



Operating Guidelines 2018/19

Welcome

These Operating Guidelines will assist you in planning and organizing your event at the Metro Toronto Convention Centre (MTCC). They are an integral part of the License Agreement and must be carefully reviewed by the Licensee. Your Event Manager is available to you throughout the process to provide clarification on these guidelines as you plan your event.

Events of special circumstances not covered by these Operating Guidelines may be subject to special consideration and stipulations as deemed appropriate by the Licensor (MTCC).

This interactive document has been thoughtfully created to assist you in navigating through these important guidelines. To bring your attention to recent changes, these areas have been highlighted.



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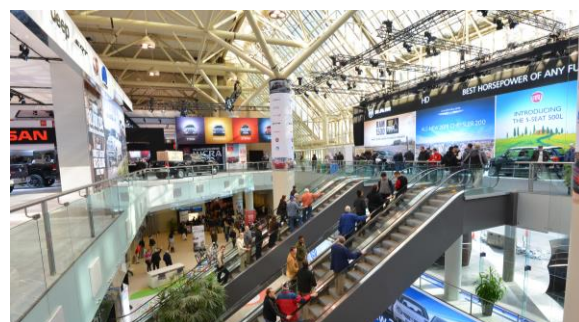
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Event Services & Suppliers

Selecting the proper suppliers is critical. To assist you, we have an array of in-house services, exclusive supplier partnerships and official supplier relationships.

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IN-HOUSE SERVICES

Support services provided exclusively by the Metro Toronto Convention Centre (Licensor).

BUSINESS CENTRE SERVICES

The Licensor's Business Centres are conveniently located on Level 300 in the North Building and Level 800 in the South Building. Services include photocopying, faxing, printing, outbound courier service, Internet access and a selection of office supplies and tools for purchase.

Contact: Business Centre **Email:** exhibitor-services@mtccc.com See rates [on page 47](#)

CLEANING SERVICES



The Licensor provides exclusive cleaning services within the facility. Cleaning of meeting rooms, corridors, common areas, restrooms, show aisles, and food and beverage areas, are provided on a complimentary basis. Meeting rooms used as show offices are complimentary up to a maximum of four offices. For office needs greater than four meeting rooms, additional charges will apply. These charges are based on total square footage. Please ask your Event Manager for a quote. Additional cleaning service charges will apply to registration, feature areas, interior booth cleaning, removal of event waste or recycling, crates, pallets, packing materials and lumber.

The Licensee, through the Licensor's exclusive cleaning service, is responsible for all costs related to the removal of event waste and/or recycling, crates, pallets, packing materials, lumber, litter and such material prior to event opening, during the event and following move-out. Also, arrangements must be made for the event registration area, booth interiors, feature areas and rest areas as required by the event. Refer to exhibitor forms (www.mtccc.com/exhibitors-forms-guidelines) or your Event Manager for rates. Also, see rates [on page 48](#).

The Licensee is responsible for removing any tape on the exhibit floor and returning the floor to an acceptable finish at the end of the move-out period.

Contact: Exhibitor Services Centre **Email:** exhibitor-services@mtccc.com

EXHIBITOR SERVICES CENTRE

The Exhibitor Services Centre is located on the Level 300 inside the Business Centre and provides a one-stop shopping experience for exhibitors. Your event will be assigned an Exhibitor Services Representative, who will work with each exhibitor as they prepare for the show at our facility and will act as a liaison for all services provided by the Licensor and its partners. For additional information please see www.mtccc.com/exhibitors-forms-guidelines or contact the Exhibitor Services Centre at (416) 585-8387.



The Exhibitor Services team can assist with online ordering or last minute needs at our on-site service desk. Please note that online ordering is available for parking, janitorial, Internet, telecommunications, as early as six months in advance and up to three days prior to event move-in. Please visit www.mtccc.com/order for more details. Early bird discounted rates are available up to 14 days prior to the first contracted day.

FOOD & BEVERAGE SERVICES

The contemporary offerings from our food and beverage program represent the diverse disciplines within our culinary and banquet teams. A main focus of our program is local procurement which ensures that we are incorporating fresh product into our menus and supporting our local farmers and producers. The breadth of our team's capabilities allow for the service of an intimate fine dining experience as well as large volume buffets. Our standard and customized menu offerings showcase the culinary artistry brought to life in our on-site meat aging program and full production pastry kitchen.

The Retail Food program offers standard and contemporary quick service food concepts to complement your event needs.

Contact: Catering Department **Email:** catering@mtccc.com

FOOD & BEVERAGE GUIDELINES

Exclusivity

The Metro Toronto Convention Centre (MTCC) retains the exclusive right to provide, control and retain all food and beverage services throughout the facility for events.

All food and beverage items must be supplied and prepared by MTCC's Food & Beverage Department. This includes bottled water.

No food, beverage or alcohol will be permitted to be brought into or removed from MTCC's facility by the licensee or any of the licensee's guests or invitees without the written approval of the Food & Beverage Department; this includes any "food sponsorship" and/or "food vendors" within the premises.

Sample food or beverage products may be distributed within an exhibit area with written authorization. Please contact the Catering department for further information.

Menus

Menu selections and other details pertinent to your event are required to be submitted to the Food & Beverage Department a minimum of four (4) weeks prior to the first function date. The catering representative handling your event will assist you in selecting the proper menu items and arrangements to ensure a successful event.

Prices

Prices quoted on our menus are net of 18% administrative charges and 13% Harmonized Sales Tax (HST). An administrative charge (18%) is added to your invoice for this catered event / function (or comparable service). 6.65% of the total amount of this charge is used to defray the cost of house expenses and will be maintained by the MTCC. 11.35% of the total amount of this administrative charge is distributed to employees providing the service including servers, bartenders and porters. Prices are subject to change without notice. Guaranteed prices will be confirmed sixty (60) days prior to the event.

Current menus are available on MTCC's website at www.mtccc.com/food-beverage.

A surcharge of 15% applies to all menu items for functions scheduled on statutory holidays. A list of holidays can be found [on page 41](#).

Availability

MTCC shall have the right to make substitutions to any order or any item or items which are not reasonably or readily obtainable on the open market or appears inferior to the quality standards of MTCC.

Guarantees and Overset

A guaranteed number of attendees and /or quantities of food is required for all functions. The guarantee must be submitted to your Catering / Event Manager by 12:00 noon EST Monday through Friday.

For functions taking place on Saturday, Sunday or Monday, the guarantee is required by 12:00 noon EST of the preceding Wednesday.

Functions less than 2,000 people

- 72 hours prior to the function (3 business days)

Functions greater than or equal to 2,000 people

- Initial guarantee is due three (3) weeks or fifteen (15) business days prior to the function
- Final guarantee is due ten (10) days prior to the event

If the guarantee is not received, MTCC reserves the right to charge for the number of persons / quantities specified on the Banquet Event Order (BEO). Cancellations and reductions of the guarantee are subject to full charge within fourteen (14) days of the first day of the event.

MTCC will prepare, provide service staff and have seating available for 3% over the guaranteed number of attendees to a maximum of thirty (30) people. Buffet and family style meals are excluded from the overset.

The actual number served or guaranteed attendance will be charged, whichever is greater.

Food Allergies and Dietary Restrictions

In the event that any of the guests in the Licensee's group have food allergies or dietary restrictions, Licensees are responsible to inform Licensor of the names of the guests and the nature of their allergies or dietary restrictions so that the necessary precautions can be taken when preparing their food. The Licensor requires an initial list 10 business days prior to the function and a final list with the guarantee, three (3) business days prior to the function. Upon request, Licensor undertakes to provide full information regarding the ingredients of any food served to your group.

The Licensor's Catering / Event Manager will confirm the quantity of alternate meals required based on your dietary list. The Licensor will deduct this amount from the guarantee to determine the number of regular meals required. If at the time of service the number of alternate meals exceeds the number on the dietary list, additional meals will be charged at \$25.00 for lunch and \$45.00 for dinner.

Community Outreach

We are committed to not only reducing the environmental impact of our facility and the events we host, but also to help the people who live in our community. As such, as part of our Corporate Social Responsibility program, we have proudly partnered with several local organizations to donate prepared food surpluses (still safe for consumption) and materials leftover from events.

Our ongoing food donation program provides meals and snacks for school children across Toronto as well as several local family and women's shelters. Annual food drives, bake sales and cooking events also raise funds and collect non-perishable goods to give to our local partners. To date, over 125,000 kg of food has been donated.

Additionally, we work to capture any material left over from events that may be used again and donate it to help support community organizations. During recent years, 80,000 kg of material have been donated annually to after school programs for at risk children, family shelters, and Habitat for Humanity. Materials donated include but are not limited to delegate bags, plants, furniture and carpet.

Please reach out to your Catering Manager if you have items that may be donated or if you would like to learn more about this program.

Event Timelines

Understanding that program timelines vary, outlined below are service time parameters based on a 1 to 1.5 hour reception followed by a served meal. It is assumed that meal service would begin within 45 minutes of reception end time.

Service times are based on:

- Breakfast – 2 hours. Starting at 6:00 a.m.
- Lunch – 2 hours
- Dinner – 3 hours

Timelines falling outside of these parameters may be subject to labour charges.

Should a function start or end time deviate more than thirty (30) minutes from the scheduled time, additional labour charges may apply.

Alcoholic Beverage Service

The Metro Toronto Convention Centre is dedicated to ensuring a positive experience for our clients and their guests. MTCC offers a complete selection of beverages to compliment your function. Please note that alcoholic beverages and services are regulated by the Alcohol and Gaming Commission of Ontario (AGCO) and MTCC. The Licensee is responsible for the administration of these regulations.

All events serving alcoholic beverages will be required to sign MTCC's "House Alcohol Policy for Clients".

- Hours of Operation: 11:00 a.m. to 1:00 a.m.;
- Alcohol is permitted in licensed areas only. Alcohol is not permitted on escalators or in elevators;
- A maximum of 2 alcohol drinks (single pour per drink) will be served to each patron at any one time;
- We reserve the right to limit the quantity of drinks sold;
- Cash bar ticket sales close 30 minutes prior to bar closing;
- MTCC and contract security guards will be required. Your Catering Manager will provide the necessary ratios;
- For ordering of non-list items, please speak with you Catering or Event Manager.

China or Paper Service

In all carpeted meeting rooms, china service will automatically be used for all meal services unless paper service is requested.

In all exhibit halls, paper service will be used for all coffee and meal services unless china service is requested. Additional charges may apply.

John W. H. Bassett Theatre

Food and beverage may be permitted inside the theatre with prior approval and is subject to cleaning service charges.

Linen Service

MTCC provides in house white linen for all meal functions. Fees will apply for specialty linens or linens required for meetings. Your Catering Manager can offer suggestions for your consideration and quote corresponding fees.

Cancellations

Any function cancelled less than 72 hours prior to the function date, will incur 100% of the estimated charges. Please note, for specialty menus or items, a longer window of cancellation may apply. This is determined on an event basis.

Payment & Deposits

Pre-payment of the FULL ESTIMATED CHARGES is required two (2) weeks prior to the first function date. Payment can be made in cash, certified cheque or wire transfer. For additions, a major credit card may be required as guarantee of payment of any replenishment or new orders requested during the event, pending arrangements with our Credit Department. Event pre-payments of less than \$5,000.00 can be processed by credit card. Full payment of the invoice is required within thirty (30) days of the invoice date.

Retail Food Services

MTCC offers Retail Food Services (RFO) through a selection of vendors operating mobile carts as well as a "built-in" outlet on the Level 700. Contact your Catering or Event Manager to discuss your requirements to develop a proposal and hours of operation.

Retail Food Meal Tickets

Meal tickets can be purchased from MTCC's, which may be distributed to event staff, volunteers and delegates for redemption at one of MTCC's retail food outlet(s).

Tickets are available in the following denominations only:

- \$10.00
- \$15.00
- \$20.00

Meal tickets are subject to the following parameters:

- Tickets will be redeemed for the total value, regardless of the value of items purchased;

- Purchase amounts greater than the amount of the ticket must be paid by credit card or cash by the customer;
- Clients are subject to a charge of no less than 90% of the total amount of the meal tickets purchased, regardless of actual consumption;
- Clients may choose to produce their own branded tickets. In these cases, the above parameters remain in effect. Client produced meal tickets are to be approved by MTCC.

Exhibit Hall Service Areas

When food service takes place in an exhibit hall, it may be necessary to create back of house service areas to successfully execute a function. Your Catering / Event Manager will provide information on size and required locations that are to be factored in to your production plan. The draping associated with these areas is the responsibility of the event organizer.

Audio Visual and Production

- When overhead work is being done, the area is considered a construction zone and hard hats and safety shoes are required.
- Floor supported drape lines must be sand bagged.
- All service corridors, guest and food service entrances and exits are to remain clear of all obstructions, including floor run cables. Cables must be flown in these areas. Cable mats are NOT permitted.
- Illuminated exit signs are required if permanent signs are obstructed.
- All drape or fabric shall meet the requirements of CAN/ULC-S109, Flame tests of flame-resistant NFPA-701 or equivalent.
- No exit doors or fire hose cabinets are to be obstructed.
- Clear access is to be maintained to exhibit halls, concession stands and restrooms at all times.
- Floor plans are to be submitted six (6) weeks prior to move-in. Floor plans that have extensive production or logistical components will be required earlier in the planning process.
- All specials effects / pyrotechnics will require proper permits and pre approvals. A fire watch and certificate of comprehensive general liability may be required.
- Dismantling of truss to commence one hour after the public has exited the premise in order for banquet and event services staff to clear and remove tables.

