



This handbook has all the information you will need to host a successful event in our facility.

Our website is also a great resource for more information. An electronic version of the operating guidelines can be found at [www.mtccc.com](http://www.mtccc.com).

If you have any questions, please contact a member of our Event Coordination Team at 416-585-8199 Monday to Friday, 8:00am–5:00pm.

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**This symbol denotes the ability to order the particular service online! It is the most convenient way for your Exhibitors to order their services! If you are interested in placing this icon on your event web page, please contact a member of our Exhibitor Services Team at 416-585-8387.**

## SERVICE EXCELLENCE

Selecting the proper suppliers to help with your event can be critical to its success. To assist you in making your choices, we have an array of in-house services, exclusive supplier partnerships and official supplier relationships.

### **In-house services:**

Support services provided exclusively by the Metro Toronto Convention Centre.

### **Exclusive suppliers:**

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

**Official supplier** 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.

The following is a listing of all of these services in each category.

## IN-HOUSE SERVICES

### BUSINESS CENTRE SERVICES

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We provide business services located in both the North and South buildings. Services include photocopying, faxing, printing documents, FedEx courier service, Internet service, and office supplies.

**Contact:** Exhibitor Services Centre **Email:** [exhibitor-services@mtccc.com](mailto:exhibitor-services@mtccc.com)

### CLEANING SERVICES

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We provide complimentary cleaning of meeting rooms, corridors, common areas and restrooms. Supplementary cleaning service charges will apply to registration, feature areas, interior booth cleaning, removal of event waste or recycling, crates, pallets, packing materials and lumber.

**Contact:** Exhibitor Services Centre **Email:** [exhibitor-services@mtccc.com](mailto:exhibitor-services@mtccc.com)

### FOOD & BEVERAGE SERVICES

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Our award-winning culinary team provides menus that are inspired by cuisine from around the world, utilizing local flavours and ingredients. Our experienced food and beverage team are well-versed in current trends and provide exceptional service for events. A full range of in-house meal packages are available from breakfast to breaks, from full dinners to retail food solutions.

**Contact:** Catering Department **Email:** [catering@mtccc.com](mailto:catering@mtccc.com)

## PARKING SERVICES

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We offer dedicated, easy access to brightly lit and security-patrolled indoor, multi-level parking for guests of both the North and South buildings. 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.

**Contact:** Exhibitor Services Centre **Email:** [exhibitor-services@mtccc.com](mailto:exhibitor-services@mtccc.com)

## TECHNOLOGY & TELECOMMUNICATION SERVICES

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Our team of voice and data telecommunications specialists ensure that you have access to everything from traditional telephone services such as voice, data and 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:** MTCC Communications **Email:** [telecommunications@mtccc.com](mailto:telecommunications@mtccc.com)

## EXCLUSIVE SUPPLIERS

### ATM MACHINES

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STANLEY

**FRISCO-ATMS**

ATM machines are provided on an exclusive basis through Frisco Bay. There are seven ATM machines located throughout the complex: four in the North building and three in the South building. Temporary ATM machines can be installed for your event by Frisco Bay, 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 **Email:** [coordination@mtccc.com](mailto:coordination@mtccc.com)

### CHECKROOM SERVICES

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Since 1984 CheckMates Checkroom Services Ltd. has partnered with the LICENSOR to provide coat-checking services on an exclusive supplier basis. A cash or hosted service is available from September 15 through May 15, although we are happy to discuss your needs for a checkroom service during the off-season.

**Contact:** Event Coordination **Email:** [coordination@mtccc.com](mailto:coordination@mtccc.com)

### ELECTRICAL / MECHANICAL SERVICES / DISPLAY LIGHTING

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**SHOWTECH**  
POWER & LIGHTING

SHOWTECH Power & Lighting, a partner since 1984, provides all electrical, display-feature lighting, mechanical, plumbing, gas and air services on an exclusive supplier 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](mailto:sales@showtech.ca) **Website:** [www.showtech.ca](http://www.showtech.ca)

## STAGING SERVICES

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SHOWTECH Power & Lighting (Production Division) partners with the LICENSOR to provide staging services for the John W.H. Bassett Theatre on an exclusive supplier 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](mailto:sales@showtech.ca) **Website:** [www.showtech.ca](http://www.showtech.ca)

## OFFICIAL SUPPLIERS

### AUDIO VISUAL AND SIMULTANEOUS INTERPRETATION SERVICES

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AVW-TELAV Audio Visual Solutions has partnered with the LICENSOR since the building opened. They provide audio visual and simultaneous interpretation rental services on an official supplier basis.

AVW-TELAV 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:** AVW-TELAV Audio Visual Solutions  
**Email:** [info@avwtelav.com](mailto:info@avwtelav.com) **Website:** [www.avwtelav.com](http://www.avwtelav.com)

## BULLFROG POWER

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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 Calculator at:

[www.mtccc.com/planners/greenYourEvent/solutions/calculator.aspx](http://www.mtccc.com/planners/greenYourEvent/solutions/calculator.aspx)

to see how affordable it is to host a green event.

For more details, contact your event coordinator or visit our website at

[www.mtccc.com/planners/greenyourevent.aspx](http://www.mtccc.com/planners/greenyourevent.aspx) or, Bullfrog Power at [www.bullfrogpower.com](http://www.bullfrogpower.com)

**Contact:** Event Coordination **Email:** [coordination@mtccc.com](mailto:coordination@mtccc.com)

## COMPUTER RENTAL SERVICES

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With the convergence of I.T. and audio visual, AVW-TELAV 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:** AVW-TELAV Audio Visual Solutions

**Email:** [info@avwtelav.com](mailto:info@avwtelav.com) **Website:** [www.avwtelav.com](http://www.avwtelav.com)

## CUSTOMS BROKERAGE AND TRANSPORTATION SERVICES

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Since our facility opened, Mendelsohn Event Logistics has been an official supplier of customs brokerage services. Mendelsohn specializes exclusively in servicing the domestic and international convention and trade show market. We strongly recommend the use of a customs broker for all event and exhibit materials that are shipped across the border. Mendelsohn Event Logistics also provides exhibitors and show managers with a solution for all their transportation needs.

The Mendelsohn Event Logistics small parcel service is founded on a solid relationship with FedEx. Mendelsohn has the on-site resources to facilitate this cost-effective service to exhibitors while FedEx has the network to ship the parcels worldwide. Mendelsohn is a FedEx Express service provider.

