



OPERATING GUIDELINES

2026-27

Welcome

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

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

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



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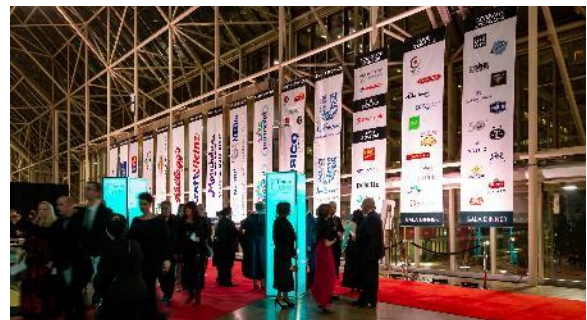
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Event Services & Suppliers

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

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IN-HOUSE SERVICES

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

BUSINESS CENTRE SERVICES

The Licensor's Business Centres are conveniently located on Level 300 in the North Building and Level 800 in the South Building. Services include photocopying, printing, outbound courier service, custom printing services (retractable roll-up banners, flyers, booklets, merchandise, posters, etc.), and a selection of office supplies and tools for purchase.

Contact: Business Centre **Email:** businesscentre@mtccc.com See rates on page [49](#).

CLEANING SERVICES



The Licensor provides exclusive cleaning and waste management services within the facility. Cleaning of meeting rooms, corridors, common areas, restrooms, show aisles, and food and beverage areas, are provided on a complimentary basis. Meeting rooms used as show offices are complimentary up to a maximum of four offices. For office needs greater than four meeting rooms, additional charges may apply. These charges are based on total square footage. Please ask your Event Manager for a quote.

Cleaning service charges will also apply to registration, feature areas, and interior booth cleaning. Feature areas include association booths, sponsor booths, show management booths, poster session areas, exhibitor lounges, etc. These services are exclusively provided by the Licensor and arrangements must be made as required by the event. Charges are based on total square footage. Please ask your Event Manager for a quote.

Additional cleaning service charges will apply to removal of event waste, recycling, crates, pallets, packing materials, lumber, and litter. The Licensee, through the Licensor's exclusive cleaning service, is responsible for all costs related to the removal of such material prior to event opening, during the event, and following move-out.

Exhibit booth interior cleaning is an exclusive service to the Licensor that exhibitors can order directly from our website: www.mtccc.com. The Licensee is responsible for ensuring their exhibitors and all exhibitor appointed contractors adhere to our interior booth cleaning exclusivity. Interior booth cleaning exclusive services include, but are not limited to mopping, vacuuming, dusting, emptying of wastebaskets, etc. Additional charges may be incurred to show management should exhibitors be found not in compliance with this exclusivity.

Refer to exhibitor forms (www.mtccc.com/exhibitors-forms-guidelines) or your Event Manager for rates. Also, see rates on page [50](#).

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

EXHIBITOR SERVICES CENTRE

The Exhibitor Services Centre is located on the Level 300 inside the Business Centre and provides a one-stop shopping experience for exhibitors. Your event will be assigned an Exhibitor Services Coordinator, who will work with each exhibitor as they prepare for the show at our facility and will act as

a liaison for all services provided by the Licensor and its partners. For additional information please see www.mtccc.com/exhibitors-forms-guidelines or contact the Exhibitor Services Centre at (416) 585-8387.



The Exhibitor Services team can assist with online ordering or last-minute needs at our on-site service desk. Please note that online ordering is available for parking, booth cleaning, Internet, telecommunications, docks parking, custom printing as early as six (6) months in advance to event move-in. Please visit www.mtccc.com/order for more details. Early bird discounted rates are available up to 14 days prior to the first contracted day.

FOOD & BEVERAGE SERVICES

The contemporary menu offerings from our food and beverage program represent the diverse and creative disciplines within our culinary and banquet teams. Wherever possible, our food and beverages are locally sourced, which ensures that we are incorporating the freshest produce into our menus, while supporting our local farmers and producers. The breadth of our team's capabilities allow for the service of an intimate fine dining experience as well as large volume buffets. Our menu offerings represent the culinary artistry that is brought to life in our in-house kitchens.

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

FOOD & BEVERAGE GUIDELINES

Exclusivity

The Metro Toronto Convention Centre (MTCC) retains the exclusive right to provide, control and retain all food and beverage services throughout the facility for events. All food and beverage items must be supplied and prepared by MTCC's Food & Beverage Department.

No food and/or beverage will be permitted to be brought into or removed from MTCC's facility by the licensee or any of the licensee's guests or invitees without the written approval of the Food & Beverage Department.

Menus

A knowledgeable catering representative will assist you in selecting the proper menu items and arrangements to ensure a successful event. We will require your menu selections and other details pertinent to your event are required to be submitted at least six (6) weeks prior to the first event move-in date. At this time, the set minimum food and beverage spend must be met. Current menus are available on MTCC's website at www.mtccc.com/food-beverage.

Prices

Prices quoted on our menus are net of 18% administrative charges and 13% Harmonized Sales Tax (HST).

An administrative charge (18%) will be added to your invoice for the catered event/function (or comparable service).

- 6.65% of the total amount of this charge is used to defray the cost of house expenses and will be maintained by the MTCC.

- 11.35% of the total amount of this administrative charge is distributed to employees providing the service including servers, bartenders and porters. Prices are subject to change without notice.
- Guaranteed prices will be confirmed 60 days prior to the event.

A surcharge of 15% applies to all menu items for functions scheduled on statutory holidays.

A list of holidays can be found on page [43](#).

Availability

In the event an order, item or items are not reasonably or readily obtainable on the open market or appears inferior to the quality standards, MTCC shall have the right to make substitutions.

Guarantees

A guaranteed number of attendees and/or quantities of food is required for all functions. Please submit to your Catering Manager:

- Preliminary number of guests four (4) weeks prior to the first function date.
- Minimum number of guests guaranteed no less than three (3) weeks prior to the first function date. If the number of guests guarantee are not received by this time, MTCC reserves the right to charge based on the preliminary numbers.
- A final number of guests guaranteed no less than two (2) weeks prior to the first function date. Reductions or cancellations are subject to full charges after this date.

Overset

MTCC does not provide for overset, over and above the guaranteed number of guests. The guaranteed number of guests or actual number of guests served (whichever is greater) will be charged.

Food Allergies and Dietary Restrictions

In the event that any of the guests in the Licensee's group have food allergies or dietary restrictions, Licensees are responsible to inform Licensor of the names of the guests and the nature of their allergies or dietary restrictions so that the necessary precautions can be taken when preparing their food. The Licensor requires an initial allergy and dietary list three (3) weeks prior to the function date. Final allergy and dietary list with the guarantee are required two (2) weeks prior to the function date. Upon request, Licensor undertakes to provide full information regarding the ingredients of any food served to your group.