Water Stations / Water Service

Complimentary self-service stations are provided in meeting rooms, using coolers and biodegradable cups. One complimentary refresh is provided per day.

NOTE: complimentary water stations are not provided on the show floor for trade or consumer shows. If required, charges will be assessed based on specific requirements. See rates [on page 55](#).

GUEST SERVICES

To enhance the experience of both our local and out-of-town visitors, the Licensor has established Guest Services staff located at the main lobby on Level 200 of the North Building and Level 500 of the South Building. Guest Services staff provide internal assistance by greeting and directing attendees to the appropriate rooms or exhibit halls and can also share their knowledge of Toronto, including special attractions, restaurants, tours and more.

The scheduling of Guest Services is at the discretion of the Licensor. Should you wish to hire Guest Services staff to help your attendees find their way within the facility please contact your Event Manager to obtain a quote.

PARKING SERVICES



We offer dedicated, easy access to brightly lit and security-patrolled indoor, multi-level parking for guests. Special show management and exhibitor in/out parking passes are available for patrons requiring parking on a short-term basis (two or more consecutive days). With space for over 1,700 cars and available 24 hours a day, 7 days a week, guest parking is only steps away from the show floor and many wonderful facilities and attractions. A limited amount of oversized parking is available at our Marshalling yard.

Contact: Exhibitor Services Centre **Email:** exhibitor-services@mtccc.com See rates [on page 52](#)

TECHNOLOGY & TELECOMMUNICATION SERVICES



Our team of voice and data telecommunications specialists ensure that you have access to everything from traditional telephone services such as voice, fax lines, voice mail, hands-free and conference units, as well as leading edge data and wireless telecommunications technology. Our network provides the necessary capacity to meet diverse customer requirements, including Internet access and Webcasting applications.

Contact: Telecommunications Department **Email:** telecommunications@mtccc.com
See rates [on page 54](#)

TECHNOLOGY & TELECOMMUNICATION SERVICES GUIDELINES

The Licensor is the exclusive provider for all telecommunications services including voice, data and 802.11 wireless data (Wi-Fi) within the facilities. All arrangements for voice and data telecommunications must be made through the in-house Technology Services Department.

Telecommunications services include but are not limited to:

- Connections within the facility to external networks;
- All telecommunications distribution within the facility, including cabling, Network hardware and software, and 802.11 wireless (Wi-Fi) transmission;
- Provisioning of network access and network addresses to the client location(s) within the facility;
- Internal and external bandwidth distribution.

Every device accessing the Internet, even if behind an approved router, requires purchase of a per device access fee or a unique wireless code, which is assigned by the Licensor's Technology Services team.

Wired Internet provides unlimited Internet access for the duration of the event. It is delivered via a shared internal 10/100/1000 Mbps Ethernet network with a 10 Gbps fibre optic backbone and a burstable 10 Gbps connection to the Internet.

Wireless Internet service is a connection to the Licensor's wireless network and provides unlimited Internet access for one device per access code for the duration of the show.

Wireless Internet access utilizes a shared medium and an unlicensed radio spectrum. Contention and interference can have a significant impact on performance. The Licensor recommends using 5 GHz devices to reduce contention problems. The Licensor does not guarantee service levels in the 2.4 GHz radio band.

The Licensor recommends the use of wired connections whenever Internet access is business critical.

Public Wi-Fi service: This standard offering is available during all events. The service is available in the public spaces outside of meeting rooms and exhibit halls and the John W. H. Bassett Theatre upper foyer. The service is appropriate for web browsing, e-mail and social networking. User sessions are terminated after 3 hours elapsed time, but may be restarted immediately. The service is optimized for convention attendee functions, such as web browsing, e-mail and social networking, but it does not permit peer-to-peer downloading or Virtual Private Network connections.

Premium Attendee Wi-Fi service: This service is arranged and paid for by the show management. The premium attendee Wi-Fi is not a wireless Internet buyout but an additional service to allow an event to provide their attendees with extended Internet access at no cost to the attendee. The service is made available in all spaces contracted by the event. The Premium Attendee wireless network has an overall bandwidth of 1 Gig (1000 Mbps) available. Each user is allotted a maximum download speed of 3 Mbps and an upload speed of 3 Mbps. Users are restricted from accessing Virtual Private Networks, Remote Desktop Protocols and peer-to-peer protocols. All other services and protocols are open. Customization of the network name (SSID) and security code (must be a minimum of 8 characters in length) is available. Some conditions apply. The optional login page can display the event or sponsor logo and with user redirect to an event specified web page available.

The Premium Attendee wireless network is suited for attendee general usage such as checking e-mail, social media and web surfing. The service will be activated on the first day of attendee sessions / activity and remain active for the duration of the event program

Any high-density (i.e. large numbers of attendees within a limited physical space) or specific application requirements need to be discussed with the Technology Services department prior to the event. Additional charges may apply.

Show management agrees to purchase the Premium Attendee Wireless network for the use of its event attendees only. All other data and Internet requirements for show management, speakers and exhibitors will be ordered separately and at regular rates.

Technology Services will provide cost quotation for Premium Attendee Wi-Fi Services based on the event requirements.

The Licensee is liable for any loss of or damage to equipment provided by the Licensor.

The Licensor reserves the right to withdraw voice and data services from any customer who knowingly or unknowingly causes disruption of the voice or data communications networks or facilities.

Show management, exhibitors, sponsors, attendees and any third parties are prohibited from providing or distributing any wired or wireless, data telecommunications or Internet access within the facility without permission from the Licensor. Any permission granted will be subject to conditions governing

the specific occurrence. Any installations that have not been granted permission in advance will be subject to removal without compensation.

The use of client-provided routers (wired or wireless), wireless access points, mobile Wi-Fi hotspots (Mi-Fi box) and DHCP servers within the facility, is prohibited without prior approval. Any installations that have not been granted permission in advance will be subject to removal without compensation.

Cellular service is provided by Telus Mobility, Rogers Wireless, Freedom Mobile and Bell Mobility. The Licensor does not guarantee the availability or reliability of the networks or services provided through them. Most US mobile phone companies have roaming agreements with the above mentioned carriers. Please contact your mobile phone provider to ensure service in Canada.

Beacons and Transmission Devices: Any device that is used to transmit data (send or receive), including beacons, must be authorized by the Licensor, Technology Services Department, prior to the event. The Licensor reserves the right to restrict the use of these devices within the facility.

EXCLUSIVE PARTNERS

Provide critical services to the Licensor and our customers on an exclusive basis.

ATM MACHINES



ATM machines are provided on an exclusive basis through Access Cash General Partnership. There are seven ATM machines located throughout the complex: four located on Level 200 in the North Building, one on Level 600 and two on Level 800 in the South Building. Temporary ATM machines can be installed for your event by Access Cash, based on event parameters and security restrictions. A minimum of one month's notice is required for temporary ATM installation. Please note that charges may apply. Contact your Event Manager for details.

Contact: Event Coordination Department **Email:** coordination@mtccc.com

CHECKROOM SERVICES

Since 1984, CheckMates Checkroom Services Ltd. has provided coat-checking services on an exclusive partner basis. Checkrooms located on Level 100 and on Level 600 provide a safe and secure location to check personal items. A cash or hosted service is available from October 1 through April 30, although we are happy to discuss your needs for a checkroom service during the off-season. Contact your Event Manager for details.

Contact: Event Coordination Department **Email:** coordination@mtccc.com See rates [on page 48](#)

ELECTRICAL / MECHANICAL SERVICES / DISPLAY LIGHTING



SHOWTECH Power & Lighting, a partner since 1984, provides all electrical, display-feature lighting, mechanical, plumbing, gas and air services on an exclusive partner basis. SHOWTECH is the "power behind the lights," working with facility management, show management, exhibitors and other service contractors to provide excellent service to successful events. SHOWTECH also exclusively hangs all decorative material, signs and banners.

Contact: SHOWTECH **Email:** sales@showtech.ca **Website:** www.showtech.ca

STAGING SERVICES



SHOWTECH Power & Lighting (Production Division) partners with the Licensor to provide staging services for the John W. H. Bassett Theatre on an exclusive partner basis. SHOWTECH can supply all your needs for labour, specialty lighting systems, spotlights, rigging and flying systems, installation and removal of scenery, staging and props. SHOWTECH Production is the exclusive labour broker for rigging installations affixed to our structure and is also an official supplier of all staging services in the remainder of the facility.

Contact: SHOWTECH **Email:** sales@showtech.ca **Website:** www.showtech.ca

PREFERRED PARTNERS

Preferred partner relationships are companies that have undergone a rigorous review process and that we recommend to our clients. These companies maintain staff and offices within the Metro Toronto Convention Centre, are part of our internal communications system and have established track records of success.

AUDIO VISUAL AND SIMULTANEOUS INTERPRETATION SERVICES



Freeman Audio Visual has partnered with the Licensor since the North Building opened in 1984. They provide audio visual and simultaneous interpretation rental services on a preferred partner basis.

Freeman Audio Visual supports the power of face-to-face marketing by providing full-service resources for corporate events, exhibit programs, expositions and conventions of all sizes. They are also recognized for their progressive business solutions in the audio visual and simultaneous interpretation industry.

Services include:

- Audience Response Systems
- Audio / Video / Projection / Lighting
- Computer Services
- Digital Services
- Event Staging
- Simultaneous Interpretation
- Exhibit and Trade Show Programs
- Multi-Microphone Discussion Systems
- Presentation Management
- Press Conferences
- System Design and Integration
- Technical Coordination
- Webcasting

Contact: Freeman Audio Visual **Email:** info-ca@freemanco.com **Website:** www.freemanav-ca.com

BULLFROG POWER



We have partnered with Bullfrog Power, Ontario's first 100% green electricity retailer, to provide the option to purchase clean, renewable energy for events. All of Bullfrog's power comes from clean, renewable wind power and low impact water power generators in Ontario.

"Bullfrog-powering" an event is an easy way to reduce the event's emissions footprint, position the hosting organization's environmental leadership and appeal to environmentally conscious event attendees. Use our Green Power Calculator at: www.mtccc.com/facility/sustainability/green-power-calculator to see how affordable it is to host a green event.

For more details, contact your Event Manager or visit our website at www.mtccc.com/facility/sustainability or, Bullfrog Power at www.bullfrogpower.com

Contact: Event Coordination Department **Email:** coordination@mtccc.com

COMPUTER RENTAL SERVICES

F R E E M A N AUDIO VISUAL | CANADA

With the convergence of I.T. and audio visual, Freeman Audio Visual has added computer and peripheral rental services. Rental service offerings include Intel-based and Macintosh desktops and laptops, monitors and large screen displays, printers, and various accessories including CDs, modems, cables and technical support.

Contact: Freeman Audio Visual **Email:** info-ca@freemanco.com **Website:** www.freemanav-ca.com

CUSTOMS BROKERAGE AND TRANSPORTATION SERVICES

It is strongly recommended that the Licensees use a customs broker for all event and exhibit materials that are shipped across the border.

For more information, please contact your Event Manager for details.

Contact: Event Coordination Department **Email:** coordination@mtccc.com

GENERAL CONTRACTOR AND TRANSPORTATION SHOW SERVICES



We have partnered with GES to provide show decorating and general contracting services, including transportation, on a preferred partner basis. For more than 20 years, *Tradeshow Week* has named GES the leading supplier to Canada's top shows.

GES specializes in assisting Show Managers produce their events from the early planning stages through to the installation, execution and dismantling phases. Of particular interest to Show Managers are GES' online ordering capabilities and renowned Design Team, who create an exciting and professional look for each show.

GES experienced Exhibitor Services Representatives assist exhibitors by providing a full range of products to ensure their show experience is a great success. GES rental services include furniture, carpet, modular exhibit rentals (standard and customized), booth accessories, plants and floral, as well as state-of-the-art graphics and signage. Additional services include installation and dismantling labour, material handling services, and transportation services.

Contact: GES **Email:** mconventioncenter@ges.com **Website:** www.gesexpo.ca

FIRST AID SERVICES



Corporate Nursing Services Inc. (CNS) is a preferred partner that provides high quality first aid care and ancillary nursing services to attendees of your events. Your guests will receive prompt and skilled primary first aid care from experienced health care professionals. CNS registered nurses are provincially regulated and, are not only capable of responding to a variety of emergency situations, but can also provide over-the-counter and prescribed medications to attendees if required. Contact your Event Manager for details.