**Contact:** Mendelsohn Event Logistics **Email:** [solutions@mend.com](mailto:solutions@mend.com) **Website:** [www.mend.com](http://www.mend.com)

## GENERAL CONTRACTOR AND TRANSPORTATION SHOW SERVICES

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

GES CANADA 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 CANADA's online ordering capabilities and renowned Design Team, who create an exciting and professional look for each show.

GES CANADA's experienced Exhibitor Services Representatives assist exhibitors by providing a full range of products to ensure their show experience is a great success. GES CANADA's 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 CANADA **Email:** [mtcc@gesexpo.ca](mailto:mtcc@gesexpo.ca) **Website:** [www.gesexpo.ca](http://www.gesexpo.ca)

## FIRST AID SERVICES

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Corporate Nursing Services Inc. is an official supplier 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:** Event Coordination **Email:** [coordination@mtccc.com](mailto:coordination@mtccc.com) **Website:** [www.cnsinc.ca](http://www.cnsinc.ca)

## SHOW SECURITY SERVICES

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Since 1984, Target Show Security has provided event and show security services to some of the LICENSOR'S largest and highest-profile events. During its 30 years of operation, Target Show Security has earned a solid reputation for integrity and effectiveness while providing a full range of services, including professionally uniformed staff, security officers in uniform or blazer, admittance/monitoring, crowd control, VIP escorts and armed guards. Target Security Show Services personnel can be retained to help ensure a safe and secure event.

**Contact:** Target Investigation & Security Ltd.  
**Email:** [info@targetprotection.com](mailto:info@targetprotection.com) **Website:** [www.targetprotection.com](http://www.targetprotection.com)

## THE BEST TEAM

### Audio Visual Services

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Nick Popovacki  
Director of Event Technology  
AVW-TELAV Audio Visual Solutions  
Email: [popovack@avwtelav.com](mailto:popovack@avwtelav.com)  
MTCC Office: 416-585-8110

### Computer Rental Services

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Nick Popovacki  
Director of Event Technology  
AVW-TELAV Audio Visual Solutions  
Email: [popovack@avwtelav.com](mailto:popovack@avwtelav.com)  
MTCC Office: 416-585-8110

### Coordination Services

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

### Customs Brokerage & Transportation Services

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Danny Mekhuri  
Operations Manager  
Mendelssohn Event Logistics  
Email: [dmekhuri@mend.com](mailto:dmekhuri@mend.com)  
MTCC Office: 416-585-8107

### Decorator & Transportation Show Services

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Anna Hutcheson  
Account Manager  
GES CANADA  
Email: [ahutcheson@gesexpo.com](mailto:ahutcheson@gesexpo.com)  
MTCC Office: 416-585-8264

### Electrical & Mechanical Services

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

### Exhibitor Services Centre

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One-stop shop for exhibitor cleaning, parking  
and telecommunication services  
Email: [exhibitor-services@mtccc.com](mailto:exhibitor-services@mtccc.com)  
Phone: 416-585-8387

### Facilities Manager (Assistant)

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Vlaad Zahradnik  
Engineering Department  
Email: [vzahradnik@mtccc.com](mailto:vzahradnik@mtccc.com)  
Phone: 416-585-8182

### Facility Sales

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

### Fire Safety Officer

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Michel Genier  
Email: [mgenier@mtccc.com](mailto:mgenier@mtccc.com)  
Phone: 416-585-8278

### First Aid Services

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

### Food & Beverage Services

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

### Show Security Services

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John Domonkos  
President/CEO  
Target Investigation & Security Ltd.  
Email: [domonkos@targetprotection.com](mailto:domonkos@targetprotection.com)  
MTCC Office: 416-585-8200

### Staging Services

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

### Technology & Communication Services

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

# OPERATING GUIDELINES

These guidelines are prepared to assist the LICENSEE in planning and organizing an event and are an integral part of the license agreement. The following paragraphs 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.

## ADDITIONAL SERVICES

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Please refer to our Supplementary Services section beginning on page 36 for information and pricing.

## ADVERTISING – COMMON AREAS OF THE CENTRE

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The common areas and pre-function spaces of the LICENSOR are open spaces, and may be shared by multiple events and with the general public. Advertising in pre-function spaces includes any and all general signage set with the purpose of drawing or directing a person to a specific vendor, exhibitor or promoting the commercial goods or services of a vendor or exhibitor. Sponsor signage is permitted so long as it clearly supports the event and is not a commercial advertisement.

Advertising opportunities are available for the following:

- Digital advertising on the exterior LED
- Digital advertising on interior LCD screens
- Meeting room corridors, escalator wells, walkway banners
- Floor stickers
- Glass decals, hanging banners, etc.

Advertising in the public or pre-function areas must have prior written approval from the Marketing Manager. A percentage of commissions will be paid to the LICENSOR based on revenues claimed. Please contact your Event Manager for locations, rates and more information.

## ADVERTISING – PROMOTIONS

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Advertising in the public or pre-function areas must have prior written approval from the Marketing department. Your Event Manager will indicate locations and rates upon request. The LICENSOR'S existing advertising signs and kiosks cannot be covered or moved.

## ADVERTISING – EXTERIOR LED SIGN

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The LICENSOR'S electronic message board located at the front of our North building gives organizers the opportunity to promote their events to the masses! The two-sided electronic sign 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 your Event Manager for details.

## ANIMALS

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Animals or pets, with the exception of working dogs, are not permitted in the Centre 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.

## APPROVED TAPES

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TransfeRite brand tape is the only tape to be used on the terrazzo flooring located on level 600 and the ceremonial entrance of the South building. It is a requirement of the building that all exposed wires or cables be taped down. Water-based shoe polish is an approved method of marking the exhibit floor. Details on where to purchase this polish or TransfeRite tape can be obtained from your Event Manager. Charges apply for the removal of floor markings.

Prohibited tapes include clear packaging tape, double-sided tape, and masking tape on the exhibit floors and heat tape or double face tape on the permanent carpet.

## BARRIER FREE ENVIRONMENT

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The LICENSOR understands the importance of meeting the Barrier Free Code of Ontario and the Americans with Disabilities Act (ADA), both of which attempt to eliminate barriers that affect persons with disabilities. The South Building is fully compliant with the Americans with Disability Act (ADA). For further information on our commitment to provide barrier-free facilities, please ask for our guide on services and equipment provided for those facing physical challenges.

