



Event Planner FAQ

## Hospitality & Quality Meet Here

As Canada's number one convention and trade show facility, we pride ourselves in offering our clients not only a state of the art building but also a place where hospitality & quality meet.

To find the answers to frequently asked questions about event planning, please click on a question below. Should you have any further questions, please consult our Contact Us page in the main menu above.

General Event Planner FAQ:

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### **What are the largest and smallest events the MTCC can accommodate?**

We are pleased to provide superb attention and service to any event: 10 people to 10,000. From board meetings to gala balls and everything in between, MTCC is your answer for the right room, the right catering and the right people. You can expect flawless execution and special touches to make your event carefree and memorable for planners and your guests.

### **What kinds of services does the MTCC provide?**

MTCC in-house services, combined with our official suppliers, make one-stop-shopping smooth and hassle-free. We assign a designated event coordinator for each and every event at MTCC. This person will attend to all the details of your event, large or small.

Our in-house services include:

- Audio-visual supplies and services
- Simultaneous translation
- Food and beverage
- Coat check
- Floor management
- Cleaning (complimentary for meeting rooms, common areas, and restrooms)
- Telecommunication
- Banking / ATM and exchange services

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- On-site customs broker
- Visitor information office
- 24-hour security for North and South Buildings and truck marshalling yard
- Guest Services desk in the main entrance of each building
- Fully-equipped and staffed First Aid Station in both buildings
- Fax and photocopy services

#### Technology Services

- High-speed Internet access using a T3 connection
- Wireless Internet access
- Customized wired and wireless data networks
- Customized voice networks
- Digital PBX
- Analog lines
- Custom calling features (voicemail, hunting, call transfer, conferencing, call forward)
- Virtual internal networks
- Telephone sets, fax machines, Polycomm conference units
- On-site technical support

For rates on any of the above services, please contact your event coordinator.

#### **What is the first step in planning an event at the MTCC?**

You're already taking it! We thank you for investigating our web site and reading about what we have to offer. We invite you to phone our event coordination office and speak to a representative regarding your specific needs.

E-mail: [clientservice@mtccc.com](mailto:clientservice@mtccc.com)

The sooner you call, the sooner we can attend to your every need. Or, if you prefer, click on the "Ready to Book" button on this website and our office will contact you!

#### **Is the facility accessible to persons with disabilities?**

The entire building is compliant with the governing law of the Province of Ontario, the "Barrier Free Code". The South Building is also fully compliant with the Americans with Disabilities Act (ADA). We are committed to continuing to strive to break barrier free ground in all future enhancements of the facility.

#### **What type of banking services are available?**

Automatic teller machines (bank machines) are available on site at the MTCC as well as on-location banking facilities to offer currency exchange.

#### **Can my event be posted on your website?**

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A key benefit of our website is our schedule of upcoming events. Clients are provided with a free posting on our website to help promote their event. Include our website as part of your marketing program by providing the information on your event and your event's website.

Guests of the events taking place at the MTCC use our website to familiarize themselves with our facility, the events and the surrounding area. Ensure you incorporate our website address, [www.mtccc.com](http://www.mtccc.com) into your communications material.

### **Does the MTCC have a recycling program?**

The MTCC has an aggressive waste reduction program. We strive to be good corporate citizens and reduce landfill by recycling whenever possible. We invite our exhibitors and service providers to join us as recycling partners. By developing a close partnership, we can work together to meet the global mandate of reducing landfill – an environmental and economical common sense program.

Our administrative staff members are active participants in our Recycling Program – there are blue boxes under everyone's desks, and we make a point of using them for paper and pop/plastic containers.

For the convenience of our clients, attendees and exhibitors, all meeting rooms, offices and pre-function areas are equipped with recycling centres suitable for trash, paper, plastic and glass.

We have installed light sensors in meeting rooms and emergency stairwells, to reduce electrical waste. The Centre is equipped with energy efficient and environmentally friendly heating systems.

### **Is there a first aid office in the building?**

MTCC maintains 2 first aid rooms to facilitate the immediate response to injuries, and in addition to the Nurses, we have workers trained in First Aid. We also work with a designated service provider of First Aid Care.

Corporate Nursing Services, Inc. has been associated with the MTCC since 1993. As a preferred supplier, they provide high quality first aid care and ancillary nursing services to attendees of your events. You can be assured that 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, they can also provide over-the-counter and prescribed medications to attendees, if required. The MTCC recommends that CNS personnel be retained for all major events.

The MTCC is equipped with defibrillators in both the North and South Buildings. All MTCC security officers and Corporate Nursing Staff are trained in the operation of this equipment.

### **Who are your official service suppliers?**

As part of our commitment to offer exceptional customer service and support to event planners and to

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exhibitors, the MTCC is proud to provide, through our experienced and dedicated team and in partnership with industry leaders, a variety of key essential services. Qualified personnel and large inventories of specialized equipment are located on-site and readily available to service your needs.