The Licensor's Catering Manager will confirm the quantity of alternate meals required based on your dietary list. The Licensor will deduct this amount from the guarantee to determine the number of regular meals required. If at the time of service the number of alternate meals exceeds the number on the dietary list, additional meals will be charged at \$40.00 for lunch and \$60.00 for dinner.

Community Outreach

The MTCC team is passionate about sustainability and fighting hunger in the local community. To help those in need and reduce food waste, our Centre operates a food donation program that provides healthy food to local charities. These local charities include the Toronto District School Board's (TDSB) student nutrition program. The TDSB student nutrition program provides healthy, nutritious food to Toronto students who may not have access to healthy food at home due to circumstances beyond their

control. To date, our facility has donated over 537,000 meals to food rescue organizations in Toronto. Additionally, we partner with Toronto District Catholic School Board, Carol & Crew, and Second Harvest.

Please contact your Catering Manager to learn more about our food donation program.

Event Timelines

All buffet functions are based on a two (2) hour service time.

Minimum setup time for each function is 1.5 to 2 hours, depending on group size and locations.

Plated breakfast (starting at 6am) and lunches are based on a two (2) hour service time.

Plated dinner services are based on a 1 to 1.5-hour reception followed by a served meal. It is assumed that meal service would begin within 45 minutes of the reception end time. Service time is three (3) hours.

Minimum setup time for each plated function is two (2) hours.

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

Should a function start or end time deviate from the pre-approved timeline, additional labour charges will apply.

Alcoholic Beverage Service

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

- Hours of Operation: 9:00 a.m. to 1:00 a.m.;
- Alcohol is permitted in licensed areas only. Alcohol is not permitted on escalators or in elevators;
- A maximum of 2 alcohol drinks (single pour per drink) will be served to each patron at any one time;
- We reserve the right to limit the quantity of drinks sold;
- Drink ticket sales close 30 minutes prior to bar closing;
- MTCC and contract security guards will be required. Your Catering Manager will provide the necessary ratios;
- For ordering of non-list items, please speak with your Catering Manager.

John W. H. Bassett Theatre

Food and beverage is only permitted in the theatre with building approval. Requests must be submitted to your Catering Manager four (4) weeks prior to event. Only recyclable disposable ware will be used and hourly cleaning charges will apply.

Linen Service

MTCC provides in-house white linen for all hot meal functions based on final food & beverage guarantee numbers. Additional costs will apply for other meal functions, specialty linen and/or linens required for

meetings. Your Catering Manager can offer suggestions for your consideration and quote corresponding fees.

Cancellations

Any function cancelled within two (2) weeks of the function date, will incur 100% of the estimated charges. Please note, for any customized menu or specialty products/items, a longer window of cancellation may apply. This is determined on an event basis.

Payment and Deposits

Pre-payment of the FULL ESTIMATED CHARGES is required two (2) weeks prior to the first function date. Any further balance or additional charges incurred will be due one (1) week prior to the first function date. Payment may be made in cash, certified cheque, wire transfer, or e-transfer. For additions, a major credit card may be required as guarantee of payment of any replenishment or new orders requested during the event, pending arrangements with our Credit Department. Event pre-payments of less than \$10,000.00 can be processed by credit card. Credit card charges over \$10,000 is subject to a credit card administration fee of 2.4% of the total charge.

Retail Food Services

The availability of MTCC Retail Food Services is determined by the scope and structure of the overall Food & Beverage program. These retail offerings are designed to complement existing catering services and are not intended to serve as a substitute.

Food trucks are not part of the MTCC Retail Food Services program and are not permitted within the building.

If Retail Food Services is approved by the building, minimum daily revenue requirements will apply to all programs. These minimums are determined based on the details above.

Please contact your Catering Manager to discuss your Retail Food requests further.

Service Areas

We approach each event with care and consideration in the area it is being serviced. Your Catering Manager will act as your consultant to provide and recommend the appropriate service areas for your event. Your Catering Manager may recommend additional service areas that may be necessary to successfully execute a function in your unique space. Together, we will create a floorplan that best reflects the required size and locations for food services, as well as retail food outlet areas. The cost of draping associated with these areas is the responsibility of the Licensee.

Working together, all service areas will be indicated on your floorplan for final building approval. At this time, any additional requirements or fees will be communicated to the Event Organizer i.e. any draping for service areas. All preliminary food and beverage floorplans with service areas indicated are due six (6) weeks prior to first function date for building approval. Final food and beverage floorplans are due three (3) weeks prior to first function date.

Please refer to Audio Visual and Production section under Fire and Safety Regulations, page [21](#).

GUEST SERVICES

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

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

PARKING SERVICES



We offer dedicated, easy access to brightly lit and security-patrolled indoor, multi-level parking for guests. Special show management and exhibitor in/out parking passes are available for patrons requiring parking on a short-term basis (two or more consecutive days). With space for over 1,700 cars and available 24 hours a day, seven 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 See rates on page [54](#).

TECHNOLOGY & TELECOMMUNICATIONS SERVICES



Our team of data and voice technology specialists ensures you have access to advanced wired and wireless Internet, robust data-networking solutions, and traditional telephone services – including single- and multi-line phones, voicemail, and conference units. Our network infrastructure delivers the capacity and reliability needed to support a wide range of customer requirements.

Contact: Technology Services Department **Email:** technology@mtccc.com See rates on page [56](#).

TECHNOLOGY & TELECOMMUNICATION SERVICES GUIDELINES

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

Telecommunications services include but are not limited to:

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

Wired Internet service is available as either a shared or dedicated connection for the duration of the event. Shared Wired Internet provides a basic connection suitable for light-demand activities such as email and general web browsing. Bandwidth is shared among all users of this service, so speeds may vary depending on overall demand. It is not intended for high-demand or business-critical applications.

Each device accessing the internet using a shared wired connection, even if behind an approved router, requires the purchase of a per device access fee. Dedicated Wired Internet provides a private, high-performance network on a separate VLAN reserved exclusively for the client's event space. Bandwidth is not shared with other groups, ensuring consistent and reliable speeds throughout the event. Dynamic private or static public IP addresses are available to support advanced configurations. This option is ideal for streaming, product demonstrations, cloud applications, and other business-critical needs. Switches and cables can be rented from the Licensor or provided by the client to connect multiple devices. Routers and wireless access points are not permitted without prior approval.

Wireless Internet service is delivered through the Licensor's 802.11 a/n/ac/ax wireless network and is available as either shared or dedicated Wi-Fi service. Shared Wi-Fi provides Internet access for one device per access code for the duration of the show. It is intended for general use and light demand scenarios. As a shared service, performance may vary based on overall network demand. Each device accessing the shared Wi-Fi service requires the purchase of a unique wireless code, which is assigned by the Licensor's Technology Services team. Dedicated Wi-Fi service offers enhanced, reserved bandwidth on a separate VLAN optimized for reliability and predictable performance. It is suitable for event teams requiring consistent wireless connectivity for applications such as scanning, demonstrations, production workflows, or other business-critical functions.