Contact: Event Coordination Department **Email:** coordination@mtccc.com **Website:** www.cnsinc.ca

First Aid Services Guidelines [on page 27](#)

See rates [on page 49](#)

SHOW SECURITY & STAFFING SERVICES



Reilly Security, official supplier to the Metro Toronto Conference Centre, is the parent company for Reilly Event Management (REM) a service driven organization focused on meeting and exceeding client expectations. Security and event management professionals offer services for any of your security and event service needs of any size. Reilly has built a solid reputation for excellent customer service. Reilly offers a full range of services including professionally uniformed security, discreet security in suit and tie, asset protection, access control, crowd control, close protection services, admittance staff, hosts, hostesses, models, crowd gathers, mascots and much more. Reilly can source the most unique and talented people across Canada who are perfect to staff your next event. They are a vital component and key to the success of your event and corporate identity. REM will partner with you to ensure your show is safe and successful.

Contact: Reilly Security **Email:** reilly.mtcc@reillysecurity.com **Website:** www.reilly-group.com

Security Guidelines [on page 25](#)

See rates [on page 52](#)

GREEN PRACTICES

SUSTAINABILITY

Reduce your waste disposal expenses by taking advantage of our sustainability programs. Our goal is to be a global industry leader in sustainability by providing opportunities for our clients and their events to do the same. In an effort to foster a recycling partnership with you, your attendees and exhibitors, we would appreciate your front end participation and support in our recycling program by promoting recycling in all of your event material and brochures. For your convenience and use, all meeting rooms, pre-function areas, and exhibit halls are equipped with recycling centres suitable for Paper, Plastic / Glass / Metal, and Waste. In addition to these options, our North Building meeting rooms' recycling centres are also equipped with Organic streams for any leftover food waste.

We encourage you to explore the sustainability section of our website to discover what we are doing to reduce the environmental impact of our industry and how you can help make a difference. Visit us at www.mtccc.com/green. Some of the environmental efforts we have made are as follows:

- **Waste Diversion:** The facility has instituted an aggressive waste diversion program in an effort to reduce waste sent to landfill. We strongly encourage clients and service providers to join us in this initiative by assessing the recyclability / reusability of materials brought into the facility.
- **Community Outreach:** As part of our Corporate Social Responsibility program, we have proudly partnered with several local community organizations to donate prepared food surpluses (still safe for consumption) and materials leftover from events. Our ongoing food donation program provides meals and snacks for school children across Toronto as well as several local family and women's shelters. Additionally, we capture any material left over from events that may be used again and donate it to help support community organizations. Materials donated include but are not limited to delegate bags, plants, furniture and carpet. Please reach out to your Event Manager if you have items that may be donated or if you would like to learn more about this program.
- **Energy Conservation:** In an effort to minimize the environmental impact of our operations and to conserve energy, we have implemented a rigorous energy conservation program. During move-in and move-out, you may experience procedures such as dimmed lighting, escalators being turned off and adjusted temperature controls.

Fire & Safety Regulations

Fire & Safety

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(*) Attention: recent changes made in this section.

FIRE & SAFETY

The safety of all occupants of the facility is our utmost concern. These regulations are designed to maintain a heightened awareness of fire safety within the facility. The objective of these requirements is to limit the hazards of contents and operations within the facility to a level that can be controlled by the Building fire protection systems.

The procedures and Licensee's responsibilities described herein are intended to expedite the necessary approval for conventions and trade shows. Approvals are required from both, the Licensor's Fire Safety Officer and the Toronto Fire Department. The Licensor's Fire Safety Officer can be reached at (416) 585-8278 or firesafetyofficer@mtccc.com. Following these procedures, and adhering to the requirements stated herein and in the Ontario Fire Code, will prevent costly delays and changes to show designs.

EXHIBITS

The Licensor shall not be responsible for the admission of any exhibit that does not fit the dimensions and capacities of the entrances to the facility, elevators and aisles as now installed.

Please note additional installation requirements below.

- a. Two-storey booths or double-decker booths require special approval from MTCC and the City of Toronto. Construction of double-decker booths and bleachers requires a temporary building permit from the City of Toronto - Building Permits Division. Show Management / exhibitors are responsible to ensure that the Licensor is aware of any two-story booths and bleachers. The exhibitor and/or the design company are responsible for the collection of the building permit from the City of Toronto. A copy of the temporary building permit is to be forwarded to the Licensor's Fire Safety Officer by fax at (416) 585-8125. It is suggested that initial contact with the Building Permits Division be initiated six weeks in advance of the move-in dates. Two (2) complete sets of structural drawings must be complete and submitted indicating guards and handrails, details, etc. These drawings must include an Ontario Engineer's stamp.
- b. Drawings for permit must be submitted to Toronto City Hall, 1st floor west side.
- c. Application to include contact person, contact information, event name and event dates.
- d. Structures must have Engineer's clearance letter before use and a copy of the letter to be faxed to the Building Inspector and the Fire Safety Officer.
- e. Installers to contact the Building Inspector for inspections with plans.
- f. Building permit must be displayed at all times during installation.
- g. Any structure with 800 square feet or more covered space must be equipped with a sprinkler system. For questions regarding the sprinkler system, please contact the Fire Safety Officer at (416) 585-8278.

For permit information, please contact:

Building Inspector
Building Department,
City Hall, 16th Floor, East Tower
100 Queen Street West
Toronto, ON Canada M5H 2N2
General Inspection Voice Mail: (416) 338-0700

When leaving a message please include a contact name and number, as well as your building permit number. An inspector will do the inspection within 24 hours of leaving the message.

EXHIBIT BOOTH PROTECTION PROCEDURES

Scope

These guidelines establish construction and protection criteria for temporary structures or facilities, including vehicles, that, because of their configuration, create the potential for obstruction to the Licensor's built-in fire protection systems or whose configuration creates for a potential reduction in fire safety for the occupants of the facility.

The guidelines are applicable to:

- Covered booths or covered portions of a booth, whether enclosed or not;
- Double-deck booths or portions of a booth having a double deck, the upper level of which may or may not be covered;
- Platform or raised floor conditions, including stages;
- Tiered seating;
- Vans, trailers or recreational vehicles;
- Canopies or other construction that obstructs the effectiveness of the installed building fire protection systems.

Additionally, a building permit is required for tents greater than 100 square feet.

Construction

All construction materials shall conform to requirements indicated elsewhere in these guidelines.

Required Permits

A temporary construction permit is required by the City of Toronto for all double-deck booths, tiered seating configurations, Custom staging, structures that obstruct the facilities' sprinkler system, and any other structures identified by the Building Inspectors and the Licensor. Contact the Licensor's Fire Safety Officer at (416) 585-8278 or firesafetyofficer@mtccc.com for details. Building permits must be filed in person at City Hall at least six weeks prior to move-in.

Exits

All booths or other facilities constructed within the exhibit hall shall provide for a safe means of occupants' egress as required under the Fire Code and Ontario Building Code. Additionally:

- Two means of exit are required from rooms, decks or platform areas where:
 - The intended occupant load of the floor area exceeds 60 persons;
 - The floor area exceeds 2,000 square feet;
 - The distance from any point in the floor area to an aisle on the lower level or a stair from the upper deck exceeds 50 feet;
 - If the platform or upper deck of a booth is enclosed or has visual obstructions higher than 42 inches above the floor of the platform or deck, then stairs from the upper deck should lead directly to an aisle.

- Stairs from a platform or upper level of a booth should meet the following requirements:
 - Be a minimum of 36 inches wide;
 - Stair risers shall be between 5 and 8 inches in height, and treads shall have a minimum run of 9 inches exclusive of nosing;
 - Curved or spiral stairs should not be used unless approved by the Licensor;
 - Treads and landings shall have non-skid finish or be provided with non-skid strips;
 - Handrails shall be provided on at least one side of every stair;
 - Handrails shall be located between 32 and 36 inches height.
- A guard rail at least 42 inches in height shall be provided around all raised floor conditions where the difference in floor elevation is greater than 18 inches. Guards may also be required at the sides of stairs at the discretion of the Licensor, based on a review of expected occupancy conditions.

Separation

A minimum of a 20-foot separation shall be provided between any non-sprinkler covered areas of over 400 square feet. Non-sprinkler areas of under 400 square feet will be determined based on combustible load.

Exhibit Booth Protection Criteria Guidelines

Guidelines for covered and double-decker booths that obstruct the facility's sprinkler system covered area are as follows. Please note that a temporary construction permit is required.

Please see below for numbered references.

	Less than 400 sq ft	400 – 800 sq ft	Greater than 800 sq ft
Single Level Covered Booth	Portable Extinguisher 5lbs ABC	Review individually. Based on occupancy conditions and type and quantity of combustibles. (2)	Sprinkler off standpipe system in floor or overhead sprinkler line. (3)
Double Deck Uncovered (Building Permit)	Review Individually. Based on occupancy conditions and type and quantity of combustibles. (2)	Same as above.	Sprinkler off standpipe system in floor or overhead sprinkler line. (3)
Double Deck Covered (Building Permit)	Sprinkler off standpipe system in floor or overhead sprinkler line. (3)	Same as under 400 sq ft	Same as under 400 sq ft
Platforms	No protection.	No protection if perimeter enclosed.	No protection if non-combustible or if fire retardant wood and perimeter closed.
Platforms	No protection.	Combustible or open-sided platforms will be reviewed individually. (2)	Sprinkler off standpipe system in floor or sprinkler lines (3) or provide trained security guards to monitor.

Protection Criteria Guidelines – Table 1 Numeric References

(1) The covered portion of a booth or the roofed area or platform that covers the floor area below.

- (2) The protection required for covered areas up to 400 square feet and between 400 and 800 square feet will depend on the use and occupancy conditions within that area. Appropriate protection may include any or a combination of the following provisions:
- A trained security guard to monitor against unsafe conditions;
 - Smoke alarms within the covered areas;
 - Additional hand fire extinguishers;
 - Sprinkler protection.
- (3) This sprinkler protection does not need to be separately alarmed. The following outlines conditions requiring a sprinkler system:
- Platforms include any raised floor conditions, including tiered seating, stages and equipment platforms;
 - Combustible or open-sided platforms create the potential for fire conditions under the platform area. Additional protection may be appropriate where that condition exists;
 - The protection required for covered areas over 800 square feet will be proper sprinkler coverage;
 - Booth canopies not exceeding 4 feet in width do not require protection; canopies exceeding 4 feet in width will be reviewed individually;
 - All multi-level, covered booths or platforms over 400 square feet must submit a floor plan for approval;
 - Fire watch may be required / approved for special exhibits e.g. Mobile homes, tents over 74m² (800 square feet) etc.

Note: For Exhibitor Fire Regulations and the Fire Safety Reply form, please refer to the exhibitor forms online www.mtccc.com/exhibitors-forms-guidelines.

FIRE HOSE CABINETS

In accordance with Section 6.4 of the Ontario Fire Code, it is necessary to place temporary fire hose cabinets on the Level 300 exhibit floor along the third port line from the south wall. The number or locations of these cabinets will be governed according to the number of booths, aisle widths and type of booth (i.e., hard wall, pipe and drape), and their placement determined by the Licensor's Fire Safety Officer and the Toronto Fire Department. Fire hose cabinets cannot be obstructed and must be visible and accessible at all times. These cabinets can be covered on three sides leaving the front portion unobstructed. Please advise any exhibitor affected by the placement of these cabinets at the time of booth sale. Outlined below are the number of fire hose cabinets required per hall:

1 Hall Show = 2 fire hose cabinets

2 Hall Show = 3 fire hose cabinets

3 Hall Show = 5 fire hose cabinets

Your Event Manager can provide you with an image of the temporary fire hose cabinets. Fire hose cabinets on the Level 800 exhibit floor are affixed to the columns. Fire hose cabinets cannot be obstructed and must be visible and accessible at all times. All strobe lights, fire alarm pull stations and emergency exits must be maintained visible and accessible at all times.

LAYOUT REQUIREMENTS

All seating, booths and display layouts are regulated in terms of aisle widths, aisle lengths, dead-end aisles and occupant loads. The floor layouts submitted to the Licensor for approval by the Fire Safety Officer must provide sufficient information to demonstrate that compliance with the limitations stated herein are met.

NON-FIXED SEATING

The following restrictions apply to non-fixed seating:

- Aisles leading to exits or cross aisles shall be provided so that there is a maximum of seven seats between any seat and the nearest aisle;
- Aisles shall be a minimum of 44 inches in width and shall not be less than the required width as determined by the Ontario Building Code (i.e., 22 inches for every 90 persons served);
- Aisles may be reduced to 30 inches when serving 60 seats or less;
- Aisles may be reduced to 36 inches when serving seats on one side only;
- The travel distance to an exit door via an aisle shall not exceed 100 feet;
- Aisles shall terminate at cross aisles, which shall be the required width of the largest aisle served plus 50% of the total required width of the remaining aisle it serves;
- Dead-end aisles shall not exceed 20 feet;
- Where more than 200 seats are provided, the seats shall be fixed together in groupings of no less than 4 and no more than 15, or the aisle width described above shall increase by 50%;
- Turnstiles, check-in counters, etc. shall not obstruct or reduce the width of any exits or access to exits;
- When chairs are butted against walls, chairs can only be set at a maximum of eight chairs.

RAISED FLOORING

Low-rise platform flooring is allowable in standard booths, islands and peninsula islands for covering utility lines (wiring, cabling, piping, etc.), for elevating product displays and for other purposes. All concealed wiring must be quickly accessible for emergency service. Raised floors are limited to a maximum height of 6 inches (15 cm).