Exclusive service providers:

- Cleaning services – in house
- Food and Beverage services – in house
- Parking services – in house
- Technology & Telecommunications Services – in house
- Checkroom – Checkmate Checkroom Services
- Electrical/Mechanical and Staging – Show Tech Power and Lighting

The MTCC has teamed up with leading companies who excel in their industries. They provide advanced products and services, which play a key role in the creation and execution of the hundreds of events we host every year. The following suppliers have been carefully selected for their reliability, experience, and expertise. Each supplier maintains an office at the MTCC providing clients quick and easy access to their services. The MTCC recommends clients take advantage of the benefits offered by our preferred service providers such as early access at no cost to clients, quick response time for last minutes changes and the ease of one-stop shopping.

Preferred service providers:

- Business services – in house
- Audio/Visual and Computer Rental – AVW-TELAV
- Simultaneous Translation – AVW-TELAV
- Customs Brokerage and Transportation – Mendelssohn Customs Services
- Decorator and Transportation Show Services – GES Canada
- First Aid – Corporate Nursing Services (CNS)
- Security – Target Show Security

**What other sorts of things are there to do in and around the area?**

Toronto, Canada's largest city, is a thriving, culturally diverse urban centre with an international flair. In the downtown core, world-class dining, shopping, theatre and attractions are within walking distance of each other. And the MTCC is conveniently located in the centre of it all!

Our city boasts miles of waterfront, beaches, boardwalks and trails, and is safe, clean and friendly. Toronto is truly a cultural mosaic – more than 100 languages and dialects are spoken, and distinctive neighbourhoods flourish in harmony.

When it's time to explore Toronto's sights and sounds, the city really puts on a show: The world's third-largest theatre and performing arts community is here in Toronto and the main theatre district is a five-minute walk from the doors of MTCC. Major league sports facilities such as the Air Canada Centre,

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home of the Toronto Maple Leafs and Toronto Raptors and Rogers Centre, home of the Blue Jays and Argonauts. Both arenas also host dozens of concerts every year, and all within walking distance. More than 40 major visitor attractions including the majestic Niagara Falls are within a 90-minute drive.

There's no doubt about it. Toronto is a refreshing and invigorating city. It's easy to see why we are the top convention city in North America and one of the world's top 15!

### **Can we supply our own or sponsored food and beverage at our event?**

The Metro Toronto Convention Centre has exclusive food and beverage rights within the Convention Centre. Exposition sponsoring organizations and/or exhibitors may distribute sample food and/or beverage only upon written request, pending authorization. A sample food and/or beverage authorization request can be obtained from your Food & Beverage Coordinator.

- Items dispensed are limited to products manufactured, processed or distributed by exhibiting firms.
- Food & Beverage sample items should be related to the nature of the event.
- All items are limited to 'sample size'.
- Sample or promotional items may be subject to a Loss of Revenue charge.
- Food and beverage items used as traffic promoters (e.g. popcorn, coffee, bar service) must be purchased from the MTCC catering department.

### **Can we hand out bottled water?**

The Metro Toronto Convention Centre has exclusive food and beverage distribution rights within the Convention Centre. Promotional items and bottled water must be approved by the Food & Beverage department and will be subject to a Loss of Revenue charge.

### **What is the ceiling height in the exhibit halls?**

The ceiling height in the MTCC exhibit halls is generous: a minimum of 34 feet (10.4m), and a maximum of 48 feet (14.6m) depending on which hall(s) you are using.

### **What are the floor weight loads in the exhibit halls and how do we load in our freight and materials?**

The MTCC North Halls are serviced by 10 loading docks inside at the lower level, three 10,000 lb capacity freight elevators, and a truck ramp which offers drive-on, floor capacity of 300 lbs per sq. ft. South Halls are serviced by 18 loading docks with drive-on, floor capacity of 1,000 lbs per sq. ft.

### **What are the capacities of the freight elevators?**

MTCC offers three 10,000 lb capacity freight elevators.

### **Where does water, air, telephone, Internet lines come from on the show floor?**

Let your imagination run wild and offer your exhibitors a wealth of services. MTCC is proud to provide full

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utility capabilities including advanced electrical and telecommunication servicing, water and drains available on 30 ft. centres throughout the exhibit halls.

### **What type of directional signage does the MTCC provide?**

We provide room signage for each room reserved. Attendees can easily identify their meeting or other event on our plexiglass, wall-mounted room posting signs.

- Interior electronic signage is available for your event listings.
- Marquee signage – The MTCC’s electronic message board located on the front of our North Building gives you an opportunity to promote your event to thousands of people a day. This two-sided message board combines the technology with an ideal location. Use it to communicate times, dates and important facts about your show to motorists and pedestrians traveling along the Front Street corridor.
- Skywalk signage – Take advantage of the opportunity to rent directional signage throughout Union station and the Skywalk while your event is underway. These signs direct attendees from Union station to both the North and South Buildings in a simple and easy-to-follow format.

### **Where is the marshalling yard?**

For our clients’ convenience, a marshalling yard has been established in close proximity to the MTCC (24 Bathurst St.) in order to facilitate move-in and move-out of events. All vehicles requiring access to the exhibit floor must first report at the marshalling yard at their scheduled time. The marshalling yard is provided to the client free of charge during move in and move-out days. Arrangements for vehicle storage during event days can be arranged through the docks department or your event coordinator.

### **How can I get a wheelchair onto a stage or head table?**

The MTCC has hydraulic wheelchair lifts for people with disabilities who need access to a stage area or head table. The lift is completely portable with self-contained wheels, and adjusts automatically and quietly to platform height.

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