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

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

There are two levels of attendee wireless Internet access (Wi-Fi) available at the Metro Toronto Convention Centre (MTCC) – Public Wi-Fi service and MTCC Attendee Wi-Fi service.

Public Wi-Fi service: This is a standard service that is available during all events. There is no cost to the show management or the attendees. The service is available in the common, public and pre-function spaces of both the north and south buildings and is delivered as a best effort service. It is not available in the meeting rooms, exhibit halls, or the John Bassett Theatre. Each user is allotted a download speed of 1 Mbps and an upload speed of 1 Mbps. The service is limited to Web browsing, e-mail and social media applications. User sessions are terminated after 3 hours of elapsed time but may be re-started immediately.

MTCC Attendee Wi-Fi service: This service is arranged and paid for by the event show management. **The MTCC Attendee Wi-Fi is not a wireless Internet buyout as it does not include event management or exhibitor access.** It is an additional service to allow event producers to provide their attendees/delegates with extended Internet access at no cost to the attendee. Attendees are considered to be people who come to an event and are not involved in the production of the event, program, or course such as show managers and staff, speakers, exhibitors, volunteers, and registration companies. This service is, however, available for use by exhibitors who only require casual Internet access (such as email, Internet surfing, social media, etc.). This service is not appropriate for exhibitors that are hosting business critical applications and requirements.

The cost is \$3.50 per attendee, per day. Based on peak daily totals submitted prior to event commencement, for each day the service is provided up to an event maximum charge of \$21,000.

- The count will be based on all attendees and exhibit booth personnel.

- The service will be available in meeting rooms (excluding rooms being used as event production offices), exhibit areas, the John Bassett Theatre (excluding backstage areas), and associated pre-function space booked by the client.
- The service will be activated in meeting rooms and pre-function spaces at the commencement of attendee registration or sessions and in exhibit areas when the exhibit portion of the event opens. It will not be available during move-in. The service will remain active for the duration of the event, not including the move out phase.
- Internet access for show management staff using that access to perform event production related functions, registration companies, and speakers is not included and will need to be ordered separately at standard rates.

The MTCC Attendee Wi-Fi network has an overall bandwidth of 1 Gbps (1,000 Mbps). Each user is allotted a download speed of up to 5 Mbps and an upload speed of up to 5 Mbps. Users are restricted from using Virtual Private Networks (VPN), Remote Desktop Protocols (RDP), peer to peer protocols, Network tools (SSH, Telnet etc.) and content deemed to be inappropriate by the MTCC acceptable use policy. Users requiring these services must purchase Production / Exhibitor Level Wireless Internet Access at standard rates.

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

The MTCC Attendee Wi-Fi service is optimized to be used by devices operating in the 5 GHz radio band (802.11 a/n/ac/ax). The service will be broadcast in the 5 GHz radio band and the 2.4 GHz radio band (802.11 g/n/ax) in the meeting rooms and pre-function spaces. The service in 2.4 GHz radio band is provided best effort due to the high levels of contention and interference present on the 2.4 GHz radio band. In the exhibition halls (A/B/C/D/E/F/G) the service will be available in the 5 GHz radio band exclusively.

Customization of the network name (SSID) and security code is available. WPA2 security codes are mandatory and must be a minimum of 8 characters in length. The optional login page can display the event or sponsor logo with users redirected to an event specified Web page. Note: Mobile devices may not redirect to web page and will directly connect to the Internet after login is complete.

This MTCC Attendee Wi-Fi service is suited for attendee general usage such as e-mail, social media and web browsing.

Attendance numbers will be submitted at least four (4) weeks prior to the event commencement. The MTCC reserves the right to make attendee count adjustments should the actual number of users be significantly different than stated attendance.

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

OFFICIAL EXCLUSIVE PARTNERS

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

ATM MACHINES

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

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

CHECKROOM SERVICES

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

Contact: Event Coordination Department **Email:** coordination@mtccc.com See rates on page [50](#)

ELECTRICAL / MECHANICAL SERVICES / DISPLAY LIGHTING



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

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

STAGING SERVICES



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

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

OFFICIAL PREFERRED PARTNERS

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

AUDIO VISUAL & SIMULTANEOUS INTERPRETATION SERVICES



Encore Canada, previously Freeman Audio Visual Canada, is a leading provider of event technology, staging, creative and production services.

We are proud of our position as the trusted, preferred on-site event provider of choice at more than 200 leading venues in Canada including hotels, resorts, and convention centres. As well, Encore has 23 Production Centres placed in strategic markets across Canada. Our production division is a full-service creative production company helping clients tell their stories around the world.

As the leading global event production company, Encore creates memorable event experiences that engage and transform organizations. Our unmatched depth of creative, production, and technology services support customers through every step in the event planning and management process. Our team of creators and experts activate events of all types – in-person, virtual and hybrid all over the world.

Services include:

Audio Visual Services

Creative Services

Flat Screen Displays

Interactive Technology

Exhibit Booth A/V

Mobile Applications

Live Streaming

Virtual Events

Hybrid Events

Video Capture

Video Conferencing

Presentation Management

Projection

Scenic Design and Décor

Simultaneous Interpretation

Social Media Technology

Special Events and Entertainment

LED Wall Displays

Contact: Encore **Email:** allan.yu@encoreglobal.com **Website:** www.encore-can.com

BULLFROG POWER



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

"Bullfrog-powering" an event is an easy way to reduce the event's emissions footprint, position the hosting organization's environmental leadership and appeal to environmentally conscious event attendees.

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

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

COMPUTER RENTAL SERVICES



With the convergence of I.T. and audio visual, Encore has added computer and peripheral rental services. Rental service offerings include Microsoft PC laptops and Apple laptops and iPads, monitors and large screen displays, printers, and technical support.

Contact: Encore **Email:** allan.yu@encoreglobal.com **Website:** www.encore-can.com

CUSTOMS BROKERAGE & TRANSPORTATION SERVICES



It is highly recommended that all Event Organizers use a customs broker for freight that requires shipping across the border. As the Official Customs* and Logistics provider for the Metro Toronto Convention Centre, GES is your convenient one-stop shop for all your exposition needs. With over 19 years of providing Customs* and Logistics services to the events industry, there are no geographical boundaries, shipment size or equipment requirements we can't handle. With a convenient on-site office, dedicated to Customs and Logistics, GES is well positioned to ensure a seamless cross-border or domestic shipping experience for your event freight.

*Customs brokerage services are provided by North American Logistics Services Inc.

Contact: GES Canada **Email:** torontocl@ges.com **Website:** www.ges.com/ca

GENERAL SERVICES CONTRACTOR & SHOW SERVICES



GES is a global full-service partner for live events producing trade shows, custom exhibit displays, corporate events, conferences, and entertainment experiences, offering all the services you'll need from start to finish.