## BLACK-OUT DRAPE

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48' black drape is available for installation along the North building's glass exterior exhibit halls. This enables organizers to provide audio visual enhancements for events such as meetings and productions in a darkened hall. The drape installers are exclusively supplied by the LICENSOR for this particular installation. Contact your Event Manager for procedures and rates.

## BUSINESS CENTRE SERVICES

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Located on the 300 level in the North Building and, when required, on the 800 level in the South Building, We are pleased to offer the following services: photocopying, faxing, printing documents, FedEx courier service (up to a maximum of 99 lbs.) internet service, a limited supply of office supplies and other retail items for sale or rent.

## CAPACITY

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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.

## CLEANING SERVICES

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The LICENSOR provides exclusive cleaning services in the Centre and shall maintain and clean all public areas of the facilities with the exception of event registration, booth interiors feature areas and other public areas designated for the event. Refer to exhibitor forms for rates ([www.mtccc.com/exhibitors/forms.aspx](http://www.mtccc.com/exhibitors/forms.aspx)). Changes or cancellations made to cleaning orders within three days of an event are subject to labour charges. Show offices, meeting rooms, and food and beverage areas will be cleaned daily at no charge. Complimentary cleaning of standard show aisles will be provided. Waste receptacles will be placed throughout the exhibit hall at no additional charge and emptied throughout the day.

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.

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. Labour costs for the removal of any tape or shoe polish will be applicable.

## COAT CHECK SERVICES

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CheckMates Checkroom Services Ltd. provides exclusive coat and baggage check services which can be offered on a cash or host basis. Checkrooms located on level 100 in the North Building and on level 600 in the South Building provide a safe and secure location to check personal items that you don't feel like carrying around.

## COORDINATION SERVICES

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Our world-class Event Coordination team will assist you from the time your space is booked until after your event has ended. A team member will be assigned to you to help with event planning and delivery. This team member will be your primary contact for your event at the Convention Centre and will act as your liaison for all the services that the Convention Centre provides.

## DECORATIONS

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The following materials require prior authorization:

- Helium balloons, glitter and confetti (cleaning charges may apply)
- All fountains must be waterproof and shall be tested prior to installation
- Installation of carpet runners, show carpet or other temporary floor coverings over permanent carpet
- Stick-on decals or similar promotional items.

## DEFIBRILLATORS

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The Metro Toronto Convention Centre is equipped with a defibrillator in both, the North and South Buildings. All the LICENSORS Security Officers and Corporate Nursing Staff are trained in the operation of this equipment.

## DELIVERIES

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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 of exhibitor or show management freight or courier deliveries before your contracted dates.

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

For corporate meetings, every effort will be made to accept your materials, space permitting. It is strongly recommended that the LICENSEE notify the LICENSOR of any materials arriving in advance of the meetings so that they will be labeled properly for acceptance.

## ELECTRICAL/MECHANICAL SERVICES

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Only the LICENSOR'S exclusive service provider shall connect or disconnect utility services to areas of the premises designated for such services. 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 into move-out of exhibits.

## EMERGENCY PROCEDURES

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An emergency preparedness handout will be provided to all event organizers prior to each event. For fire and medical emergencies, the number is 416-585-8160 or 8160 from the nearest house phone. DO NOT CALL 911 as responding emergency staff (police, ambulance, and fire department) will not know 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.

## ESCALATORS & ELEVATORS

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

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

Freight elevators are for the movement of freight and equipment. They are not to be used by the public.

## EVENT PERSONNEL

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All show service providers, temporary help and other workers affiliated with an event taking place within the Centre shall enter and leave the Centre 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 Centre. Individuals working in the Centre 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 exhibitors, 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 Provincial Ministry of Labour Occupational Health and Safety Act, Ontario regulation 213/91 and 851/90 Industrial.

Normal working hours are 0700h until 2359h. For all show service provider, exhibitor or stage hand personnel working past normal business hours, a supervisor shall be in charge that will be responsible for reporting to the LICENSOR'S Security Office to inform building management of the approximate working hours of his or her crew.

Restricted areas of the Centre, 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 dismissal from the Centre 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.

The safety of all occupants of the Metro Toronto Convention Centre 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.

## EXHIBITOR SERVICES CENTRE

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The Exhibitor Services Centre is located on the 300 level in the North building and provides a one-stop shopping experience for exhibitors, including photocopying, faxing, printing documents, FedEx courier services (up to a maximum of 99 lbs.), internet service, and a limited supply of retail items. 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. Please see [www.mtccc.com/order](http://www.mtccc.com/order) for more details.

The Exhibitor Services team can assist with advanced online ordering or for last-minute needs at our onsite service desk. Please note that online ordering is available for parking, janitorial, Internet, telecommunications, as early as three months in advance and up until event move-in. Please see [www.mtccc.com/order](http://www.mtccc.com/order) for more details.

## EXHIBITS

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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 Centre, elevators and aisles as now installed.

Please note additional installation requirements below.

- a) Two-storey booths or double-decker booths require special approval from the facility and the City of Toronto. Construction of double-decker booths requires a temporary building permit from the City of Toronto - Building Permits Divisions. Show Management / exhibitors are responsible to ensure that the LICENSOR is aware of any two-story booths. 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 Operations Manager 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) 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 Michel Genier, LICENSOR Operations Manager.
- 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 sq ft or more covered space must be equipped with a sprinkler system. For questions regarding the sprinkler system, please contact Michel Genier of the Metro Toronto Convention Centre at 416-585-8278.

For permit information, please contact:

Vito Petrozza, Building Inspector  
Building Department,  
City Hall, 16th Floor, East Tower  
100 Queen Street West  
Toronto, ON Canada M5H 2N2  
Tel: 416-392-0679 Fax: 416-392-0677  
Email: [vpetroz@toronto.ca](mailto:vpetroz@toronto.ca)

## FACILITY INSPECTION

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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.

## FIRST AID SERVICES GUIDELINES

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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:*

As there are high incidence rates of 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 one building is estimated at 200 or higher. This includes show staff, general contractor staff and labour, and exhibiting 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 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, which is assessed based on the potential risk factor and specific health requirements. These are minimum requirements only. It is further 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 Centre's fully stocked first aid rooms, first aid equipment, including oxygen, wheelchairs and defibrillators, and has direct contact with a physician if required. The nurse's station in the North Building is located on the 200 level beside room 203C. The nurse's station in the South Building is located on the 800 level across from 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 additionally insured and a cross-liability clause included;
- Arrange and absorb rental costs for the LICENSOR'S two-way radios for instant communication with the facilities' security 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.

