirements to the service desk, e.g. carpet/floor washing, etc.
- All specific requests will require you to forward the type of the service you need and the floor area of your booth to the service desk team.
- The service desk will reply with a quote based on the billable hourly rate.

FAQ – Plumbing

Where in the booth will the plumbing be set up ?

A configuration plan is required for all sink and tub/tank setups or the installation of other plumbing equipment.

Can I supply my own tub/tank or sink ?

Yes. Hookup fees apply if you bring your own sink or tub/tank. Contact the service desk for a proper evaluation of your requirements.

What does a pressure regulator do ?

The regulator controls the air pressure in the compressor for equipment without a built-in regulator.

Can I hook up my equipment myself ?

- All plumbing hookups must be performed by Palais des congrès de Montréal staff.
- You may, however, hook up your compressed air supply.

Is the labour included ?

Yes, unless you supply your own sink, in which case, you will be required to contact the service desk to determine your labour needs.

What does the rate cover ?

The material and labour required for hookup purposes.

FAQ – Telecommunications

What is the difference between dedicated and shared internet service ?

Dedicated internet

- This a dedicated, private network. You control who uses it. The biggest advantage here is the consistent speed it guarantees you, especially if you're planning for heavy internet usage such as streaming online video, etc. Also, you can configure your network as you please and based on the bandwidth you need (up to 100 Mbps).

Shared internet

As the name implies, you share this network with other users. Shared internet is a flexible and economical solution for occasional or light internet usage. It provides suitable coverage for a small number of users (maximum 20). Please note that all IP addresses are private (NAT — Network Address Translation).

What are the advantages of wired internet ?

- More dependable service (99.99% uptime)
- More consistent bandwidth
- More secure access

Can I use a wireless router or connect through my cellphone network ?

No, in order to maintain the integrity of our network and avoid wireless pollution, we do not authorize the use of wireless routers, personal wi-fi networks or proxies via 3G/4G connections within the Palais.

Am I responsible for using surge protectors or current/voltage sensors to protect my equipment ?

Regarding setups requiring a plan, clients acknowledge that failure to provide the Palais des congrès de Montréal with the appropriate information in the requested format and within the required timeframe shall automatically entitle the Palais des congrès to reserve the right to proceed with the setup and provide the services as it deems appropriate given the absence of any configuration-related information in the initial order. Also, clients acknowledge that any changes to the configuration requested on the day of the event shall be subject to Palais approval and may incur additional charges billable at the setup rate.

FAQ – Telephony

Do I need to dial a special number to obtain an outside line ?

Yes, you need to dial 9.

Can I make long-distance calls ?

Yes, if you included long-distance calling when you ordered your services.

Can I rent a credit card or debit card terminal ?

- No, we do not rent terminals, but we can supply a line for processing credit card and debit card payments.
- Make sure to include the number 9 (outside line) in the phone number you program in the terminal.

How will I know what my phone number is ?

We will email it to you.

FAQ – Internet

How do I connect myself to the internet package I purchase ?

For wireless connections:

- We will email you a code. Once onsite, you will access the Palais network and enter your code.

For wired connections:

- We will install a cable in your booth, which you will simply have to plug into your equipment.

How fast is your wireless internet?

5 Mbps.

Do I absolutely have to order my wireless internet before the setup period ?

No, not for one connection only. But for multiple connections, you must order your wireless internet package online before the setup period.

Can I set up my own wired network ?

Yes. Please note that additional fees will apply each time you connect to a shared network. However, no fees will apply with a dedicated network.

Do I need to configure my computer differently to connect to the internet ?

Generally, no. However, certain security-related software already installed in your company computer may prevent a connection. We urge you to inquire about this matter with your IT department.

Where exactly in the booth will my wired internet service be installed ?

- At the back of the booth, unless instructed otherwise.
- Booths 20' x 20' (6.10 m by 6.10 m) or bigger must be accompanied, at the time of placing your order, with a configuration plan for wired connections.

How will I receive my fixed IP address related information ?

The information you will need to configure your equipment will be emailed to you.

FAQ - Setting Up Signs

Are rigging cords or cables included ?

Yes, our crews supply the appropriate steel cables or cord.

What is the maximum a sign can weigh ?

50 lb or 22.7 kg. For installations over 50 lb or 22.7 kg, you must contact a technical advisor to ascertain the appropriate rigging points.(Contact us)

Can I install a banner myself ?

No one is permitted to hang or rig anything whatsoever from the Palais structure.

Do I need authorization to put up a banner ?

Exhibitors must comply with the promoter's rules. Please contact the promoter for the terms applicable to your event.

You can also contact us by:

Phone : 514 871-5871 or 1 888 871-5871

Email : portailclient@congresmtl.com