Our consultative approach leverages our extensive live events knowledge and experience achieved only through working with clients of varying size from 2,500 to 2.5 million square feet.

We bring this broad-range of experience to you and guide you every step of the way from concept to completion through post show assessment and analysis.

Our comprehensive suite of services are aimed to simplify and enhance the entire experience for you, your attendees and exhibitors, delivering on our promise to be your preferred full-service provider for your live event.

Some of our most commonly provided services at Metro Toronto Convention Centre include floor planning and floor marking, graphic design and printing, sponsorship graphics, both print and installation, furniture and carpet rental, Installation and Dismantle labour services, material handling services and custom display builds.

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

FIRST AID SERVICES



As an industry leader, Corporate Event Nursing Services Inc. (CENS), is a preferred partner of the Metro Toronto Convention Centre (MTCC).

We specialize in providing professional, quality emergency and first aid Nursing services for the clients of corporate events.

Our experienced, highly qualified Nurses provide skilled assessments and interventions. These include emergency response, health assessments, health teaching, administering medications for various ailments and referrals on to further health care if necessary.

Our Nurses are diligent, professional and knowledgeable and you can feel confident that your guests will receive compassionate and outstanding care under our services.

Contact your Event Manager for details.

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

First Aid Services Guidelines on page [27](#). See rates on page [52](#).

SECURITY SERVICES



Executek International services commercial, industrial and residential clients across the Greater Toronto Area. Our services include professionally uniformed security officers, discreet security in suit and tie, asset protection, access control, crowd control, close protection services, admittance staff, mobile security solutions, executive protection, and other services typically performed by licensed security guards and private investigators.

Contact: Executek International **Email:** mtcc@executekinternational.com

Website: www.executekinternational.com

Security Guidelines on page [25](#). See rates on page [54](#).

GREEN PRACTICES

SUSTAINABILITY

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

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

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

Fire & Safety Regulations

Fire & Safety

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FIRE & SAFETY

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

The procedures and Licensee's responsibilities described herein are intended to expedite the necessary approval for conventions and trade shows. Approvals are required from both, the Licensor's Safety Compliance Manager and the Toronto Fire Department. The Licensor's Safety Compliance Manager can be reached at (416) 585-8249 or firesafetyreply@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.

AUDIO VISUAL AND PRODUCTION

- When overhead work is being done, the area is considered a construction zone and hard hats, high visibility vest and safety shoes are required.
- Floor supported drape lines must be sand bagged. Please see Pipe and Drape Safety (page [21](#))
- All service corridors, guest and food service entrances and exits are to remain clear of all obstructions, including floor run cables. Cables must be flown in these areas. Cable mats are NOT permitted.
- Illuminated exit signs are required if permanent signs are obstructed and draping is higher than 8'.
- All drape or fabric shall meet the requirements of CAN/ULC-S109, "Flame Tests of Flame-Resistant Fabrics and Films", NFPA-701 "Standard Methods of Fire Tests for Flame Propagation of Textiles and Films" or equivalent.
- No exit doors or fire hose cabinets are to be obstructed.
- Clear access is to be maintained to exhibit halls, concession stands, and restrooms at all times.
- Floor plans are to be submitted six (6) weeks prior to move-in. Floor plans that have extensive production or logistical components will be required earlier in the planning process.
- All special effects / pyrotechnics will require proper permits and pre-approvals from the City of Toronto and Toronto Fire Department. A fire watch and certificate of comprehensive general liability will be required.
- Dismantling of truss to commence one hour after the public has exited the premise in order for banquet and event services staff to clear and remove tables.
- Layout Storage Areas - Service contractor storage areas or "bone yards" shall be clearly marked if located on the exhibit floor or meeting room. They must be laid out per regulations: no larger than 900 square feet/ 30 feet x 30 feet blocks with 8 feet gaps between storage pod and no higher than 10 feet

EXHIBITS

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

Please note additional installation requirements below.

- a. Two-storey booths or double-deck booths require special approval from MTCC and the City of Toronto. Construction of double-decker booths and bleachers requires a temporary building permit from the City of Toronto - Building Permits Division. Show Management / exhibitors are responsible to ensure that the Licensor is aware of any two-storey booths and bleachers. The exhibitor and/or the design company are responsible for the collection of the building permit from the City of Toronto. A copy of the temporary building permit is to be forwarded to the Licensor's Safety Compliance Manager by email firesafetyreply@mtccc.com. It is suggested that initial contact with the Building Permits Division be initiated six (6) weeks in advance of the move-in dates. Two (2) complete sets of structural drawings must be complete and submitted indicating guards and handrails, details, etc. These drawings must include an Ontario Engineer's stamp.
- b. Drawings for permit must be submitted [online](#) to City of Toronto – Building Department.
- 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 emailed to the Building Inspector and the Safety Compliance Manager (firesafetyreply@mtccc.com).
- 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 more than 800 square feet of covered space must be equipped with a sprinkler system. For questions regarding the sprinkler system, please contact the Safety Compliance Manager at (416) 585-8249.

ELECTRICAL EQUIPMENT AND CONNECTIONS

Rule 2-022 of Ontario's Electrical Safety Code requires that all electrical equipment must be approved before it may legally be advertised, displayed, offered for sale or other disposal, sold or otherwise disposed of or used in the province of Ontario.

It is the responsibility of each exhibitor to ensure that all electrical equipment in, on, or about the booth comply with these requirements. This includes electrical merchandise as well as lighting and display equipment.

Electrical equipment is considered to be approved if it bears the certification mark or field approval label of an organization which has been accredited by the Standards Council of Canada to approve electrical equipment.

You may only display unapproved equipment at trade shows in Ontario or use it for demonstration purposes; you may not sell it. You must first get permission from ESA to show or to energize this equipment. Download the application forms "[Permission to Show](#)" and "[Permission to Energize](#)" from the ESA Website.

For further information, please visit: esasafe.com/electrical-products/product-approval-exceptions/.

EXHIBIT BOOTH PROTECTION PROCEDURES

Scope

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

The guidelines are applicable to:

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

Construction

All construction materials shall conform to requirements under the Ontario Building Code.

Required Permits

A temporary construction permit is required by the City of Toronto for all double-deck booths, tiered seating configurations, custom staging, structures that obstruct the facilities' sprinkler system, and any other structures identified by the Building Inspectors and the Licensor. Contact the Licensor's Safety Compliance Manager at (416) 585-8249 or firesafetyreply@mtccc.com for details. Building permits must be filed [online](#) to the City of Toronto – Building Department at least six (6) weeks prior to move-in.

For permit information, please contact:

General Inspection Voice Mail: (416) 338-0700

General Customer Service Inquiries: (416) 397-5330

When leaving a message please include a contact name and number, as well as your building permit number.