## FLOOR PLANS

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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 as well as CAD formats at [www.mtccc.com](http://www.mtccc.com). 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.

## FOOD ALLERGIES

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In the event that any of the guests in your group has food allergies, you are responsible to inform us of the names of the guests and the nature of their allergies so that the necessary precautions can be taken when preparing their food. Upon request, we undertake to provide full information regarding the ingredients of any food served to your group.

## FOOD & BEVERAGE GUIDELINES

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- The LICENSOR abides by the rules and regulations of alcohol service as set out by the Alcohol and Gaming Commission of Ontario, and a copy of our house policies will be forwarded to you by the Catering Manager. All events serving alcoholic beverages will be required to sign the House Alcohol Policy for Clients.
- The LICENSOR is the exclusive provider for all food and beverage services.
- Food and beverages may be permitted in the John W. H. Bassett Theatre with prior approval of specific items, and is subject to cleaning services charges.
- Scheduling of the opening and closing of food and beverage outlets will be authorized by the LICENSOR.
- Sample food or beverage products may not be distributed or sold by sponsoring organizations except with written authorization.
- All service corridors and food service entrances and exits are to remain clear of all obstructions, including floor run cables. Cables must be flown in these areas.
- Clear access is to be maintained to exhibit halls, concession stands and restrooms at all times.
- Prepared unused food will be donated to food banks for appropriate distribution.
- No food or beverage is to be brought onto the premises from any other provider.

## FREIGHT DELIVERY

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Exhibitors arriving at the North building will access the exhibit floor through ten loading docks, three 10,000-lb capacity freight elevators and a truck ramp with a drive-on floor capacity of 300 lbs/sq ft. Access to the South building exhibit floor is through eighteen loading docks and two 38 ft. capacity truck elevators with a drive-on floor capacity of 1,000 lbs/sq ft.

Please note: Loading and unloading of materials via Front Street or Bremner Boulevard is prohibited. All material must be delivered and/or received through the designated loading areas.

## GRATUITIES

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Employees of the LICENSOR are prohibited from accepting gratuities of a financial nature. Customers who wish to compliment LICENSOR 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. If a gratuity is provided in the form of cash or a gift card, it will be accepted as a financial contribution to the company's social fund.

## GUEST SERVICES

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To enhance the experience of both our local and out of town visitors, the LICENSOR has established a Guest Services desk located in the main lobby of both the north and south buildings. The Guest Services staff provides internal assistance by directing attendees to the appropriate rooms or exhibit halls and can also share their knowledge of Toronto including special attractions, restaurants, tours and more.

## HARASSMENT-FREE WORKPLACE POLICY

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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. The LICENSOR embraces the freedom from harassment and discrimination provisions outlined in 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

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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, such as, but not limited to hairdressing and barber shops, tattoo and body piercing, electrolysis, acupuncture and various aesthetic services. 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](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90h07_e.htm)

## HOURS OF OPERATION

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

## INSURANCE

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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. The certificate must be issued by an insurance company licensed to transact business in North America in a form satisfactory to the LICENSOR, and in which the LICENSOR and its officers and servants shall be named an additional insured.

Comprehensive liability insurance shall provide a minimum limit of liability of five million dollars (\$5,000,000) for bodily injury and/or property damage in any one occurrence, shall include a cross-liability clause, shall name the LICENSOR as an additional insured and shall provide that it will not be cancelled or materially altered prior to the termination of the occupancy period.

Automobile liability insurance, where applicable, shall provide third party liability insurance with a minimum limit of five million dollars (\$5,000,000).

In order to protect the LICENSOR'S clients, guests, staff and facilities, it is our policy that service providers and all sub-contractors performing services for clients who have contracted space from the LICENSOR provide the same coverage as the LICENSEE noted above.

The LICENSEE and their service providers agree to indemnify and hold the LICENSOR harmless from and against all claims, demands, charges, losses or damages arising or alleged to arise directly, indirectly or incidentally by reason of any act, omission or operations of the service provider, its officers, employees, agents or anyone for whom the service provider is legally responsible.

The LICENSEE and service provider acknowledge that their equipment and property at the LICENSOR is not protected by insurance against fire, theft, vandalism, etc. by the LICENSOR and the protection of such is the responsibility of the client and service provider.

In summary, the insurance certificate must include:

- Five million dollars (\$5,000,000) comprehensive general liability
- A cross-liability clause
- Metropolitan Toronto Convention Centre Corporation (LICENSOR) named as an additional insured

Exhibitors or Show Management that requires assistance in obtaining a certificate of insurance may contact HKMB's International Insurance Brokers. They can be reached at 416-597-0008, toll free at 1-800-232-2024 or visit [www.hkmb.com](http://www.hkmb.com) to purchase insurance on-line.

## JOHN W. H. BASSETT THEATRE

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A theatre planning guide is available for all users of the theatre. Technical guidelines, regulations, supplementary services, 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 Centre.

## LOST & FOUND

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Lost and found articles are catalogued and stored for 90 days. After that 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 Security Services at (416) 585-8160.

## MISCELLANEOUS

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Events or special circumstances not covered by these operating guidelines may be subject to special consideration and stipulations as deemed appropriate by management. Questions and requests for clarification should be directed to the Director of Event Coordination, Metro Toronto Convention Centre, 255 Front Street West, Toronto, ON, M5V 2W6, telephone: (416) 585-8150, fax: (416) 585-8224.

## MOTORIZED VEHICLES

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All vehicles must abide by the arrival and departure schedules and procedures established by the License Agreement. Any vehicle that drips oil or other staining solutions may not be operated within the Centre without a drip pan or dry absorption powder. Responsible parties will be charged cleaning or replacement costs for staining solutions that are not removed.

No motorized vehicle may be operated on carpeted areas under any circumstances. Exceptions may be authorized by the Operations 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.

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

Fuel tanks containing fuel or propane, or which have ever contained fuel or propane, shall be less than 3/4 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 they will 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 Fire Safety Officer.

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

All equipment used to transport or move material on level 600 or through the ceremonial entrance of the South building must be equipped with rubber wheels. Forklifts and golf carts are prohibited on level 600 and in all pre-function spaces or rooms that are carpeted in both the North and South buildings.