If people will be standing on raised areas, they must be non-hazardous and wheelchair accessible. Wheelchair ramps must be at least 3 feet wide (915 mm) with a maximum slope of 1:12 (a 6 inch rise would require a 6 foot run). Landings must be provided at tops and bottoms of ramps and must be at least 36 inches (915 mm) wide by 60 inches (1525 mm) and free of obstructions. Ramps must be curbed or guarded at their edges and surfaces must be firm and slip-resistant (if carpet is used, it must be unpaddinged, low pile carpet). There must be a ramp at every 100 feet. Edges of raised floors must be ramped or guarded sufficiently to prevent people from tripping or falling at the transitions. Exhibits 600 square feet or more must have wheelchair access ramp.

SHOW APPROVAL PROCEDURES

Detailed floor plans are required for the exhibit hall and registration area or for special activities and exhibits scheduled in any public areas, including exhibits located in foyers, meeting rooms or ballrooms.

Preliminary plans should be approved prior to confirming exhibit space sales to avoid unnecessary confusion later. Final plans must be approved by both the Licensor's Fire Safety Officer and the Toronto Fire Department. These final plans must be submitted 60 days before show move-in.

Three copies of properly scaled floor plans are to be submitted to the Licensor sixty days prior to occupancy for review. The Licensee will be notified of problem areas and required modifications. The Licensor will submit plans to the Toronto Fire Department for final approval. One approved copy will be returned to the Licensee.

All exhibit floor or registration plans should include the following information:

- Official name of the show, sponsoring organizations, dates and names of service contractors;
- All plans drawn to scale (1/32" = 1 foot);
- Clearly indicated and dimensioned booth configurations and aisle widths;
- Readily determined primary entrance doors and emergency exits;
- Service desk locations. We ask that the Exhibitor Services desk operated by the Licensor be included with the other service desks in the plans;
- All floor ports be clearly marked;
- Retail Food Areas;
- Service contractor storage areas or "bone yards" that are clearly marked if located on the exhibit floor. They must be laid out per regulations: no larger than 900 sq feet/ 30' x30' with 8' gaps between storage pod and no higher than 10 feet.
- An indication of booth design (pipe and drape, hard wall, system, etc.);
- Temporary exhibit floor restaurants / cafes and their service areas;
- Layouts of all stage and seating areas, including aisles and seating arrangements;
- Clearly indicated access to restrooms, concessions areas and facility work areas;
- A clearly identified freight-free aisle;
- Layouts of all multi-level or covered booths or platforms per attached Licensor guidelines;
- Perimeter drape 8 feet high will require exit signs; any drape higher than 8 feet will require illuminated exit signs;
- Utility panels, switchgear, first-aid cupboards, fire hose cabinets and standpipes located in exhibit areas and around perimeter walls must remain accessible at all times;
- All service corridors and food service entrances / exits are to be clear of all obstructions, including floor run cables. Cables must be flown in these areas.

SHOW DISPLAYS

All show displays must meet the following requirements:

- All textiles used in, on, or around displays, shall meet the requirements of CAN/ULC-S109, "Flame Tests of Flame-Resistant Fabrics and Films" or equivalent;
- Aisles between booths shall be a minimum of 8 feet;
- All aisles shall lead directly to an exit or to a cross aisle that leads directly to an exit;

- The travel distance from any point in the floor area measured along the aisle to the nearest exit shall not exceed 100 feet;
- Dead-end aisles shall not exceed 20 feet;
- No displays or materials associated with any booth shall encroach into the 8-foot aisle width;
- Any enclosed showroom with an area in excess of 2,000 square feet or occupancy of 60 persons or more must have two means of exit that are as far apart as possible;
- Any booth with an area of 2,500 square feet or more must contain one fire extinguisher (5 lbs ABC);
- If a fire hose cabinet is located in exhibit space, it shall be the responsibility of the Show Manager or exhibitor, as the case may be, to provide access to such equipment, and if the view of such equipment is obstructed to provide designating signs;
- Any temporary booth that obstructs permanent fire exit signs may be required to provide alternate illuminated fire exit signs (powered by a battery pack) to conform to code;
- The Licensor reserves the right of prior approval for any use of the space situated north of the column line adjacent to the north glass exterior wall;
- Exhibits, displays, etc. must be located a minimum of 8 feet from the glass and are subject to aisle restrictions in order to meet fire and safety regulations.

SHOW SET-UP & DISMANTLING PROCEDURES

The Licensee will be responsible for the following during the set-up and dismantling of shows:

- Obtaining approval of the floor plan and approval for any special material, processes and equipment from the Licensor's Fire Safety Officer before commencement of set-up;
- Directing truck traffic on the exhibit hall floor;
- Drivers must stand by their vehicles at all times;
- Loading and unloading of vehicles to be done in a controlled area;
- Ensuring trucks are not left idling while in building;
- Removal of all crates and packaging materials;
- Enforcing procedures during the set-up and dismantling of shows as set out in the exhibitors' regulations.

SPECIAL EFFECTS

Show producers planning to have special effects such as pyrotechnics, open flame, etc. for any part of their event must receive prior approval from the Toronto Fire Department and the Licensor's Fire Safety Officer. All requests for approval must be submitted three weeks prior to the event. A special effects permit, a fire watch and certificate of comprehensive general liability insurance may be required. Fog machines, hazers and confetti guns must receive approval from the Licensor's Fire Safety Officer. Fire watch (MTCC Security) will be required. Additional charges may apply.

STORAGE PROCEDURES

Should the Licensee elect to use leased space for storage, the following regulations must be adhered to:

- Combustible materials and waste shall not be permitted;
- Materials shall not be permitted to accumulate in any part of an elevator shaft, utility ports, stairwells, fire escapes or other means of exit, or to obstruct access panels or fire protection equipment, including sprinkler control valves, fire hose stations, portable extinguishers and fire alarm stations;
- The clearance between an exhibit and a sprinkler head shall be a minimum of 36 inches;
- Each individual storage area must not exceed 900 square feet (30 ft x 30 ft), with 8-foot aisles every 30 feet. Storage piles shall not exceed 10 feet in height;
- Wall clearance of 2 feet shall be maintained where stored commodities may swell or expand with the absorption of water;
- Access to the storage area will be limited to persons designated by the management of the Licensor or the Show Manager;
- Storage of loose scrap materials, packing materials, etc. is not permitted unless contained in sealed crates;
- Smoking is not permitted in storage areas or within the facility;
- Pallets will not be stored more than 4 feet high;
- Storage of propane or any other types of fuel is not permitted.

SECURITY

EMERGENCY PROCEDURES

An emergency preparedness handout will be provided to all event organizers prior to their event. For fire and medical emergencies, the direct number to MTCC Security is (416) 585-8160 or 8160 from the nearest house phone. DO NOT CALL 911 as responding emergency personnel (police, ambulance, and fire department) will be unaware of the precise location required. Emergency numbers are posted at all house phones. The Licensor does not have a notification system for hearing or visually impaired attendees.

ROOM SECURITY

The facility is equipped with a state-of-the-art card access system for meeting rooms and offices within the facility. This system provides our clients with high-level security, which is computer controlled from the in-house security control centre.

These rooms can be individually re-programmed to your specific security demands. Your Event Manager can make arrangements for all access cards and off-master rooms.

Note: During a fire alarm, all mag locks will deactivate to ensure safe evacuation. They will be reactivated once the alarm is over.

The Licensor is not responsible for any loss or theft of property.

SECURITY GUIDELINES

The Licensor maintains 24-hour security for the building perimeter areas and internal patrols. The Licensee is responsible at their own expense for complete security within exhibit areas, meeting rooms, loading dock areas, emergency exits, registration areas and any other licensed area used from the initial move-in until the completion of move-out. Removing automatic closing devices and propping open exterior and loading dock doors require prior authorization.

For early move-in/late move-out during normal operating hours of 0700-2359h, it is the responsibility of the decorator and/or the Licensee to arrange for contract security to monitor access points to the show floor. Arranging for this security signifies due diligence on Licensee part to ensure access points are monitored to prevent those without appropriate Personal Protective Equipment (PPE) from entering the work area. From 2359-0700h, additional security may be required depending on the level of activity. Contact your Event Manager for details.

Paid duty officers may be required as traffic monitors on Front Street at the West Ramp, Lower Simcoe Street at the South Ramp and the south truck elevators during move-in and move-out to ensure the safety of pedestrians and all vehicular traffic, including show vehicles. Paid duty officers may also be required on Front Street and/or Bremner Boulevard if six (6) or more shuttle buses are required for services in either of these locations. Large food and beverage events serving alcohol may require paid duty police. If necessary, a minimum of one constable and one sergeant must be hired.

Paid duty police officers must be booked a minimum of two weeks prior to the event date. All traffic paid duty police officers must be booked a minimum of five (5) days prior to the event date. On a specific event need basis and such that there is direct contact with the Licensor's Security, paid duty police officers will require the use of two way radios. A quote will be provided to show management.

The Licensor shall have final approval of security requirements for all events within the facility, which may include the need to hire contract show security, in-house security, EMS, and police. Failure to meet the minimum security requirements set out by the facility will result in either the Licensor providing additional security, for which labour charges will be applied, or if inadequate security coverage creates a risk to the facility, the cancellation of the event.

Approval will be based on:

- Verification of credentials of the contracted security agency. All agencies must be licensed to operate in the Province of Ontario. Contracted security agencies must adhere to the Licensor's insurance policies and management decisions;
- Analysis of the number of security personnel and paid duty police officers required. This information must be provided two weeks prior to move-in. Each event will be evaluated separately by MTCC Security Management according to the nature of the event, area in use and consideration of other clients when determining requirements. Normal minimum security requirements for contracted show security are as follows:
 - Monitoring points of entrance and egress, including escalators / elevators;
 - Monitoring high-traffic public areas;
 - Monitoring locations where valuables are displayed or stored;
 - Armed personnel must have written permission from the Licensor's Security Manager prior to entering the facility;
 - Monitoring and/or controlling show / event lineups;
 - Monitoring room / building capacity.

HEALTH & SAFETY

FIRST AID SERVICES GUIDELINES

The potential risk of injury or illness is inherent in large gatherings of people, and the Licensor is committed to ensuring that those who find themselves in need receive professional, courteous medical care.

Exhibit Move-In and Move-Out:

There are elevated opportunities for injury during the move-in and move-out phases of a show. On-site medical staffing is required when the number of labour and show personnel in either building of the facility is estimated at 200 or higher. This includes show staff, general contractor staff / labour, and exhibiting staff / labour.

Event Attendance:

On-site medical staffing is highly recommended for events with an anticipated attendance of less than 1,000 people. Events with an anticipated attendance of 1,000 to 15,000 people per building per event day are required to have a minimum of one registered nurse or certified paramedic on-site. Events with an anticipated attendance of over 15,000 people per building per day may be required to schedule additional health services. This is assessed based on the potential risk factor and specific health requirements. These are minimum requirements only. It is recommended that First Aid Services be present one hour prior to attendee arrival and one hour after the event has ended.

Factors that may influence the necessity of on-site medical personnel include but are not limited to, the event demographics, the number of attendees, food and beverage requirements and other factors that affect the potential risk to event attendees.

The Licensee may elect or be required to provide or augment health services at the discretion of the Licensor.

Medical coverage for all related events will be scheduled for the full duration of the published event times. Based on the complexity of the set-up and tear-down, medical personnel may be required on-site during these times as well.

Corporate Nursing Services is the Licensor's official first aid provider and has exclusive use of the facility's fully stocked first aid rooms, first aid equipment, including oxygen, wheelchairs, defibrillators and has direct contact with a physician if required. First aid rooms are located on Level 200 beside room 203C and on Level 800 across from the entrance to exhibit Hall D.

One notable benefit to using the Licensor's official first aid provider is the opportunity to share costs associated with these services during periods when other clients or Licensor employees are also using the services. Your Event Manager will provide you with details on services and billing procedures upon request.

Should you wish to use a non-official first aid provider, the following requirements will apply:

- The non-official health care service provider must supply the Licensor with a certificate of insurance for five million dollars (\$5,000,000) of comprehensive general liability with the Licensor named as an additional insured and a cross-liability clause included;
- The non-official healthcare service provider must be on two-way radio with the facility's Security allowing instant communication during emergencies;

- Submit a detailed report of all accidents or occurrences to the facilities' Security Manager;
- Provide the Licensor with a schedule of medical coverage;
- Set up a first aid room in the client's contracted space and adequately equip it at the client's expense.

HARASSMENT-FREE WORKPLACE POLICY

The Licensor is committed to providing and maintaining a workplace that ensures all employees of the Licensor are treated with dignity and respect, and are able to work and/or conduct business in an environment free from harassment and discrimination from any source. This includes workers, customers, suppliers and vendors.

Harassment is a form of discrimination that is prohibited by law and the Licensor embraces the freedom from harassment and discrimination provisions of the Ontario Human Rights Code. We invite our customers, their staff and all suppliers to support the Licensor in its efforts to create an environment free from harassment, discrimination and violence.