Exits

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

- Two means of egress are required from rooms, decks or platform areas where:
 - The intended occupant load of the floor area exceeds 60 persons;
 - The floor area exceeds 2,000 square feet;

- The distance from any point in the floor area to an aisle on the lower level or a stair from the upper deck exceeds 50 feet;
- If the platform or upper deck of a booth is enclosed or has visual obstructions higher than 42 inches above the floor of the platform or deck, then stairs from the upper deck should lead directly to an aisle.
- Stairs from a platform or upper level of a booth should meet the following requirements:
 - Be a minimum of 36 inches wide;
 - Stair risers shall be between 5 and 8 inches in height, and treads shall have a minimum run of 9 inches exclusive of nosing;
 - Curved or spiral stairs should not be used unless approved by the Licensor;
 - Treads and landings shall have non-skid finish or be provided with non-skid strips;
 - Handrails shall be provided on at least one side of every stair;
 - Handrails shall be located between 32 and 36 inches height.
- A guard rail at least 42 inches in height shall be provided around all raised floor conditions where the difference in floor elevation is greater than 18 inches. Guards may also be required at the sides of stairs at the discretion of the Licensor, based on a review of expected occupancy conditions.

Separation

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

Exhibit Booth Protection Criteria Guidelines

Guidelines for covered and double-decker booths that obstruct the facility's sprinkler system covered area are as follows.

Protection Criteria Guidelines – Table 1 Numeric References

	Less than 400 sq. ft.	400 – 599 sq. ft.	600-800 sq. ft.	Greater than 800 sq. ft.
Single Level Covered Booth	Portable Extinguisher 5lbs ABC	1. Fire extinguisher 2. Smoke alarm	3. Fire extinguisher 4. Smoke alarm 5. Fire watch	Sprinkler
Double Deck Uncovered (Building Permit)	Portable Extinguisher 5lbs ABC	1. Fire extinguisher 2. Smoke alarm	Same as above.	Sprinkler
Double Deck Covered (Building Permit)	Sprinkler	Sprinkler	Sprinkler	Sprinkler
Platforms	No protection	1. Fire extinguisher 2. Smoke alarm	No protection if perimeter enclosed.	No protection if non-combustible or if fire retardant wood and perimeter closed.

Protection Criteria Guidelines – Table 1 Numeric References

	Less than 400 sq. ft.	400 – 599 sq. ft.	600-800 sq. ft.	Greater than 800 sq. ft.
Platforms	No protection	1. Fire extinguisher 2. Smoke alarm	1. Fire extinguisher 2. Smoke alarm 3. Fire watch	Sprinkler

- Booth canopies not exceeding 4 feet in width do not require protection; canopies exceeding 4 feet in width will be reviewed individually;
- Fire watch is required / approved for special exhibits e.g., Mobile homes, tents over 74m² (600 square feet or greater) etc.

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

FIRE HOSE CABINETS

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

- 1 Hall Show = 2 fire hose cabinets
- 2 Hall Show = 3 fire hose cabinets
- 3 Hall Show = 5 fire hose cabinets

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

LAYOUT REQUIREMENTS

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

NON-FIXED SEATING

The following restrictions apply to non-fixed seating:

- Aisles leading to exits or cross aisles shall be provided so that there is a maximum of seven seats between any seat and the nearest aisle;

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

PIPE AND DRAPE SAFETY - WEIGHTED SANDBAGS OR EQUIVALENT REQUIREMENT

To maintain a safe environment for all guests and workers, weighted sandbags or equivalent are required on the bases to secure all pipe and drape poles positioned in high-traffic or sensitive areas within the MTCC. This includes, but is not limited to:

- Entrances to the public washrooms
- Openings for MTCC service entrances
- Guest-accessible zones
- Openings leading to fire exits
- West Ramp
- Con Hall (South side)
- Halls DE (South side)
- North Hall G towards truck elevator
- Main Lobby wind tunnels (Internal & Front Street)
- Bridge and it's adjacent areas

This measure is mandatory, and all installations must be inspected to ensure that appropriate weights are in place prior to event opening.

RAISED FLOORING

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

If people will be standing on raised areas, they must be non-hazardous and wheelchair accessible. Wheelchair ramps must be at least 3 feet wide (915 mm) with a maximum slope of 1:12 (a 6 inch rise would require a 6 foot run). Landings must be provided at tops and bottoms of ramps and must be at least 36 inches (915 mm) wide by 60 inches (1525 mm) and free of obstructions. Ramps must be curbed or guarded at their edges and surfaces must be firm and slip-resistant (if carpet is used, it must be unpadding, low pile carpet). There must be a ramp at every 100 feet. Raised flooring should not produce a tripping hazard. Edges of raised floors must be ramped or guarded sufficiently to prevent people from tripping or falling at the transitions. Exhibits 600 square feet or more must have a wheelchair access ramp.

SHOW APPROVAL PROCEDURES

Detailed floor plans are required for the exhibit hall and registration area or for special activities and exhibits scheduled in any public areas, including exhibits located in foyers, meeting rooms or ballrooms. Preliminary plans should be approved prior to confirming exhibit space sales to avoid unnecessary confusion later. Final plans must be approved by the Licensor's Safety Compliance Manager. These final plans must be submitted sixty (60) days before show move-in.

Properly scaled floor plans are to be submitted to the Licensor sixty (60) days prior to occupancy for review. The Licensee will be notified of problem areas and required modifications.

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

- Official name of the show, sponsoring organizations, dates and names of service contractors;
- Clearly indicated and dimensioned booth configurations and aisle widths;
- Readily determined primary entrance doors and emergency exits;
- Service desk locations. We ask that the Exhibitor Services desk operated by the Licensor be included with the other service desks in the plans;
- All floor ports be clearly marked;
- Retail Food Areas;
- Layout Storage Areas - Service contractor storage areas or "bone yards" shall be clearly marked if located on the exhibit floor. They must be laid out per regulations: no larger than 900 square feet/ 30 feet x 30 feet blocks with 8 feet gaps between storage pod and no higher than 10 feet;
- An indication of booth design (pipe and drape, hard wall, system, etc.);
- Temporary exhibit floor restaurants / cafes and their service areas;
- Layouts of all stage and seating areas, including aisles and seating arrangements;
- Clearly indicated access to restrooms, concessions areas and facility work areas;
- A clearly identified freight-free aisle;
- Layouts of all multi-level or covered booths or platforms per attached Licensor guidelines;
- Perimeter drape 8 feet high will require exit signs; any drape higher than 8 feet will require illuminated exit signs. Perimeter drapes are not to obstruct or impede exits, fire hose cabinets or the progress of exiting;

- 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.
- See Pipe and Drape Safety (page [21](#))

SHOW DISPLAYS

All show displays must meet the following requirements:

- All textiles used in, on, or around displays, shall meet the requirements of CAN/ULC-S109, "Flame Tests of Flame-Resistant Fabrics and Films", NFPA 701 "Standard Methods of Fire Tests for Flame Propagation of Textiles and Films" or equivalent;
- Aisles between booths shall be a minimum of 8 feet;
- All aisles shall lead directly to an exit or to a cross aisle that leads directly to an exit;
- The travel distance from any point in the floor area measured along the aisle to the nearest exit shall not exceed 100 feet;
- Dead-end aisles shall not exceed 20 feet;
- No displays or materials associated with any booth shall encroach into the 8-foot aisle width;
- Any enclosed showroom with an area in excess of 2,000 square feet or occupancy of 60 persons or more must have two means of egress that are as far apart as possible;
- Any booth with an area of 2,500 square feet or more must contain one fire extinguisher (5 lbs. ABC);
- If a fire hose cabinet is located in an exhibit space, it shall be the responsibility of the Show Manager or exhibitor, as the case may be, to provide access to such equipment, and if the view of such equipment is obstructed to provide designating signs;
- Any temporary booth that obstructs permanent fire exit signs may be required to provide alternate illuminated fire exit signs (powered by a battery pack) to conform to code;
- The Licensor reserves the right of prior approval for any use of the space situated north of the column line adjacent to the north glass exterior wall;
- Exhibits, displays, etc. must be located a minimum of 8 feet from the glass and are subject to aisle restrictions in order to meet fire and safety regulations.

SHOW SET-UP & DISMANTLING PROCEDURES

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

- Obtaining approval of the floor plan and approval for any special material, processes and equipment from the Licensor's Safety Compliance Manager before commencement of set-up;
- Directing truck traffic on the exhibit hall floor;
- Drivers must stand by their vehicles at all times;
- Loading and unloading of vehicles to be done in a controlled area;

- Ensuring trucks are not left idling while in building;
- Removal of all crates and packaging materials;
- Enforcing procedures during the set-up and dismantling of shows as set out in the exhibitors' regulations.
- See Pipe and Drape Safety (page [21](#))

SPECIAL EFFECTS

Show producers planning to have special effects such as pyrotechnics, open flame, etc. for any part of their event must receive prior approval from the Toronto Fire Department and the Licensor's Safety Compliance Manager. All requests for approval must be submitted three (3) weeks prior to the event. A special effects permit, a fire watch and certificate of comprehensive general liability insurance will be required. Fog machines, hazers and confetti guns must receive approval from the Licensor's Safety Compliance Manager. Fire watch (MTCC Security) will be required. Additional charges may apply.

STORAGE PROCEDURES

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

- Combustible materials and waste shall not be permitted;
- Materials shall not be permitted to accumulate in any part of an elevator shaft, utility ports, stairwells, fire escapes or other means of exit, or to obstruct access panels or fire protection equipment, including sprinkler control valves, fire hose stations, portable extinguishers and fire alarm stations;
- The clearance between an exhibit and a sprinkler head shall be a minimum of 36 inches;
- Each individual storage area must be laid out per regulations: no larger than 900 square feet/ 30 feet x 30 feet blocks with 8 feet gaps between storage pod and no higher than 10 feet;
- Wall clearance of 2 feet shall be maintained where stored commodities may swell or expand with the absorption of water;
- Access to the storage area will be limited to persons designated by the management of the Licensor or the Show Manager;
- Storage of loose scrap materials, packing materials, etc. is not permitted unless contained in sealed crates;
- Smoking is not permitted in storage areas or within the facility;
- Pallets will not be stored more than 4 feet high;
- Storage of propane or any other types of fuel is not permitted.

SECURITY

EMERGENCY PROCEDURES

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

ROOM SECURITY

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

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

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

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

SECURITY GUIDELINES

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

It is the responsibility of the Licensee to arrange for contract security to monitor access points to all contracted space, including access points to the show floor. Arranging for this security signifies due diligence on the Licensee's part to ensure access points to their contracted space are monitored for loss prevention, ingress/egress and to prevent those without appropriate Personal Protective Equipment (PPE) from entering the work/construction area. Additional security may be required depending on the type and level of activity. Contact your Event Manager for details.

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

Paid duty and traffic police officers must be booked a minimum of three (3) weeks prior to the event date. On a specific event need basis and such that there is direct contact with the Licensor's Security, paid duty police officers will require the use of two way radios. A quote will be provided to show management.

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

Approval will be based on:

- Verification of credentials of the contracted security agency. All agencies must be licensed to operate in the Province of Ontario. Contracted security agencies must adhere to the Licensor's insurance policies and management decisions;
- Analysis of the number of security personnel and paid duty police officers required. This information must be provided three (3) weeks prior to move-in. Each event will be evaluated separately by MTCC Security Management according to the nature of the event, area in use and consideration of other clients when determining requirements. Normal minimum security requirements for contracted show security are as follows:
 - Monitoring points of entrance and egress, including escalators / elevators;
 - Monitoring high-traffic public areas;
 - Monitoring locations where valuables are displayed or stored;
 - Armed personnel must have written permission from the Licensor's Security Manager prior to entering the facility;
 - Monitoring and/or controlling show / event lineups, including lineups outside of MTCC;
 - Monitoring room / building capacity;
 - Monitoring move-in/out to ensure proper PPE are being worn.

HEALTH & SAFETY

FIRST AID SERVICES GUIDELINES

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

Exhibit Move-In and Move-Out:

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

Event Attendance:

On-site medical staffing is highly recommended for events with an anticipated attendance of less than 800 people. Events with an anticipated attendance of 800 to 15,000 people per building per event day are required to have a minimum of one registered nurse or certified paramedic on-site. All events in the John W.H. Bassett Theatre are required to hire First Aid Services. Events with an anticipated attendance of over 15,000 people per building per day may be required to schedule additional health services. This is assessed based on the potential risk factor and specific health requirements. These are minimum requirements only. It is recommended that First Aid Services be present one hour prior to attendee arrival and one hour after the event has ended and must be scheduled at least ten (10) business days prior to the first contracted day.

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 teardown, medical personnel may be required on-site during these times as well.

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

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

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

- The non-official health care service provider must supply the Licensor with a certificate of insurance for \$5,000,000 of comprehensive general liability with the Licensor named as an additional insured and a cross-liability clause included;
- The non-official healthcare service provider must be on two-way radio with the facility's Security allowing instant communication during emergencies;
- Submit a detailed report of all accidents or occurrences to the facility's Security Manager;
- Provide the Licensor with a schedule of medical coverage;
- Set up a first aid room in the client's contracted space and adequately equip it at the client's expense.

HARASSMENT-FREE WORKPLACE POLICY

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

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

HEALTH PROTECTION & PROMOTION ACT

The Ontario Public Health Standards (OPHS) are published by the Minister of Health and Long-Term Care under the authority of the Health Protection and Promotion Act (HPPA) to specify the mandatory health programs and services provided by boards of health. Protocol has been developed to provide direction to boards of health to minimize the risk of contracting blood-borne and other types of infections during the delivery of personal services. The protocol applies to any facility, service, or person offering services where there is a risk of exposure to blood. This protocol also applies to special events such as trade shows, conventions etc. For further information, please visit: www.ontario.ca/laws/statute/90h07

OCCUPATIONAL HEALTH & SAFETY ACT

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

The constructor must provide a Notice of Project from the Ministry of Labour, Training and Skills Development, prior to starting projects that meet the standards set out in Section 6 (1) of Ontario Regulation Construction Projects, O. Reg 213/91.