All forklifts or other heavy loading devices must be operated within the Centre by a certified operator and in a safe manner. Damages 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 Operations Manager or the Facilities Manager.

## MOVE IN

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The LICENSOR does not permit the movement of freight, equipment, materials, etc. via the guest elevators and escalators, which are conveniently located throughout both buildings.

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.aspx](http://www.mtccc.com/exhibitors/forms.aspx) to download Vehicle Marshalling Yard Information PDF.

Move in/out of the south building, Halls D and E 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 the South building Hall G, levels 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 town 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 the North building Hall A 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 The North Building Hall C 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 served by two freight elevators which are capable of loads up to 10,000 pounds.

## MUSIC

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The LICENSEE shall arrange with the Composers, Authors and Publishers Association of Canada Limited\*, 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 at the LICENSOR and to the Composers, Authors and Publishers Association of Canada.

*\*Society of Composers, Authors and Music Publishers of Canada*

The Copyright Act, R.S.C 1985 chapter C-42 authorizes the (SOCAN) Society of Composers, Authors and Music Publishers of Canada 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.

## OCCUPATIONAL HEALTH & SAFETY ACT

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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 solicitor/client 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.

## PARKING SERVICES

The LICENSOR has indoor, security patrolled, multi-level parking for over 1,700 cars, open 24/7. Show Management parking passes can be ordered through the Event Manager. Early Bird Exhibitor in/out parking passes are available for patrons requiring parking on a short-term basis (2 consecutive days or more). Refer to exhibitor forms for rates. [www.mtccc.com/exhibitors/forms.aspx](http://www.mtccc.com/exhibitors/forms.aspx). The north parking garage clearance is 1.9m (6'3") and the south parking garage is 2.0m (6'6").

## PERSONAL PROTECTIVE EQUIPMENT (PPE)

Approved personal protective equipment (PPE) such as CSA-approved (or equivalent) safety shoes, hard hats, harnesses, gloves and safety eyewear are required to be used when warranted by safety considerations. Contact your Event Manager for further details.

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.

## PROHIBITED ACTS AND MATERIALS

The following are prohibited acts and materials:

- Use of any part of the Centre 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 Centre;
- Drilling holes, driving nails, hooks, screws or tacks, or making any alterations to any part of the Centre or its equipment;
- Use of stick-on decals or similar promotional items;
- 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 Centre;
- 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 Centre, or interfering with free access to adjacent public areas or to adjoining streets or sidewalks;

- Allowing articles to be brought into or permitting any acts within the Centre 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, or injuring or defacing any part of the Centre, or permitting anything to be done by their agents, or employees by which the Centre may, in any manner, be injured, marred or defaced.

## PUBLIC AREAS

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The main entrances, registration areas and pre-function space are considered public areas and are generally not under LICENSEE control. As such, all activities that use public areas, such as registration, special exhibits or displays, must be approved in advance. 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

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It is the responsibility of the LICENSEE to ensure that all neighbouring events within the Centre 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

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Rigging installation affixed to any Centre 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 two weeks prior to the event date and are subject to approval by the LICENSOR Facilities Manager, Vlaad Zahradnik ([vzahradnik@mtccc.com](mailto:vzahradnik@mtccc.com), 416-585-8182). The only acceptable format for rigging plots is CAD;
- Production schedules should specify move-in (set-up) and move-out (tear down) strategies and detail the number of people scheduled, including a ground rigger;
- Rigging plots should specify location of trusses, audio visual equipment and all associated weights. Refer to [www.mtccc.com](http://www.mtccc.com) for rigging information and floor plans;
- 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;
- All staff are required by the Ministry of Labour to wear Personal Protective Equipment (PPE) (hard hats & safety shoes) during rigging & any overhead work.

## ROOM SECURITY

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

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. Refer to supplementary service and equipment rates in these guidelines for applicable rates.

Note: During a fire alarm, all maglocks will deactivate to ensure safe evacuation. They will be re-activated once the alarm is over.

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

## SECURITY GUIDELINES

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The LICENSOR maintains twenty-four (24) hour security for 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 your part to ensure access points are monitored to prevent those without appropriate 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.

Pay 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 vehicle traffic, including show vehicles.

The Centre shall have final approval of security requirements for all events conducted within the Centre, which may include the need to hire contract show security, in-house security and police. Failure to meet the minimum security requirements set out by the Centre will result in either the LICENSOR providing additional security, for which labour costs will be charged, or if inadequate security coverage creates a risk to the Centre, 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 pay duty police officers required. This information must be provided two weeks prior to move-in. Each event will be evaluated separately by the Security Manager according to the nature of the event, area in use and consideration for other clients when determining requirements. Normal minimum security requirements 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 Security Manager prior to entering the facility;
- Monitoring and/or controlling show/event lineups;
- Monitoring room/building capacity.

## SET-UP – MEETING ROOM & REGISTRATION

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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, self-service water stations in the rooms and easels as available. The LICENSOR Event Manager assigned to your event will assist you through the finer details of the room sets, equipment inventory, signage, and labour requirements. Upgrades to our water stations, including bottled water and/or coolers, may be ordered at an additional cost.

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.

## SIGNS

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Placement of any signs, advertisements, show bills, lithographs, posters or cards of any description to be posted or exhibited in public areas must have prior approval of the LICENSOR. Also, as of April 1, 2012 the usage of directional signage in the pre-function space of the Convention Centre is no longer permitted, unless pre-authorized by the LICENSOR. The Centre'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 painted surfaces.

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

Room signage will be provided on our room posting signs, which are mounted on the wall with a plexiglass cover. Interior electronic signage will also be provided for your event listing. An event logo and show dates can be displayed on our exterior electronic LED sign free of charge during the event. The event logo must be submitted to your Event Manager ten days prior to the event start date. If you are interested in using these signs for advertising purposes, please contact your Event Manager for details.

## SMOKING POLICY

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The Metro Toronto Convention Centre is a smoke-free environment. Therefore, all public areas and rental space, including corridors, registration area, meeting rooms, loading docks, parking lots and the exhibit halls, are designated non-smoking areas. The LICENSOR is required to enforce no-smoking rules.

## SPECIAL ARRANGEMENTS

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Special arrangements regarding the removal or installation of the public address system, stage, runways, landscaping or other fixtures, furniture or equipment will be at the expense of the LICENSEE.