HEALTH PROTECTION & PROMOTION ACT

The Ontario Public Health Standards (OPHS) are published by the Minister of Health and Long-Term Care under the authority of the Health Protection and Promotion Act (HPPA) to specify the mandatory health programs and services provided by boards of health. Protocol has been developed to provide direction to boards of health to minimize the risk of contracting blood-borne and other types of infections during the delivery of personal services. The protocol applies to any facility, service, or person offering services where there is a risk of exposure to blood. This protocol also applies to special events such as trade shows, conventions etc. For further information, please visit:

www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90h07_e.htm

OCCUPATIONAL HEALTH & SAFETY ACT

For the purpose of this provision, "hazard" means any condition or activity on the premises of the Licensor and the lands adjacent thereto that is a breach of the Occupational Health and Safety Act (the "Act") or its regulations. The officers, agents and employees of the Licensee and officers, agents and employees of the sub-contractors, service providers and exhibitors of the Licensee shall not do anything or omit doing anything that may create a hazard. The Licensee shall save harmless and indemnify the Licensor from any expense incurred by the Licensor, including reasonable legal fees and expenses on a full indemnity basis, incurred in defending any charge laid against the Licensor as a consequence of any breach of this provision. The Licensee shall immediately notify the Licensor of any known hazard. Where any employees of the Licensor discover a hazard that constitutes a breach of this provision, the Licensor may take such action as is deemed necessary to eliminate the hazard and shall be reimbursed by the Licensee.

Show management is to ensure all exhibitors and service providers are informed of the Occupational Health and Safety Act and monitor to ensure they are abiding to the Act.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

All exhibitors, service providers and Show Management personnel working on the show floor during move-in and move-out periods are required to wear approved Personal Protective Equipment (PPE), such as CSA approved (or equivalent) safety shoes, hard hats, harnesses, gloves and safety eyewear and is to be used when warranted by safety considerations. All exhibitor service providers must adhere to the Provincial Ministry of Labour Occupational Health and Safety Act, Ontario regulation 213/91 and 851/90 Industrial. Contact your Event Manager for further details.

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(*) Attention: recent changes made in this section.

ACCESSIBILITY

The Licensor understands the importance of meeting the Accessibility for Ontarians with Disabilities Act (AODA) and the Americans with Disabilities Act (ADA), both of which attempt to eliminate barriers that affect persons with disabilities. For further information on our commitment to provide barrier-free facilities, please ask for our guide on services and equipment provided for those requiring accommodation.

ADVERTISING

Common Areas of the Facility

The common areas, also known as the pre-function areas of the facility are open spaces, and may be shared by multiple events at the same time, as well as the general public. The following program applies to clients who are planning to offer sponsorship, advertising or commercial revenue generating opportunities within the common spaces. The Licensee must provide a written request of the pre-function spaces for their event. The Licensor will require approval of all signage and creative artwork.

Paid advertising opportunities are available for the following:

- Digital advertising on the exterior marquee screens (two screens facing east and west on Front Street)
- Digital interior advertising screens
- Escalator signage / advertising
- Window decals
- Pillar wraps
- Banners
- Meeting room screens

Advertising in the common or pre-function areas must have Licensor's prior written approval. A fee will be paid to the Licensor dependent on the nature of the signage. **Please contact the Digital Media and Advertising Sales Manager at digitalmedia@mtccc.com or (416) 585-8124 for locations, rates and more information.**

Promotions

Advertising in the common or pre-function areas must have prior written approval from the Digital Media and Advertising Sales Manager. The Digital Media and Advertising Sales Manager will indicate locations and rates upon request. The Licensor's existing advertising signs and kiosks cannot be covered or moved.

Exterior Marquee Screen

The Licensor's exterior LED marquee screen located at our Front Street entrance gives organizers the opportunity to promote their events. The two-sided marquee screen faces Front Street, capturing the attention of pedestrians and vehicular traffic. These signs can display video and animation to promote your event. A minimum of three weeks' notice is required to advertise with these signs. Please contact the Digital Media and Advertising Sales Manager at digitalmedia@mtccc.com or (416) 585-8124 for details. Charges may apply.

Signs & Digital Screens

Placement of any signs, advertisements, show bills, lithographs, posters or cards of any description to be posted or exhibited in public or common areas must have prior approval of the Licensor. The usage of directional signage in the pre-function space of the facility is not permitted, unless pre-authorized by the Licensor. The facility's permanent graphics, signs or displays may not be visibly blocked in any manner, nor may temporary signs or decorations be attached to permanent building graphics. Signs, banners and similar materials may not be nailed, stapled, hung or attached to ceilings, walls or other surfaces.

Exterior signage and banners may not be fastened to the building superstructures. Temporary exterior directional information, shuttle bus signs, etc., must be approved in advance. Handwritten signs are not permitted in public areas. All signs must adhere to fire regulations.

Digital Meeting Room Screens:

Each of our meeting rooms is equipped with a digital screen mounted on the wall. We have a complimentary standard design template. The screens may also be used for advertising / sponsorship purposes, or may display custom graphics whereby additional charges will be applied.

Exterior Marquee Screens:

An event logo and show dates may be displayed on our digital exterior screens during the event. The event logo must be submitted to the Digital Media and Advertising Sales Manager at least 10 business days prior to the event start date. If you are interested in using these signs for advertising purposes, please contact the Digital Media and Advertising Sales Manager at digitalmedia@mtccc.com or (416) 585-8124.

Interior Directional Screens*:

An event logo and show dates may be displayed on our designated interior digital screens during the event. The event logo must be submitted to the Digital Media and Advertising Sales Manager at least 10 business days prior to the event start date. When a logo is not available, a generic template will be used.

- * Show Management may not use this opportunity to promote a third-party or for advertising purposes without prior authorization from the licensor.

The Licensor will review all artwork prior to posting.

ANIMALS

Animals or pets, with the exception of service animals, are not permitted within the facility except as an approved exhibit, activity or performance requiring the use of animals. An animal authorization request form must be completed prior to the event.

BLACK-OUT DRAPE – EXHIBIT HALLS A, B, C

Black drape is available for installation along the Level 300 glass window. This enables organizers to provide audio-visual enhancements for events such as meetings and productions in a darkened hall. Black-out drape installers are exclusively supplied by the Licensor. Contact your Event Manager for procedures and rates. Also, see rates [on page 47](#).

CAPACITY

The Licensee shall not admit more people to the space than it can reasonably accommodate or that can safely or freely move about in the space, and the decision of the Licensor in this respect shall be final. Licensees are responsible for monitoring and maintaining an accurate count of their event's capacity at their own expense.

Areas with approved occupant loads greater than 1,000 may require additional staff and procedures implemented in order to prevent the approved occupant load from being exceeded.

DECORATIONS

The following materials require prior authorization:

- Helium balloons, glitter and confetti
- Installation of carpet runners and other temporary floor coverings over permanent carpet.
- Decals on floors, escalators, windows, walls and pillars.
- Installation of carpet on the facility's carpet requires approval. This process can cause damage to the carpet and potential tripping hazards. All requests, including process, type of tape or adhesive is subject for review and approval by the Licensor in advance. Ultimately, show management assumes full responsibility for potential damages and liability.

DELIVERIES

Exhibitors / Show Management

Exhibitor equipment and material deliveries will be arranged through your appointed service provider. The Licensor has limited storage space and will not accept advance shipments from exhibitors, show management or courier deliveries prior to contracted dates.

All overseas shipments arriving in shipping containers must be unloaded off-site and the material transferred to domestic containers prior to its arrival to show site.

Corporate Meetings

For corporate meetings, any shipments arriving in advance of the meetings must be communicated by the Licensee to the Licensor to ensure it is labeled properly for acceptance, meets the acceptable criteria and to avoid it from being refused by the facility. Any material remaining after an event is to be removed from the facility and will be returned to the Licensee at their cost. This includes, but is not limited to, any materials left by show management, exhibitors, show decorator etc.

ESCALATORS & ELEVATORS

Public passenger elevators are provided for the use of wheelchairs, strollers and other similar devices. Passenger elevators or escalators are not to be used for transporting equipment.

For safety precautions, any handout material must be distributed a minimum of 10 feet from any escalator.

Freight elevators are for the movement of freight and equipment. They are not to be used by the public. The use of the freight elevator must be authorized by the Licensor and operated only by a qualified operator.

Labour charges could apply if the west freight elevator or south internal freight elevator is required for the movement of freight and equipment.

In an effort to reduce damages, personal injuries and ensure equipment is functioning for all events, escalators will be off during move-in and move-out.

Provided contract security is posted at the base and top of escalators, the Licensee can request escalators to be on during move-in or move-out. Contract security is to ensure only handheld items are taken on the escalators and to redirect exhibitors to the proper elevator with larger items.

EVENT PERSONNEL

All show service providers, temporary help and other workers affiliated with an event shall enter and leave the facility by way of an event-designated "show entrance," when applicable. All show, exhibitor, and service provider personnel are subject to the inspection of cartons, packages or containers brought into or removed from the facility. Individuals working in the facility must wear an identification badge from their employer. Events that generate large working crews may be handled by a main list, which shall be furnished by the Licensee or their service provider to Licensor's security.

All exhibitor service providers and show management personnel working on the show floor during move-in and move-out periods are required to wear approved protective footwear and other Personal Protective Equipment (PPE) as required.

All exhibitor service providers must adhere to the Ontario Ministry of Labour Occupational Health and Safety Act, Ontario regulation 213/91 and 851/90 Industrial.

Normal working hours are 0700h to 2359h. For all show service provider, exhibitor or stage hand personnel working past normal business hours, a supervisor is required to be in charge and responsible for reporting to the Licensor's Security Office the approximate working hours of his or her crew.

Restricted areas of the facility, labeled "authorized only," are off-limits to all personnel except employees of the Licensor or their designated representative.

The Licensee and service providers are responsible for the conduct of their personnel. Employees under their supervision who do not comply with the Operating Guidelines will be subject to removal from the facility and may be restricted from the premises as deemed appropriate by the Licensor.

Abusive language, threats, assault, vandalism, theft, harassment and all other inappropriate actions will result in immediate removal from the premises and prosecution where appropriate.

As a safety precaution, it is required that persons under 16 years of age be restricted from entering the exhibit floor during move-in and move-out periods. Loud music and personal listening devices are prohibited.

The safety of all occupants of the facility is of the utmost concern. Any and all unsafe conditions or activities must be brought to the attention of all parties concerned and corrective measures are to be taken immediately.

FACILITY INSPECTION

A facility inspection will be conducted on the first day of occupancy with a facility representative for the Licensor and authorized personnel representing the Licensee. The intent of the entry and exit facility inspection is to fairly assess the condition of the contracted space. The Licensee will be responsible for ensuring the facility space is returned in the same condition upon exit. The Licensor and the Licensee

will mutually inspect the space at the end of the occupancy period. The Licensee will be responsible for the cost of any repairs, replacements or cleaning.

FLOOR PLANS

Floor plans of the meeting rooms, exhibit halls and the John W. H. Bassett Theatre are available in PDF; rigging diagrams and floor levels are also available in PDF and CAD formats at www.mtccc.com/imapdata/mtcc.html. In the Planner section of the website, you will find interactive floor plans and virtual tours of our meeting rooms and exhibit halls along with dimensions and capacities. Every detail you need to know about the space can be found online.

FREIGHT DELIVERY

Exhibitors arriving on Level 300 will access the exhibit floor through seven loading docks, three 10,000-lb capacity freight elevators and a truck ramp with a drive-on floor capacity of 300 lbs per sq ft. Access to the Level 800 exhibit floor is through fourteen loading docks and two 38 ft. capacity truck elevators with a drive-on floor capacity of 1,000 lbs per sq ft.

Two service elevators located on Bremner Boulevard can service Levels 600, 700 and 800 with a capacity load of 5000 lbs each. These elevators will accommodate standard flatbed dollies only.

Loading and unloading of materials via the main entrances to the facility i.e. Front Street, Internal Street or Bremner Boulevard is prohibited. All material must be delivered and/or received through the designated loading areas.

GRATUITY

Employees of the Licensor are prohibited from accepting gifts of a financial nature. If gifts are provided in the form of cash or a gift card, they will be accepted as a financial contribution to the Licensor's social fund. Customers who wish to compliment the Licensor's staff for an excellent performance may provide an incidental gift, such as flowers, a plant, a pen or other desk ornaments, which are common expressions of courtesy and are within normal industry standards and practices. We have our own recognition program that rewards our employees who "Go the Extra Mile".

HOURS OF OPERATION

Subject to business demands, normal operating hours are from 0700h to 2359h. 24/7 access is available through the North Building parking entrance Level 4A and Front Street just west of the main lobby.

INSURANCE

In accordance with the License Agreement, the Licensee at its own expense, shall provide to the Licensor not later than thirty (30) days prior to the beginning of the occupancy period a certificate of comprehensive general liability insurance and automobile insurance, where applicable, to cover the entire occupancy period.

For additional information, please refer to your License Agreement.

LOST & FOUND

Lost and found articles are catalogued and stored for 90 days. After this period, all articles are disposed of at the sole discretion of the Licensor. Any inquiries regarding lost and found articles should be directed to the Licensor's Security Services at (416) 585-8360.

MOTORIZED VEHICLES

The delivery and removal of all vehicles must be scheduled according to the Licensee's Schedule A to the License Agreement which outlines the rental period.