A Notice of Project is required if:

- The project has a total cost of labour and materials expected to exceed \$50,000;
- The work is erection or structural alteration of a building more than two storeys or more than 7.5 meters high;
- The work is the demolition of a building at least 4 meters high with a floor area of at least 30 square meters

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

PERSONAL PROTECTIVE EQUIPMENT (PPE)

All exhibitors, service providers and Show Management personnel working on the show floor during move-in and move-out periods are required to wear approved Personal Protective Equipment (PPE), including CSA approved (or equivalent) safety shoes, high visibility vests, 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 Occupational Health and Safety Act, Ontario Regulation 213/91 – Construction Projects and Ontario Regulation 851/90 – Industrial Establishments. Contact your Event Manager for further details.

LADDER SAFETY

All exhibitors, service providers and Show Management personnel shall ensure all personnel using a ladder follow proper ladder safety, which includes:

- All ladders and subsequent usage shall meet the requirements under O.Reg. 213/91 – Construction Projects and amendment O. Reg. 345 /15;
- Inspecting each ladder before use (i.e., missing loose steps or rungs, loose nails, screws, bolts or nuts, etc.);
- Any defective ladders are to be tagged and taken out of service;
- Use the appropriate CSA Z11-12 approved ladder designed for the task and ladder user;
- Ladder shall be set up at the required angle by using the 4-to-1 rule, for every 4 feet (1.2 metres) up, place the base of the ladder 1 foot (0.3 metres) from the wall or upper support it rests against;
- Ensure personnel working at heights comply with all the local fall arrest and fall protection legislated requirements;
- Proper fall protection equipment (i.e. lanyard and safety harness) must be worn when working at heights over 3 meters (10 feet);
- Face the ladder when going up or down and when working on it;
- Keep the centre of your body within the middle of the side rails;
- Do not step on the top cap, top step or pail shelf;
- Do not use a chair or box as a makeshift ladder;
- Do not carry objects in hands while on a ladder. Hoist materials or attach to a belt; and
- Consider having another worker hold and support the base of the ladder when required.

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ACCESSIBILITY

The Licensors understand the importance of meeting the Accessibility for Ontarians with Disabilities Act (AODA) and the Americans with Disabilities Act (ADA), both of which attempt to eliminate barriers that affect persons with disabilities. For further information on our commitment to provide barrier-free facilities, please visit our website at www.mtccc.com/facility/accessibility.

ADVERTISING

Common Areas of the Facility

The common areas, also known as the pre-function space of the facility are open spaces, and may be shared by multiple events at the same time, as well as the public. Clients who are planning to offer sponsorship, advertising or commercial revenue generating opportunities within these spaces will require approval of all signage and creative artwork.

Paid advertising opportunities are available for the following:

- Escalator signage / advertising
- Glass railing decals
- Pillar Wraps
- Banners

Placement of any signs, advertisements, show bills, lithographs, posters or cards of any description to be posted or exhibited in public or common areas must have prior approval. The usage of directional signage in the pre-function space of the facility is not permitted, unless pre-authorized by the MTCC. The facility's permanent graphics, signs or displays may not be visibly blocked in any manner, nor temporary signs or decorations be attached to permanent building graphics. Signs, banners and similar materials may not be nailed, stapled, hung or attached to ceilings, walls or other surfaces. Exterior signage and banners may not be fastened to the building superstructures. Temporary exterior directional information, shuttle bus signs, etc., must be approved in advance. Handwritten signs are not permitted in public areas. All sign placement must adhere to fire regulations. Material used for signage must be fire retardant. For additional information, please speak with your Event Manager.

ANIMALS

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

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

Black drape is available for installation along the Level 300 glass window. This enables organizers to provide audio-visual enhancements for events such as meetings and productions in a darkened hall. Black-out drape installers are exclusively supplied by the Licensors. Contact your Event Manager for further details. Also, see rates on page [49](#).

CAPACITY

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

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

DECORATIONS

The following materials require prior authorization:

- Helium balloons, glitter and confetti
- Decals on floors, escalators, windows, walls and pillars.
- Installation of temporary floor coverings on the facility's carpet requires approval. This process can cause damage to the carpet and potential tripping hazards.

All requests, including process, type of tape or adhesive is subject for review and approval by the Licensor in advance. Ultimately, show management assumes full responsibility for potential damages and liability.

DELIVERIES

Exhibitors / Show Management

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

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

Corporate Meetings

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

DIGITAL SIGNAGE

Reach your audience with your message!

Digital display units are positioned in high-traffic areas within and surrounding the Metro Toronto Convention Centre to conveniently provide event attendees with engaging information on your event.

We're offering extensive digital opportunities to not only further brand your events but to also allow your sponsors to reach your audience. In turn, your attendees will be more engaged with your event messaging as the visually enhanced screens provide countless ways to entertain, educate, and inform.

Both our north and south buildings have large scale digital walls in high traffic areas to provide high impact event branding and sponsorship opportunities. This is in addition to two exterior LED marquee screens, 30 general-purpose signs, and 70 plus meeting room signs.

Create more holistic experiences through our digital sign capabilities for both your attendees and sponsors at your events with our visually appealing digital walls. Adding engaging imagery and animation to your event or conference livens up your brand and elevates the entire experience.

To discuss your signage ideas and advertising opportunities, please contact the Digital Media and Signage Manager at digitalmedia@mtccc.com or (416) 585-8124 for more information.

Please see our website for more information www.mtccc.com/digital

ESCALATORS & ELEVATORS

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

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

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

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

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

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

EVENT PERSONNEL

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

All exhibitor service providers and Show Management personnel working on the show floor during move-in and move-out periods are required to wear approved Personal Protective Equipment (PPE),

including CSA approved (or equivalent) safety shoes, high visibility vests, 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 Occupational Health and Safety Act, Ontario Regulation 213/91 – Construction Projects and Ontario Regulation – 851/90 Industrial Establishments.

Standard working hours are 0700h – 2300h. For all show service provider, exhibitor or stage hand personnel working past standard business hours, a supervisor is required to be in charge and responsible for reporting to the Licensor's Security Office the approximate working hours of the crew.

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

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

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

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

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

FACILITY INSPECTION

A facility inspection will be conducted on the first day of occupancy with a facility representative for the Licensor and authorized personnel representing the Licensee. The intent of the entry and exit facility inspection is to fairly assess the condition of the contracted space. The Licensee will be responsible for ensuring the facility space is returned in the same condition upon exit. The Licensor and the Licensee will mutually inspect the space at the end of the occupancy period. The Licensee will be responsible for the cost of any repairs, replacements or cleaning.