## SPECIAL EFFECTS

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Show producers planning to have special effects such as pyrotechnics, fog machines, hazers, confetti guns, etc for any part of their event must receive prior approval from the Toronto Fire Department and the LICENSOR Fire Safety Officer. All requests for approval must be submitted three weeks prior to the event. A special effects permit, a fire watch and insurance may be required.

## STATUTORY HOLIDAYS

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Statutory holidays are defined as: 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

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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 Fire Safety Officer.

## SUSTAINABILITY

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Our goal is to serve as a global leader in sustainability within our industry and to provide 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, offices and pre-function areas are equipped with recycling centers suitable for Paper Only, Organics Only and Plastic/Glass/Metal. 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](http://www.mtccc.com/green). Some of the environmental efforts we have made are as follows:

- **Waste Diversion:** The Centre 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:** We are proud partners with local Toronto shelters for all prepared food surpluses, and food waste is collected and composted through our waste diversion service provider.
- **Energy Conservation:** In an effort to minimize the environmental impact of our operations and to conserve energy, we have implemented an energy conservation program at our facility. During move-in and move-out, you may experience new procedures such as dimmed lighting, escalators being turned off and adjusted temperature controls.

## TAXES

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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.

## TECHNOLOGY & TELECOMMUNICATION SERVICES

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The MTCC is the exclusive provider for all voice, data and 802.11 wireless (WiFi) telecommunications services within the facilities. All arrangements for voice and data telecommunications must be made through the in-house Technology Services department.

The following is a list of some of the products available for your use:

- Basic analog telephone service
- Hands free telephones
- Wired High speed internet Access
- Wireless Internet Access (802.11 b/g/n a/n WiFi certified)
- ISDN lines for Video Conferencing
- Custom Internal Data Networks and Presentation Management Networks (VLAN)
- Multi line sets
- Polycom hands free conference units.

Telecommunications services include but are not limited to:

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

Should you be using a basic service line for credit card authorization machines or debit card machines, the units must be programmed to dial "7" for an outside line.

Should you be using a foreign (ie. USA) toll free 1-800 service, please ensure that the number is available in the Toronto area.

The installation, modification and removal of telecommunications services must be coordinated through the technology services department.

For all wired data services, a network drop is required per defined location (e.g. meeting room, booth).

Every device accessing the Internet requires an IP address or per-device fee, which is assigned by the LICENSOR Technology Services team, even if behind an approved router.

High Speed 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 Gigabit fiber backbone and a burstable Gigabit connection to the Internet.

Wireless Internet service provides unlimited internet access for one computer per account for the duration of the show. It is delivered by a 802.11 b/g/n a/n (WiFi) wireless network.

Show Management and exhibitors must supply wireless capable computers.

Anti-virus Software must be installed on all Show Management and exhibitor computers prior to arrival to the LICENSOR. Furthermore, this software must be run prior to Network connection.

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 facilities.

Show management, exhibitors, sponsors, attendees and any third parties are prohibited from providing or distributing any wired or wireless (including cellular-based and 3G) Internet access within the facility without permission from the MTCC. 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 DHCP servers, NAT devices, routers or wireless access points is prohibited without prior approval. Any installations that have not been granted permission in advance will be subject to removal without compensation.

Both buildings have access to Telus Mobility, Rogers Wireless and Bell Mobility. Most US mobile phone companies have roaming agreements with the above mentioned carriers. Please contact your mobile phone provider to ensure service in Canada.

Cellular and mobile communications are provided by the local carriers. The LICENSOR does not guarantee the availability or reliability of the networks or services provided through them.

## TICKET SALES

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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 of the LICENSOR'S choice 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 supplementary services list for details.

When contracted through the Centre, ushers are the 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

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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 Centre.

In the event that 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 Centre 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. AVW Telav Audio Visual Solutions Inc. has 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.

## VEHICLE MARSHALLING YARD

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A marshalling yard has been established in close proximity to the Centre in order to facilitate move-in and move-out of events. All vehicles requiring access to the exhibit floor must first report to the marshalling yard at their scheduled times.

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. Refer to exhibitor forms for procedures and rates.

## WEBSITE

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Whether you are the planner of an event, an exhibitor or an attendee, our website has everything you need to know before you arrive. Our website provides valuable information about the Centre, the events calendar and interactive floor plans for visitors to familiarize themselves with our facility and the surrounding area. Including our website address—[www.mtccc.com](http://www.mtccc.com)—into your communications materials would be helpful to your visitors and attendees. The Planners section of our website provides an abundance of materials to help you plan your event, including facts, maps, menus, interactive floor plans, virtual tours and downloadable photo albums.

A key benefit of our website is the schedule of upcoming events. LICENSEEs are provided with a free weblink posting on our Calendar of Events page, which is the most highly viewed page on our site!

## FIRE & SAFETY REGULATIONS FOR LICENSEES

The safety of all occupants of the Centre is our utmost concern. These regulations are designed to maintain a heightened awareness of fire safety within the Centre. The objective of these requirements is to limit the hazards of contents and operations within the Centre 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 Fire Safety Officer and the Toronto Fire Department. The LICENSOR Fire Safety Officer can be reached at 416-585-8278 or emailed at [mgenier@mtccc.com](mailto:mgenier@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.

### SHOW APPROVAL PROCEDURES

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Detailed floor plans are required for the exhibit hall and registration area or for special activities and exhibits scheduled in any public areas of the Centre, 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 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 exhibitor 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;
- Service contractor storage areas or "bone yards" that are clearly marked if located on the exhibit floor. They must be laid out per regulations;
- 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;

- 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.

## LAYOUT REQUIREMENTS

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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.

## FIRE HOSE CABINETS

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In accordance with Section 6.4 of the Ontario Fire Code, it is necessary to place temporary fire hose cabinets on the North building exhibit floor along the third port line from the south wall on the exhibit floor. 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 Fire Safety Officer and the Toronto Fire Department. Fire hose cabinets in the North Building 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 in the South building 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.

## RAISED FLOORING

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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 six 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 three feet wide (915 mm) with a maximum slope of 1:12 (a six-inch rise would require a six-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 unpadding, 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.

## SHOW DISPLAYS

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All show displays must meet the following requirements:

- Aisles between booths shall be a minimum of eight 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 eight-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 lb. 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 eight feet from the glass and are subject to aisle restrictions in order to meet fire and safety regulations.