No motorized vehicle may be operated on carpeted areas under any circumstances. Exceptions may be authorized by the Fire Safety Manager or the Facilities Manager. When motorized vehicles are approved for use on carpeted areas, a protective sheet of visqueen, tarpaulin or a comparable material must be used to eliminate damage from leaks of gas, oil, etc. Any vehicle that drips oil or other staining solutions will be charged for cleaning or replacement costs.

All vehicles displayed on carpet in the facility must use drip pans and have pads under all tires.

Vehicle fuel tanks containing fuel or propane, shall be less than ½ full. Caps for fuel tank fill pipes shall be of the locking type and be kept locked to prevent viewer inspection. If they cannot be locked, gas caps must be taped shut.

The electrical system shall be de-energized by either removing the battery, or disconnecting both battery cables and covering them with electrical tape or other similar insulating material. The fuse to the starter must also be disconnected.

Vehicles containing propane may be driven in and positioned. The engine should remain running with the valve shut off. Allow the engine to run until the fuel in the fuel line is used up before turning the ignition off.

All vehicles that produce effluent and must be operated for the purpose of an exhibit, production or performance must adhere to the operation recommendations of the VP of Operations or Fire Safety Officer.

Garden tractors, chain saws, power plants, and other gasoline-powered equipment shall not contain any fuel and shall not be used for demonstrations without permission from the Licensor's Fire Safety Officer.

Cylinders for barbecues and/or appliances within vehicles such as stoves, refrigerators, etc. must be empty.

All equipment used to transport material on Level 200, 500 or 600 must be equipped with rubber wheels. Forklifts and golf carts are prohibited on Level 600 and in all pre-function spaces or meeting rooms that are carpeted.

All forklifts or other heavy loading devices must be operated within the facility by a certified operator and in a safe manner. Damage resulting from improper operation should be reported immediately to the Licensor's Security Office. Liability for damages will be the responsibility of the operator and the Licensee.

No exhibitor, service provider or other persons operating machinery or equipment shall leave equipment in an operating condition. The Licensor's equipment may be operated by authorized Building personnel only, with exceptions subject to the approval of the Fire Safety Officer or the Facilities Manager.

MOVE-IN/OUT METHODS / MARSHALLING YARD

The Licensor does not permit the movement of freight, equipment, materials, etc. via the passenger elevators and escalators. To assist in the move-in process and unless otherwise stated, all exhibitors are required to report to the marshalling yard prior to moving in to any of the exhibit halls. Please visit www.mtccc.com/exhibitors-forms-guidelines to download [Vehicle Marshalling Yard Information PDF](#).

Move-in/out of Level 800, Halls D, E & F will be conducted through the South Loading Docks. The entrance to the docks is located on Lower Simcoe Street, south of Bremner Boulevard.

Move-in/out of Hall G, Level 600, and 700 and occasionally Hall F, will be conducted through two truck elevators. The entrance to the truck elevators is located on Lower Simcoe Street, north of Bremner Boulevard. The truck elevators can accommodate straight trucks, cube vans and 5 ton vehicles. The maximum length is 38 feet; height is 13 feet 6 inches and width of 10 feet. The load capacity is 27,000 kilograms or 30 tons.

Move-in/out of Hall A on Level 300 will be conducted through the West Ramp. The West Ramp is a shared walkway with the Rogers Centre located at John Street south of Front Street.

Move-in/out of Hall C on Level 300 or Constitution Hall on Level 100, will be conducted through the East Loading Docks. The entrance to the East Loading Docks is located on Lower Simcoe Street, south of Front Street. Hall C is serviced by two freight elevators, which are capable of loads up to 10,000 lbs.

Two service elevators located on Bremner Boulevard can service Levels 600, 700, and 800 with a capacity load of 5000 lbs each. These elevators will accommodate standard flatbed dollies only.

A marshalling yard has been established to facilitate move-in and move-out of events.

The marshalling yard is provided to the Licensee, free of charge during move-in and move-out times. Arrangements for vehicle storage during events can be arranged through the Docks department. All vehicles requiring access to the exhibit floor must first report to the marshalling yard at their scheduled times. Refer to exhibitor forms for procedures and rates.

The Metro Toronto Convention Centre has initiated the use of the Voyage Control. This is a system in which exhibitors have the ability to reserve move in times and direct access to the loading docks for assigned events. For additional information on Voyage Control, please contact your Event Manager.

MUSIC

The Licensee shall arrange with the Composers, Authors and Publishers Association of Canada Limited (CAPAC), with respect to use of instrumental or recorded music if such services are required by the Licensee, and the Licensee shall hold the Licensor harmless in connection with any infringement of any copyright or other property rights.

The Licensee shall reimburse the Licensor for such fees as are required to be paid by the Licensor to the Performing Rights Organization of Canada Limited for the copyright works used by the Licensee and to the CAPAC.

The Re:Sound Music Licensing Company is an organization in Canada that administers the rights of artists and record labels in respect to the public performance and telecommunication of their sound recordings. The Licensee shall arrange with Re:Sound Music Licensing Company any royalties required on behalf of artists and record labels.

Re:Sound collects royalties on behalf of artists and record companies pursuant to tariffs certified by the Copyright Board of Canada. Tariff No. 5, Use of Music to Accompany Live Events (2008-2012) was certified by the Copyright Board of Canada on May 26, 2012. Tariff 5 (Parts A - G)** outlines when and how businesses are required to obtain a license from Re:Sound for the use of recorded music to accompany live events. See rates [on page 50](#).

* **Society of Composers, Authors and Music Publishers of Canada (SOCAN)** The Copyright Act, R.S.C 1985 chapter C-42 authorizes the SOCAN to grant licenses on behalf of music composers and publishers for the public performance of their music at dances, conventions, receptions and similar events. Should you require further information, contact your Event Manager. Rates have been included in the supplementary services.

**To view the details of Tariff 5 (Parts A – G), please contact a Re:Sound representative or visit their website at www.resound.ca/tariffs

PROHIBITED ACTS AND MATERIALS

In order to sustain a high quality environment, emphasis is being directed towards identifying and eliminating activities that lead to damage to the facility. The Metro Toronto Convention Centre is focused on maintaining this fresh look for clients to enjoy for many years ahead.

Prohibited actions are as follows:

- In general, wall surfaces (including drywall, wood, fabric, vinyl wall covering) are not to have anything attached to them by tacks, pins, tape or by any other means;
- The drywall / tile grid ceilings are not to have anything suspended from them by any means, nor should any person other than an employee of the Licensor access the lay-in tile system for any purpose;
- During move-in/out periods, the Licensee must ensure all contractors respect the wood entries at each meeting room. When possible, all loading activities are to be directed through the entry least likely to suffer damage, and if required, protective measures taken;
- When specific approval has been given for the movement of large or heavy items over the carpet areas (vehicle, display, forklift), the carpet must be covered by a protective plastic sheet;
- Use of any part of the facility for lodging or sleeping;
- Taking up a collection in public areas or allowing peddling or soliciting;
- Causing or producing any unusual noxious or objectionable smoke, gases, vapours or odours, objectionable noises, smells or lights in the facility;
- Drilling holes, driving nails, hooks, screws, tacks or making any alterations to any part of the facility or its equipment;
- Use of helium balloons as a give-away item (approval required for use of helium balloons as part of a fixed display);
- Committing any nuisance or knowingly doing or permitting anything that may result in the creation or commission of a nuisance, or annoying, harassing or interfering with users of any part of the facility;
- Doing or permitting anything that may interfere with the effectiveness or accessibility of utility, heating, ventilation, escalators, electrical, plumbing, gas, compressed air or air conditioning systems, or portions thereto in the facility, or interfering with free access to adjacent public areas or to adjoining streets or sidewalks;

- Allowing articles or permitting any acts within the facility that conflict with the rules of the Toronto Fire Department or any relevant governmental authority, which will render void or increase the premiums on the insurance policies held by the Licensor. Injuring or defacing any part of the facility, or permitting anything to be done by their agents or employees by which the facility may, in any manner, be injured, marred or defaced.

PUBLIC AREAS

The main entrances, registration areas and pre-function space are considered public or common areas and are not under Licensee License Agreement. As such, all activities that use public areas, such as registration, special exhibits, displays and signage, must be approved in advance by the Licensor. Detailed floor plans with specifications are to be submitted to the Event Manager.

Activities in public areas must take into consideration the requirements of other tenants using the facility. Service desks and related “behind the scenes” workstations are prohibited in public areas.

QUIET ENJOYMENT

It is the responsibility of the Licensee to ensure that all neighbouring events within the facility will remain free from outdoor or indoor distractions, disturbances and interruptions, including noise, odours, dust and debris that is known to interfere with concurring events.

Sound checks require prior approval from the Licensor, and the Licensor reserves the right to lower sound levels affecting any neighbouring events.

RIGGING INSTALLATION

Rigging installation affixed to any facility structure is an exclusive service provided by SHOWTECH Power & Lighting. Please note the following requirements and contact your Event Manager for further details:

- Production schedules and rigging plots are required four weeks prior to the event date and are subject to approval by the Licensor’s Facility Manager at FacilitiesServices@mtccc.com (416) 585-8182). The only acceptable format for rigging plots is CAD, that is provided either by Licensor directly, or it is downloaded from our Website. For rigging approvals the same CAD drawing converted to PDF format is sufficient.
- Production schedules should specify move-in (set-up) and move-out (tear down) strategies and detail the number of people scheduled.
- Rigging plots to include all trusses, motors / chain hoists, A/V equipment, cabling and any other equipment flown from roof. Each drawing must include total weight hanging from ceiling and each individual rigging point load indicated adjacent to each rigging point.
- Locate the official rigging templates in the Exhibitor package, or download from www.mtccc.com/imapdata/mtcc.html for use in creating the rigging plots. These contain current information, hanging point capacities as well as other loading criteria and parameters.
- Rigging from air ducts, drop ceilings or other unrated material is not permitted.
- If a rigging plot is determined to deviate from the established Loading criteria and parameters, it will be rejected and returned for revisions.
- In the case of a special rigging arrangement, and/or when a rigging plot cannot be reduced to meet the criteria, the Licensee can request it be submitted to the Licensor’s third party structural

engineering firm for further analysis and final decision. Typically, the fees for this work are between \$2,500 and \$10,000, which will be added to the account of the Licensee, and if the engineers provide clearance then it will be approved. In this case, the engineers also will perform an on-site inspection of the rigging in progress.

- Revisions to production schedules and rigging plots are required on an ongoing basis. If changes are necessary, the Licensor will deliver notification immediately.
- The name and cell phone number for the on-site person who is responsible for the move-in and move-out procedures is required.
- All service corridors and food service entrances / exits must remain clear of all obstructions, including floor run cables. Cables must be flown in these areas.
- During rigging and any overhead work, all staff are required by the Ontario Ministry of Labour to wear Personal Protective Equipment (PPE), which consists of hard hats & safety shoes.
- Dismantling of truss will commence one hour after the public has exited the premise in order for banquet and event services to clear and remove tables.
- All rigging hardware and hoists provided by the event supplier must have approved ratings and up to date certifications.
- All manual hoists such as chain falls require a steel safety bypassing the hoist.

Special Room Conditions:

John Bassett Theatre

- Please refer to John Bassett Theatre Guidelines, [on page 44](#).

Constitution Hall (Meeting Rooms 105, 106, 107)

- No motorized vehicles may be operated in Constitution Hall under any circumstances.
- The anchors will accommodate 1.9" (ID) Schedule 40 piping.
- Rigging is performed via single personnel lift.
- Dismantling of truss to commence one hour after the public has exited the premise in order for banquet and event services staff to clear and remove tables.

Exhibit Halls A, B, C

- Rigging attachments are made by wrapping the beams with rated slings and wire rope.
- Please pay special attention to weight distribution scenarios and total weight per hall as noted on the rigging drawing.
- Rigging is performed via boom lift.

Meeting Room 718

- Only ½ ton hoists and below are permitted in the room.
- Bridling is not permitted.
- Rigging is performed via scissor lift.

Exhibit Halls D, E

- Rigging is performed via boom lift.

Exhibit Halls F, G

- Bridling is not permitted.
- Rigging is performed via boom lift.
- Dismantling of truss to commence one hour after the public has exited the premise in order for banquet and event services to clear and remove tables.

SET-UP – MEETING ROOM & REGISTRATION

A standard meeting room set-up of one set per room per day (excluding exhibit halls) is included in the contracted space. Equipment will consist of tables and chairs, speaker's table, podium, room posting, water at speaker's table and self-service water stations in the rooms. The Licensor's Event Manager assigned to your event will assist you through the finer details of the room sets, equipment inventory, signage and labour requirements.

An inventory list of tables, chairs, risers and other equipment can be made available through your Event Manager. Each Building's full inventory is only available to groups occupying one entire building. Should your inventory requirements exceed the availability of the Building, labour and or rental charges will apply.

Meeting room set-up and program requirements including floor plans are required six weeks in advance. Preliminary programs are required once available. Changes to room set-ups made within three days of event are subject to labour charges.

SMOKING POLICY

The Metro Toronto Convention Centre is a smoke-free environment. All public areas, rental space, corridors, loading docks, exhibit halls and parking lots are designated non smoking. In addition, 9 meters (30 ft) surrounding any entrance and exit, is designated as non-smoking areas. Electronic cigarettes are prohibited. The Licensee is required to enforce the no-smoking rules.

STATUTORY HOLIDAYS

Statutory holidays are as follows: New Year's Day (January 1), Family Day (third Monday in February), Good Friday, Easter Monday, Victoria Day, Canada Day (July 1), Civic Holiday (first Monday in August), Labour Day (first Monday in September), Thanksgiving Day (second Monday in October), Remembrance Day (November 11), Christmas Day (December 25) and Boxing Day (December 26).

STORAGE

Trailer storage is available at the marshalling yard during event days and can be arranged through the Docks department. Accessible storage requires prior approval through your Event Manager. Applicable rates will be applied for all storage. Fire regulations prohibit crate storage in the loading docks unless approved in advance by the Licensor's Fire Safety Officer.

TAPES & ADHESIVES

In order to protect and maintain our building, we constantly try to identify and eliminate activities that may lead to potential damage. Using appropriate adhesive tape is important.

TransfeRite brand tape is the ONLY tape used on the terrazzo flooring located on Levels 500, 600 and the tile floor on Level 200.

Exhibit Halls A to E and Room 808 – double sided Scapa tape, low tack cloth gaffer tape or TransfeRite are the only tapes permitted for use on the cement floor.

Meeting rooms / Ballrooms and pre-function areas - It is a requirement of the Licensor that all exposed wires and cables are covered using cable mats or taped down using low tack cloth gaffer or TransfeRite tape. Cables must be flown in high traffic areas and/or food service areas.

Use of decals or unapproved tapes on the facility's permanent flooring including terrazzo or tile require pre-approval by the Licensor. Use of decals or unapproved tape on the facility's carpet in meeting rooms or common space is not permitted.

Low tack cloth gaffer tape is the only tape for use to affix signs to the Licensor's podiums.

Details on where to purchase approved tapes can be obtained from your Event Manager.

All tape must be removed by the Licensee prior to vacating the space or cleaning charges will apply

Where the facility's permanent carpet needs to be covered in order to protect it, only non-residual plastic is permitted. Please contact your Event Manager for specific brands.

TAXES

The Licensee shall indemnify and find the Licensor harmless from and against all federal, provincial and municipal taxes assessed, levied or imposed as a result of the occupation of the facilities by the Licensee and exhibitors.

A federal and provincial Harmonized Sales Tax (HST) will be applied to all goods and services. The Licensee may assign to the Licensor their right to the non-resident HST rebate on eligible convention-related goods and services. Authorization forms available through your Event Manager must be signed and returned 30 days prior to your event.

TEMPERATURE

The Licensor strives to provide a comfortable environment for our guests, while always being vigilant to not waste energy as stewards of the environment. To assist in the monitoring of our environmental conditions we have installed digital clock/temperature displays in all meeting rooms. The temperature parameters we set are:

- During Event days, we maintain space temperatures that meet normal hospitality comfort standards for all areas used by Clients. Generally, this temperature will range between 21-23 degree Celsius, with minor deviations as the systems adjust to changing variables.
- On scheduled move-in / out days, we maintain within a broader temperature range (18-26 degrees Celsius). This also may deviate depending on outside temperatures, time of year, whether loading doors are open or closed along with other contributing variables.

Please note, in the Exhibit Halls we have a monitoring system that will activate ventilation if Carbon Monoxide readings exceed legislated thresholds, regardless of the temperature.

TICKET SALES

Licensee shall be responsible for all required licenses, royalties, taxes and fees required by any government regulation for the sale of tickets to an event, and will hold the Licensor harmless from the failure to obey any necessary regulations.

The Licensee agrees to provide the Licensor a minimum of fifty complimentary tickets per day for consumer shows and six complimentary tickets per performance in the John W. H. Basset Theatre. Use of such complimentary tickets shall be at the Licensor's discretion and must be delivered to your Event Manager two weeks prior to the event.

Ticket sellers, ticket takers and ushers can be provided by the Licensor at the expense of the Licensee. Refer to rates [on page 55](#).

MTCC ushers are direct employees of the Licensor and are under the Licensor's supervision. Any special attire will be at the Licensee's expense. Ushers will be scheduled by prior consultation with the Licensee according to historical and expected arrival patterns.

UNION JURISDICTION

The Licensee will abide by any local union regulations and will obtain any clearance required by union or trade organizations that have authority or jurisdiction with respect to the event or work performed at the facility.

If any persons employed by the Licensee cause, or in the opinion of the Licensor are likely to cause, labour difficulties to the Licensor or whose affiliations are not compatible with the Licensor's employees or service providers employed by the Licensor, the Licensee shall remove such employees or contractors from the facility immediately after receiving written notice from the Licensor. The Licensor agrees to advise the Licensee of all union agreements the Licensor might enter into that might affect the Licensee.

The Licensor recognizes Labourers' International Union of North America, Local 506 as the exclusive bargaining agent for Licensor departments providing the following services: cleaning services, docks, event services, food and beverage and parking. Freeman Audio Visual and GES Canada have an agreement with Local 506. The Licensor recognizes the CNFIU –Canadian Federation of Independent Workers Union as the exclusive bargaining agent for the security department.

SHOWTECH Power & Lighting, the exclusive supplier for electrical / mechanical services, has an agreement with the International Brotherhood of Electrical Workers – Local 353. Plumbers, Fitters, Welders – Local 46 represent the plumbing division of SHOWTECH Power & Lighting.

John W. H. Bassett Theatre Guidelines

A theatre planning guide is available for all users of the Theatre. Technical guidelines, regulations, supplementary services and floor plans are available from your Event Manager. The Licensor retains the right to approve the employment of any contractor or person performing services in the Theatre.

THEATRE GUIDELINES

1. The Licensor has appointed Showtech Production as the exclusive Staging Contractor in the John W. H. Bassett Theatre. This exclusive agreement calls for the Contractor to supply, at the Licensee's expense, a Theatre Coordinator and crew who are to be on duty during all occupancies in the Theatre. This person's duties will include but not be limited to:
 - a. Ensuring that all productions are presented according to safe and accepted staging techniques, applicable codes, rules, and regulations in the highest standards of the Licensor.
 - b. Schedule, supply, and supervise all crews, ensuring maximum co-ordination and cost efficiency.
 - c. Prepare all payroll and invoicing information for the Licensee for all crew, equipment and Production Stage Management services supplied for the production.
 - d. Review all production schedules, set and lighting drawings.
 - e. Liaise with Licensee staff, crew, and facility while supplying all necessary pre and post-production services to ensure cost efficient supply of services.
 - f. Be present during all production meetings, all production hours, pre and post occupancy inspections of the Theatre and meetings to ensure Licensee needs are met.
 - g. All of the above services are supplied and any of the chargeable services will be invoiced to the client on an hourly basis.
2. Copies of floor plans, rigging and lighting plots should be submitted to the Showtech Production Coordinator two weeks prior to the move-in date. Please forward any changes as these changes occur.
3. Security and Usher schedules must be submitted to the Event Manager two weeks prior to the move-in date.
4. Stage scenery or equipment erected or stored on the stage requires prior approval from the Showtech Production Coordinator and your Event Manager.
5. The Licensor is not responsible for any technical requirements of the production.
6. Only authorized personnel are permitted in the Licensor's sound room.
7. The stage and surrounding areas must be left clear of all obstructions after every performance during and after the run.
8. Details of any special effects (i.e. Pyro, fog, smoke and haze) must be approved prior to the event by your Event Manager. Any pyro special effects will require a permit from the Toronto

Fire Department. Note: Fire watch will be required and can be arranged through your Event Manager.

9. Changes to any of the permanent seating is not permitted.
10. The Theatre is to be returned to its original condition. The Licensor will charge the Licensee for any additional clean-up as well as any damages.
11. The use of the freight elevator must be authorized by the Licensor and operated only by a qualified operator.
12. Production equipment must be moved through designated service areas and not through dressing room areas or passenger elevators.
13. All Licensor's Rules & Regulations are applicable to all users of the Theatre.
14. Absolutely no attaching or affixing to the stage floor. Only low tack cloth gaffer tape is permitted.

Rates

Every event has unique requirements. We have endeavoured to anticipate a full array of supplementary services and equipment. Should you require services that are not listed, please advise your Event Manager who will help you source the service locally. Please note that rates are subject to change, are quoted in Canadian dollars and are subject to taxes where applicable.

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(*) Attention: recent changes made in this section.

AUDIO VISUAL

A Licensor technical representative must be in attendance to do hook-up when non-official contractors require the in-house sound system. The following charges per connection per room per day will apply:

- Standard meeting room\$85.00
- Constitution hall and/or exhibit halls (in any configuration)\$160.00
- Provision of audio feeds and/or recording connection upon consent of speaker(s) and/or organizer.
- Mandatory Licensor sound operator is required at published rates when theatre sound reinforcement system is in use.
- Contact your Event Manager for further information and rates for a paging microphone.
- A wired microphone costs \$75.00 per day plus \$25.00 for installation and removal.
- A wireless microphone costs \$150.00 per day plus \$25.00 for installation and removal.

BLACK-OUT DRAPE – NORTH BUILDING EXHIBIT FLOOR

Black-out drape include two illuminated exit signs per hall, two illuminated entrance signs and two entrance units:

- Exhibit Halls A or B\$10,300.00 (installation time 24-hrs)
- Exhibit Halls A and B\$20,600.00 (installation time 48-hrs)
- Exhibit Hall C \$10,300.00 (north side - installation time 24-hrs)
- Exhibit Hall C\$17,500.00 (north & east side - installation time 48-hrs)

BUSINESS CENTRE SERVICES

Business Centre rates are as follows:

- Photocopy / Printing Rates (available in colour or black and white):
 - Single-sided: \$0.30 - \$1.00
 - Double-sided: \$0.35 - \$1.50

Please contact the Business Centre for pricing on large volume printing / copying.

- Outbound courier service: \$40 handling fee, plus applicable FedEx charges.

Other services available: Faxing, office supplies, tool and document scanning.

Please note charges apply.

For a full and current price list or additional information, please contact the Business Centre directly at (416) 585-8387 or exhibitor-services@mtccc.com

CHAIRS

When an exhibit hall (A, B, C, D, E) is rented as a meeting room, a set-up charge does not apply for the first 2,000 chairs per hall. Over and above 2000 chairs the rental charge per chair is \$2.00.

Additional chair rental rates are as follows:

- For exhibit halls not used as a meeting room, \$5.00 per chair per event, which includes set up.
- For official contractors, folding chairs are \$4.50 per chair for a maximum of five days, which includes delivery and pick up only.
- Additional rental or specialty chair rental: chair rental + 15% set-up charge.

CLEANING

General labour rates will be applicable for cleaning services such as tape removal and cleaning labour services. Feature areas are areas associated with show management such as registration, association booths, sponsor booths, show management booths, poster session areas, exhibitor lounges, etc. The charges associated with cleaning feature areas will be based on gross square footage. Your Event Manager can provide you with an estimate of cleaning charges for these areas.

Water-based shoe polish is used to mark the exhibit hall floor. Additional labour rates may apply if non water-based shoe polish is used.

A minimum charge of \$475.00 will apply for cleaning an exhibit hall when used for marshalling.

If additional cleaning is required during inclement weather, labour rates will apply.

COAT CHECK SERVICES

- \$3.50 per item checked, including HST – cash or host.
- \$325.00 plus HST labour charge to set up a satellite coat check other than the Building's permanent coat check areas (on Level 100 in the North Building, or Level 600 in the South Building).
- Checkmates Coat Check Services is not operational during the summer months. Their usual operating season is approximately October 1 – April 30. If service is required during the closure or summer months, arrangements can be made. During the summer months, a guaranteed revenue of \$26.00 plus HST per hour per employee (minimum four hours per employee) is required. Labour charge on statutory holidays is \$39.00 plus HST per hour per employee (minimum four hours per employee).
- A minimum revenue of \$325 plus HST per event day must be met in order to open coat check (\$375.00 plus HST on a statutory holiday).

Cash Coat Check Service - Checkmates will deduct the revenue collected from the minimum revenue required and the client is charged the difference.

Host Coat Check Service – the daily minimum required is \$325.00. If the minimum revenue is not met, the client will be charged \$325.00 plus HST per day. If the daily minimum revenue exceeds \$325.00, the client will be charged the total hosted amount of items checked is at \$3.50 (per item including tax).

COAT RACKS

Coat racks are available from Checkmates at \$53.00 plus HST.

DANCE FLOOR (3' X 3' SECTIONS)

A labour charge will be assessed according to the function.

Please note that due to safety reasons, under padding is required for dance floors installed in exhibit halls.

DOCK LABOUR

As part of the License Agreement, the Licensor will provide labour to staff our docks during move-in and move-out for the normal work hours of 0700h to 2359h daily at no charge. Beyond these hours, when the docks need to be staffed for deliveries, shuttle service or for any other reason during show dates, labour charges will apply (four hour minimum).

ELECTRICAL

Minimal electric power is available in meeting rooms. Specialty lighting and additional power must be ordered through SHOWTECH Power & Lighting.