## NON FIXED SEATING

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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 percent 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 percent;
- Turnstiles, check-in counters, etc. shall not obstruct or reduce the width of any exits or access to exits.

## SHOW SET-UP & DISMANTLING PROCEDURES

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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 exhibition hall floor;
- Drivers must stand by their vehicles at all times;
- Loading and unloading of vehicles to be done in a control 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.

## STORAGE PROCEDURES

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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' 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;
- Pallets will not be stored more than 4 feet high;
- Storage of propane or any other types of fuel is not permitted.

# EXHIBIT BOOTH PROTECTION PROCEDURES

The following outline conditions that create potential obstruction to the Centre's sprinkler system:

## SCOPE

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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 Centre'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

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

## REQUIRED PERMITS

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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 Centre's sprinkler system, and any other structures identified by the Building Inspectors and the LICENSOR. Contact the LICENSOR Fire Safety Officer, Michel Genier, at [mgenier@mtccc.com](mailto:mgenier@mtccc.com) or 416-585-8278 for details. Building permits must be filed in person at City Hall at least six weeks prior to move-in.

## EXITS

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All booths or other facilities constructed within the exhibition 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 24 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 Centre’s sprinkler system covered area are as follows. Please note that a temporary construction permit is required.

**Table 1.** Please see below for numbered references.

	Less than 400 sq. ft.	400–800 sq. ft.	Greater than 800 sq. ft.
<b>Single Level Covered Booth</b>	Portable Extinguisher 5lb. 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)
<b>Double Deck Uncovered (Building Permit)</b>	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)
<b>Double Deck Covered (Building Permit)</b>	Sprinkler off standpipe system in floor or overheadsprinkler line. (3)	Same as under 400 sq. ft.	Same as under 400 sq. ft.
<b>Platforms</b>	No protection.	No protection if perimeter enclosed.	No protection if non-combustible or if fire retardant wood and perimeter closed.
<b>Platforms</b>	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 need not 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 four feet in width do not require protection; canopies exceeding four 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.

Note: For exhibitor fire regulations and the fire safety reply form, please refer to the exhibitor forms.

# SUPPLEMENTARY SERVICE & EQUIPMENT RATES

## EVERYTHING, RIGHT HERE

Every LICENSEE has unique requirements for their event. 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 funds and are subject to taxes where applicable.

### ADVERTISING RATES

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Contact your Event Manager for further information.

### AUDIO VISUAL

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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 tape/cassette recorder 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

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Black-out drapes includes two illuminated exit signs per hall and two illuminated entrance signs, and cost:

- Exhibit halls A or B ..... \$10,000.00 (installation time 24 hrs)
- Exhibit halls A & B ..... \$20,000.00 (installation time 48 hrs)
- Exhibit hall C ..... \$10,000.00 (north window - installation time 24 hrs)
- Exhibit hall C ..... \$16,000.00 (north & east window - installation time 48 hrs)

### BUSINESS CENTRE SERVICES

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For additional information, contact the Exhibitor Services Centre at 416-585-8387. Business Centre rates are as follows:

- Fax rates:
  - Local – \$3.00 first page, \$1.00 each additional page
  - Long distance – (Canada & U.S.A.) \$5.00 first page, \$1.50 each additional page
  - Long distance – (overseas) \$8.00 first page, \$1.50 each additional page

- Incoming fax – \$3.00 first page, \$1.00 each additional page
- Photocopy rates:
  - Black and White:
    - Single-sided – \$0.30 per page
    - Double-sided – \$0.35 per page
  - Colour:
    - Single-sided – \$1.00 per page
    - Double-sided – \$1.50 per page
- Printing rate:
  - \$0.30 per page
- Internet rate
  - \$5.00 for 10 consecutive minutes

## CHAIRS

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There is no set-up charge for the first 2,000 chairs per hall when exhibit halls A, B, C, D or E are used as meeting rooms only. Additional chairs cost \$2.00 per chair per event. 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

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General labour rates will be applicable for cleaning services such as tape removal and matron 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 cleaning charge for 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 removal on exhibit floors costs \$100.00 for each hall. Additional labour charges may apply if a non-water based shoe polish is used.

A minimum charge of \$475 will apply for cleaning an exhibit hall when used for marshalling. If inclement weather occurs, additional labour rates will apply.

## COAT CHECK SERVICES

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- \$2.75 per item checked, including HST.
- Checkmates Coat Check Services is not operational during the summer months (May 15 – September 15, approximately). However, if required during this time period, arrangements can be made. During the summer months guaranteed revenue of \$21.00 plus HST per hour per employee (minimum four hours per employee) is required.

## COAT RACKS

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Coat racks are available from Checkmates at \$50.00 each or through your show decorator.

## DANCE FLOOR

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A labour charge will be assessed according to the function.

## DOCKS LABOUR

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As part of the License Agreement, The Centre 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) at the following rates:

- Overtime (2359–0700h) ..... \$69.00 per hour
- Statutory holiday ..... \$92.00 per hour

## EARLY MOVE-IN/LATE MOVE-OUT NON-CONTRACTED TIMES

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For early move-in 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 the part of the LICENSEE to ensure access points are monitored to prevent those without appropriate personal protective equipment 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.

Early move-in and late move-out rates are as follows:

### ***North Building***

- Exhibit halls A, B, C ..... \$600.00 per hall per hour
- Rooms 105, 106, 107 ..... \$180.00 per hall per hour
- Constitution hall (105-107) ..... \$500.00 per hour (total 3 halls)
- Meeting rooms ..... \$65.00 per room per hour
- John Bassett Theatre ..... \$150.00 per hour
- Street-level Registration ..... \$140.00 per hour

### ***South Building***

- Exhibit halls D, E ..... \$600.00 per hall per hour
- Exhibit halls F, G ..... \$250.00 per hall per hour
- Meeting rooms 701, 718, 801 and 808 ..... \$180.00 per room per hour
- Meeting rooms (other than those listed above) ..... \$65.00 per room per hour
- 600 level ..... \$140.00 per hour
- 700/800 level pre-function ..... \$140.00 per hour

## LATE MOVE OUT

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If late move-outs are pre-arranged prior to move-in, early move-in rates will apply. Unapproved late move-outs will be charged a minimum of three times the early move-in rates plus the cost to remove material in time for the following event. A minimum of 4 hours labour per staff for any cancelled late move-out.

## EASELS

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Each meeting room comes with one complimentary easel based on availability. Additional easels may be available at a rate of \$55.00 each. Should your easel requirements exceed our inventory, please contact your decorator.

## ELECTRICAL

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

## ELEVATOR OPERATORS

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When public/passenger elevators are being 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

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The following waste management fees apply:

- \$660.00 per ¼ bin of recyclable material (based on a 40 cubic yard compacted waste bin)
- \$800.00 per ¼ bin of non-recyclable materials (based on a 40 cubic yard compacted waste bin)

## FIRST AID SERVICES

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

- Shared services, regular time ..... \$42.00 per hour
- Dedicated services, regular time ..... \$68.00 per hour
- Shared services, statutory holiday ..... \$63.00 per hour
- Dedicated services, statutory holiday ..... \$102.00 per hour

## FORKLIFT RENTAL

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- \$165.00 per day
- \$400.00 for five consecutive days
- Propane – \$39.00 per tank (this may change depending on market value of propane)

## LABOUR

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General labour includes elevator operators, LICENSOR security and docks personnel, fire watch, room turnovers, engineering services, tape removal, matron service, etc. A four hour minimum applies to all labour rates, which are:

- Regular time ..... \$49.00 per hour
- Premium time (2359–0700h) ..... \$71.00 per hour
- Statutory holiday ..... \$95.00 per hour

## LINEN SERVICES – MEETINGS

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Tables do not come standard with linens, as tabletops have a finished surface. The following rental rates apply for linen:

- Tablecloths ..... \$12.00 per piece  
(4', 6' and round tables each require one piece of linen)
- 8' table ..... \$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.

## PADS, PENCILS, MINTS

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- \$1.05 per person

## PARKING PASS

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- Show management parking pass  
(2 consecutive days or more) ..... \$12.00 per day, per pass (Inclusive of tax)
- Show management parking pass  
(1 day pass) ..... \$13.00 per day, per pass (Inclusive of tax)
- Exhibitor parking pass  
(2 consecutive days or more) ..... \$13.00 per day, per pass (Inclusive of tax)

The daily parking rates are posted on the website.

## PODIUM

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Podiums are complimentary for use in meeting rooms. Podiums used on the exhibit floor and in other areas are \$57.00 each.

## PRE-FUNCTION SPACE RENTAL FOR DISPLAYS (SUBJECT TO BUILDING APPROVAL)

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- \$0.75 per square foot per day

## REMOTE LIGHT CONTROL

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- \$25.00 per unit (for use in halls A, B, C, F, G and Constitution Hall only). The client is required to provide their own XLR cable. A \$1,000 charge will apply for any remote light control not returned to the LICENSOR.

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

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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. All risers come with skirting. 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 Bassett Theatre, six risers are provided complimentary;
- Additional risers are available for rental at a charge of \$103.00 per unit including labour.

## ROPE & STANCHIONS

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- \$25.00 per rope and stanchion, based on availability.

## SECURITY

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Pay 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 ..... \$65.00 per hour
- Sergeant ..... \$73.50 per hour (supervises 4–9 PCs)
- Staff Sergeant ..... \$82.00 per hour (supervises 10–14 PCs)
- Staff Sergeant ..... \$84.00 per hour (supervises 15+ PCs)

NOTE: Pay 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 vehicle traffic, including show vehicles.

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

- Access cards are available for both the North and South building meeting rooms with the following exceptions: John Bassett Theatre, 308, 309, 808 (Swing Space), and Halls D & E.
- A flat rate of \$200.00 per building will be applied for re-keying meeting room off-master.

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 +tax will be applied to Show Management for each key that is not returned within a seven day grace period from the time move-out is complete.

#### SOCIETY OF COMPOSERS, AUTHORS & MUSIC PUBLISHERS OF CANADA (SOCAN)

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##### Tariff 8 Rates:

Capacity	Without Dancing	With Dancing
1–100 ppl	\$20.56	\$41.13
101–300 ppl	\$29.56	\$59.17
301–500 ppl	\$61.69	\$123.38
Over 500 ppl	\$87.40	\$174.79

#### STORAGE

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- Show management trailers may be stored in the docks for \$80.00 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 \$0.30/sq ft/day with a minimum charge of \$200.00

#### TABLES

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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):

- \$23.00 per 4' table
- \$28.00 per 6' table
- \$35.00 per 8' table
- \$36.00 per 66" round table
- \$19.00 per half round table
- \$80.00 per cruiser table

#### TELECOMMUNICATION SERVICES

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- Basic telephone/modem line/fax line service for show management (touch-tone single analog line) – \$200.00 per line per event.
- Multi-line service for show management (combination of seven lines or features) – \$295.00 per set per event.
- Local and toll-free calls are free, while long distance and directory assistance charges are extra.
- Wireless Internet access – \$395.00 per account per show (this account is valid for use on one computer at a time; account passwords can be transferred after a ten-minute interval).
- Wired high-speed Internet access (one network connection with two IP addresses) – \$795.00 per connection per event.

- Additional IP addresses (for multiple computers on one network connection) – \$150.00 per device per event.
- 10/100 Mbps Internal local area networks – \$250.00 per connection per event (Please note that this does not include Internet access).
- Telecommunications technical assistance labour charge (cabling, network set-up, hardware configuration, etc.) –\$46.00 per hour.
- Cancellation and move charges (applies after services have been installed) – \$50.00 per line or network connection.
- Special services and equipment are available with rates based on requirements.

Please refer to the exhibitor kit for special exhibitor rates.

## USHERS

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### Staff (4 hour minimum)

- Regular time ..... \$33.00 per hour
- Statutory holiday ..... \$50.00 per hour

### Supervisor (4 hour minimum)

- Regular time ..... \$38.00 per hour
- Statutory holiday ..... \$57.00 per hour

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

## WATER STATIONS/WATER SERVICE

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Complimentary self service stations are provided in meeting rooms, using urns and biodegradable cups. One complimentary refresh is provided per day. Individual water service is \$66.00 per 100 people per day (or \$0.66 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.

**For the convenience of your exhibitors, booth cleaning, parking and telecommunication services can be ordered online at [www.mtccc.com/exhibitors/forms.aspx](http://www.mtccc.com/exhibitors/forms.aspx) or by calling the Exhibitor Services Centre at (416) 585-8387.**