Changes required to the permanent ceiling lighting normally supplied to illuminate the space will be charged at current rates. Refer to SHOWTECH Power & Lighting exhibitor forms for rate schedules. Surcharges will be levied for electrical consumption used for television, entertainment and feature lighting, heavy machinery and equipment, and all extraordinary power demands. For safety precautions, electrical services will be disconnected 30 minutes after move-out of exhibits has started.

ELEVATOR OPERATORS

When public / passenger elevators are used by exhibitors, show management or suppliers to move freight, and if an alternate route is not available, the Licensor will determine if an elevator operator is required in order to minimize the loss-of-use of a passenger elevator due to damages or breakdowns. Labour charges will apply.

EVENT WASTE MANAGEMENT

The following waste management fees apply:

- \$725.00 per ¼ bin of recyclable material (based on a 40 cubic yard compacted waste bin)
- \$875.00 per ¼ bin of non-recyclable materials (based on a 40 cubic yard compacted waste bin)

FIRST AID SERVICES

All First Aid services will be arranged through your Event Manager at the following rates:

- Shared services, regular time \$49.50 per hour
- Dedicated services, regular time \$77.25 per hour
- Shared services, statutory holiday \$72.00 per hour
- Dedicated services, statutory holiday \$116.00 per hour

FORKLIFT RENTAL

- \$200.00 per day
- \$450.00 for five consecutive days
- Propane – \$41.00 per tank (this may change depending on market value of propane)

LABOUR

General labour includes passenger and internal freight elevator operators, Licensor security and docks personnel, fire watch, room turnovers, engineering services, tape removal, matron service, etc. A four hour minimum per staff applies to all labour rates. Rates are as follows:

- Regular time..... \$55.00 per hour
- Premium time (2359 – 0700h) \$81.00 per hour
- Statutory holiday \$108.00 per hour

For requests received within 72 hours of contract date or on site, premium time charge will apply.

LINEN SERVICES

Although all tables have a finished surface, linen can be supplied with the following rates:

- Tablecloths (4 feet, 6 feet and round tables each require one piece of linen)\$12.00 per piece
- 8-foot table (requires 2 pieces of linen)\$20.00 per table
- Napkins \$0.95 per piece

For functions that are food and beverage only, please contact your Catering Manager for linen information and pricing.

MUSIC

Society of Composers, Authors & Music Publishers of Canada (SOCAN)

Tariff 8 Rates

Capacity	Without Dancing	With Dancing
1–100 ppl	\$22.06	\$44.13
101–300 ppl	\$31.72	\$63.49
301–500 ppl	\$66.19	\$132.39
Over 500 ppl	\$93.78	\$187.55

Re: Sound Music Licensing Company

Tariff 5 (A - G) Rates

Capacity	Without Dancing	With Dancing
1–100 ppl	\$9.25	\$18.51
101–300 ppl	\$13.30	\$26.63
301–500 ppl	\$27.76	\$55.52
Over 500 ppl	\$39.33	\$78.66

NON-CONTRACTED OCCUPANCY RATES

Unless otherwise stated in your License Agreement, access to contracted space commences at 0700h on the first day of occupancy and unless otherwise stated the License Agreement will expire at 2359h on the last day of occupancy.

Should access be required during non-contracted occupancy times, additional rates will apply.

Non contracted occupancy rates are as follows:

- Exhibit Halls A, B, C, F, G \$400.00 per hall per hour
- Exhibit Halls D, E\$600.00 per hall per hour
- John W. H. Bassett Theatre \$150.00 per hour
- Level 100, 200, 500, 600, 700, and 800 Pre-function..... \$150.00 per hour
- Level 200, 600 Registration Areas \$150.00 per hour
- Meeting rooms (other than those listed above).....\$75.00 per room per hour

To obtain a quote for accessing contracted space, including meeting rooms during non-contracted times, please speak with your Event Manager. Quotes are based on square footage and room usage.

If late move-out is required and pre-arranged prior to move-in, then the non-contracted occupancy rate will apply. For unapproved late move-out, a minimum charge of three times the non-contracted occupancy rate plus any costs associated to remove material in time for the following event will be applied. A minimum labour charge of 4 hours per staff for any cancelled late move-out will apply. Late move-out end time is determined once all material has been removed from the exhibit hall and loading dock areas. This charge is applicable to all exhibit halls in the License Agreement.

PADS, PENS, MINTS

- \$1.50 per person
- \$0.85 per piece for pens or pads
- \$0.30 per piece for mints only

PARKING PASS

- Show management parking pass
(2 consecutive days or more)\$15.00 per day, per pass (inclusive of tax)
- Show management parking pass
(1 day pass)\$16.00 per day, per pass (inclusive of tax)
- Exhibitor “Early Bird” discounted* parking pass
(2 consecutive days or more)\$16.00 per day, per pass (inclusive of tax)

Daily parking rates are posted on the website www.mtccc.com/parking

*Early Bird rate expires 14 days prior to first contracted day

Please note that parking passes are non-refundable.

PODIUM

Podiums are complimentary for use in meeting rooms. One per room. Podiums used on the exhibit floor and in other areas are \$60.00 each.

PRE-FUNCTION SPACE RENTAL FOR DISPLAYS / EXHIBITS (subject to building approval)

- \$0.80 per square foot per day

REMOTE LIGHT CONTROL

- Provided on a complimentary basis for use in Exhibit halls A, B, C, F, G and Constitution Hall only. The client/service contractor is required to provide their own XLR cable. A \$1,000.00 charge will apply for any remote light control not returned to the Licensor.

ROPE & STANCHIONS

- \$26.00 per stanchion, based on availability.

SECURITY

Paid duty police are available at a minimum of three hours per person plus a 15% administration fee and applicable taxes. Partial hours beyond the three-hour minimum will be charged at a full hour's rate, which are as follows:

- Constable \$71.00 per hour
- Sergeant.....\$81.00 per hour (supervises 4 – 9 Constables)
- Staff Sergeant\$90.00 per hour (supervises 10 – 14 Constables)

NOTE: Paid duty officers may be required as traffic monitors on Front Street at the West Ramp, or Lower Simcoe Street at the South Ramp or the south truck elevators during move-in and move-out to ensure the safety of pedestrians and all vehicular traffic, including show vehicles. Any paid duty police working events that have alcohol service, a minimum of one Constable and one Sergeant must be hired where deemed necessary.

Security paid duty police officers must be booked a minimum of two weeks prior to the event date.

Traffic paid duty police officers must be booked a minimum of 5 days prior to the event date.

Re-keying meeting room doors (max. 6 access cards per room):

- Access cards are available to all meeting rooms with the following exception:
John W. H. Bassett Theatre

Key card replacement – to ensure that key cards / hard keys are returned to the Licensor in a timely manner, a service charge of \$75.00 plus HST will be applied to Show Management for each key card / key that is not returned within a seven day grace period from the time move-out is complete.

Replacement master key charges for the John W. H. Basset Theatre dressing room is \$1,000.00 plus HST.

STAGES / RISERS (6' x 8') WITH REVERSIBLE DECKS

Reversible decks are offered with either a carpet surface or a scratch-resistant tuff-deck smooth surface. There is a labour charge to switch decks from one type of surface to another. Skirting is included with risers. Please contact the Event Manager for heights and quantities of stages / risers. We make the following recommendations for the use of stages or risers:

- For meetings of 50 persons or less, stages not recommended;
- For meetings of 50 persons or more, there is no charge for risers occupying 3% of the square footage of the meeting room, based on inventory and availability;
- For exhibit halls, six risers per hall are provided complimentary when the hall is booked for meetings only;
- For Constitution Hall, six risers are provided complimentary when the hall is booked for meetings only;
- For John W. H. Bassett Theatre, six risers are provided complimentary;
- Additional risers are available for rental at a charge of \$105.00 per unit including labour.

STORAGE

- Show management trailers may be stored in the docks for \$85.00 per day.
- Trailer storage at the marshalling yard is \$32.00 per trailer per day (for show days only).
- Additional storage in the Building for non-contracted space is available for \$0.35 per sq ft per day with a minimum charge of \$200.00

TABLES

There is no charge for standard meeting room set-up. For registration, there is no charge for a standard set-up of up to ten tables. Additional tables for non-standard set-ups are available at the following rates (please note that linen is not included with table rental):

- | | |
|----------------------------|-----------------------------------|
| • \$30.00 per 4-foot table | • \$41.00 per 66-inch round table |
| • \$35.00 per 6-foot table | • \$25.00 per half round table |
| • \$40.00 per 8-foot table | • \$80.00 per cruiser table |

TELECOMMUNICATION SERVICES

Phone Service:

- Basic telephone / modem line / fax line service for show management (touch-tone single analog line) \$200.00 per line per event.
- Multi-line telephone service for show management.... \$295.00 per set per event.
- Local and toll-free calls are free, while long distance and directory assistance charges are extra.

Internet Service:

Pricing varies according to the length of time the service is provided.

Event Duration	Wired Connection	Additional Wired Devices	Wireless Connection	Additional Wireless Devices
One Day	\$400	\$75	\$200	\$150
Two Day	\$600	\$115	\$300	\$150
Three or More Days	\$795	\$150	\$395	\$150

- Wireless Internet access –this account is valid for use on one device at a time; Devices must have a web browser to connect and account passwords can be transferred.
- Wired Internet access (one network connection with access for two devices). Switch and cables are not included.
- VLANs are available for presentation management services or situations requiring a server to be connected with multiple points within the facility – \$250.00 per VLAN connection per event (please note that this does not include Internet access).
- 16 port layer 2 switch - \$65.00 per event
- 50 foot Cat5e data cable - \$20.00 each per event
- 5GHz USB wireless adapter - \$75.00 outright sale
- Cancellation or relocation of installed services – a minimum \$50 relocation / cancellation fee applies.

For current exhibitor rates, refer to our website www.mtccc.com/exhibitors-forms-guidelines

Premium Attendee Wi-Fi Service:

The cost is \$3.00 per attendee based on peak daily totals, submitted prior to event commencement, for each day of the service is provided, up to an event maximum charge of \$16,500.00. Premium Attendee wireless services are subject to the terms specified in the Technology and Telecommunications Services section of the Operating Guidelines.

USHERS

Staff (4 hour minimum)

- Regular time..... \$37.00 per hour
- Statutory holiday \$55.00 per hour

Supervisor (4 hour minimum)

- Regular time..... \$42.00 per hour
- Statutory holiday \$62.00 per hour

Note: At least one supervisor is required when ushers are hired.

WATER STATIONS / WATER SERVICE

Complimentary self-service stations are provided in meeting rooms, using coolers and biodegradable cups. One complimentary refresh is provided per day. Individual water service is \$90.00 per 100 people per day (or \$0.90 per person).

NOTE: complimentary water stations are not provided for trade/consumer shows. If required, a labour charge will be assessed based on specific requirements. Please also note electrical is also required for water coolers and additional charges will apply.

- Water cooler rental - \$85.00 each
- Water bottles (18 litres) - \$30.00 each
- General labour rates apply. 4 hour minimum

Contact Information

Audio Visual Services

Director of Event Technology
Freeman Audio Visual
Email: nick.popovacki@freemanco.com
MTCC Office: (416) 585-8110

Computer Rental Services

Director of Event Technology
Freeman Audio Visual
Email: nick.popovacki@freemanco.com
MTCC Office: (416) 585-8110

Decorator & Transportation Show Services

National Operations Manager
Global Experience Specialists
Email: ahutcheson@ges.com
MTCC Office: (416) 585-8264

Electrical & Mechanical Services

Manager
SHOWTECH Power & Lighting Ltd.
Email: rscali@showtech.ca
MTCC Office: (416) 585-8109

Event Coordination

General Inquiries
Email: coordination@mtccc.com
Phone: (416) 585-8199

Exhibitor Services Centre

Exhibitor cleaning, parking and
telecommunication services
Email: exhibitor-services@mtccc.com
Phone: (416) 585-8387

Facilities Manager

Engineering Department
Email: FacilitiesServices@mtccc.com
Phone: (416) 585-8182

Facility Sales

Facility / Function Space Rentals
Email: sales@mtccc.com
Phone: (416) 585-8120

Fire Safety Officer

Fire Safety Officer
Email: firesafetyofficer@mtccc.com
Phone: (416) 585-8278

First Aid Services

Corporate Nursing Services, Inc.
Email: coordination@mtccc.com
Phone: (416) 585-8199

Food & Beverage Services

Catering Inquiries
Email: catering@mtccc.com
Phone: (416) 585-8144

Show Security Services

Manager, Special Events
Reilly Security
Email: reilly.mtcc@reillysecurity.com
MTCC Office: (416) 585-8200

Reilly Event Management

General Manager
Reilly Event Management (REM)
Email: dw@trgoc.com
Phone: (416) 564-8244

Staging Services

Technical Producer
SHOWTECH Power & Lighting
(Production Division)
Email: rgreen@showtech.ca
MTCC Office: (416) 585-8500

Technology & Telecommunication Services

In-House Telecommunications Specialists
Email: telecommunications@mtccc.com
Phone: (416) 585-3596
Fax: (416) 585-8275