FLOOR PLANS

Floor plans of the meeting rooms, exhibit halls and the John W. H. Bassett Theatre are available in PDF; rigging diagrams and floor levels are also available in PDF and CAD formats at www.mtccc.com/find-my-space. 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.

FREIGHT DELIVERY

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

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

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

GRATUITY

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

HOURS OF OPERATION

Operating hours are subject to daily business demand. 24/7 access is available through the North Building parking entrance Level 4A and Front Street just west of the main lobby.

INSURANCE

In accordance with the License Agreement, the Licensee at its own expense, shall provide to the Licensor not later than 60 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.

In order to protect clients, guests, staff and facilities of Metropolitan Toronto Convention Centre Corporation, it is our policy that contractors and all sub-contractors performing services for clients who have contracted space from the Centre provide the same coverage as the Licensee.

The contractor covenants and agrees to indemnify and hold harmless Metropolitan Toronto Convention Centre Corporation 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 contractor, its officers, employees, agents or anyone for whom the contractor is legally responsible.

The contractor acknowledges that its equipment and property at the Convention Centre is not protected by insurance against fire, theft, vandalism, etc. by the Convention Centre and the protection of such is the responsibility of the contractor.

For additional information, please refer to your License Agreement.

LOST & FOUND

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

MOTORIZED VEHICLES

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

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

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

Vehicle fuel tanks containing fuel or propane shall be less than $\frac{1}{4}$ 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, gas caps must be taped shut.

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

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

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

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

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

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

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

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

MOVE-IN/OUT PROCEDURES

As part of the License Agreement, the Licensors will provide labour to staff the loading docks during move-in and move-out for a maximum 12 consecutive hours between the hours of 0700h and 2300h daily at no charge. Beyond these hours, during move-in and move-out, labour rates will apply.

Should the loading docks need to be staffed for deliveries, shuttle service or for any other reason during show dates, labour charges will apply (4-hour minimum).

The Licensee will be required to submit a detailed move-in and move-out schedule to your Event Manager, not later than 3 weeks prior to the first move-in day. The schedule should include the move-in/out schedule for the general services contractors, exhibitors, show management deliveries and freight shipments. This information will also be used to create the Move-In & Out platform using our Loading Dock Management System, Voyage Control. Adjustments to the schedule within 72 hours prior to move-in may incur additional labour charges.

Move-in/out schedule is subject to the final approval of MTCC management. MTCC reserves the right to limit allotment of dock space and/or dates/times based on MTCC operational needs.

MOVE-IN/OUT METHODS

The Licensors does not permit the movement of freight, equipment, materials, etc. via the main public entrances, the passenger elevators or escalators. To assist in the move-in and move out process, the MTCC has launched a partnership with the online logistics firm, Voyage Control. The online tool eliminates travel time by allowing exhibitors to easily reserve a dedicated time slot for unloading materials in the loading docks. Exhibitors will report directly to the MTCC loading facilities at their scheduled booking time. Please speak with your Event Manager for additional information.

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

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

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

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

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

To further assist in the move-in/out process, a marshalling yard has been established at 130 Horner Avenue, Etobicoke. The operation of the marshalling yard is only based on event needs. Please speak with your Event Manager as additional labour may apply.

MUSIC

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

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

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

Re:Sound collects royalties on behalf of artists and record companies pursuant to tariffs certified by the Copyright Board of Canada. Tariff No. 5, Use of Music to Accompany Live Events (2008-2012) was certified by the Copyright Board of Canada on May 26, 2012. Tariff 5 (Parts A - G)** outlines when and how businesses are required to obtain a license from Re:Sound for the use of recorded music to accompany live events. See rates on page [53](#).

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

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

PROHIBITED ACTS & MATERIALS

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

Prohibited actions are as follows:

- In general, wall surfaces (including drywall, wood, fabric, vinyl wall covering) are not to have anything attached to them by tacks, pins, tape or by any other means;
- The drywall / tile grid ceilings are not to have anything suspended from them by any means, nor should any person other than an employee of the Licensors access the lay-in tile system for any purpose;
- During move-in/out periods, the Licensee must ensure all contractors respect the wood entries at each meeting room. When possible, all loading activities are to be directed through the entry least likely to suffer damage, and if required, protective measures taken;
- When specific approval has been given for the movement of large or heavy items over the carpet areas (vehicle, display, forklift), the carpet must be covered by a protective plastic sheet;

- Use of any part of the facility for lodging or sleeping;
- Taking up a collection in public areas or allowing peddling or soliciting;
- Causing or producing any unusual noxious or objectionable smoke, gases, vapours or odours, objectionable noises, smells or lights in the facility;
- Drilling holes, driving nails, hooks, screws, tacks or making any alterations to any part of the facility or its equipment;
- Use of helium balloons as a give-away item (approval required for use of helium balloons as part of a fixed display);
- Committing any nuisance or knowingly doing or permitting anything that may result in the creation or commission of a nuisance, or annoying, harassing or interfering with users of any part of the facility;
- Doing or permitting anything that may interfere with the effectiveness or accessibility of utility, heating, ventilation, escalators, electrical, plumbing, gas, compressed air or air conditioning systems, or portions thereto in the facility, or interfering with free access to adjacent public areas or to adjoining streets or sidewalks;
- Allowing articles or permitting any acts within the facility that conflict with the rules of the Toronto Fire Department or any relevant governmental authority, which will render void or increase the premiums on the insurance policies held by the Licensor. Damaging or defacing any part of the facility, or permitting anything to be done by their agents or employees by which the facility may, in any manner, be damaged, marred or defaced.

PUBLIC AREAS

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

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

QUIET ENJOYMENT

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

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

QUIET ROOM

The Quiet Room located on level 600 by the South Parking entrance is available for use for your event visitors, staff, and volunteers. The room is 14' x 15' and has varied seating options (rocking chairs, yoga mats, and an exercise ball), dimmable lights, dimmable light display, and the ability to play white noise.

There is a 3-stream waste receptacle for: waste, paper recycling, and mixed recycling (glass, plastic, and metal).

Usage of room

Activities permitted in the Quiet Room include:

- Meditation
- Decompression/resting
- Stretching
- Prayer
- Eating for medical reasons (ie. Diabetic needs)

Activities not permitted in the Quiet Room include:

- Talking loudly
- Playing music/videos/podcasts out loud
- Taking videos or photos
- Changing clothes
- Drinking alcohol

The above lists are not exhaustive. Please be quiet and respect the space and others.

Occupancy

For the comfort of guests, we recommend 2-4 occupants at a time. This protects personal space.

Setting room up

If you would like to have use of the space, please let your event manager know.

Type of Access Available	
Card access only (recommended)	A staff member/volunteer with your event will be given an access card and can let in users. The staff member/volunteer should remain by the room during the event.
Open to all guests (not recommended)	If this access is chosen, you will be required to hire third party security to stand outside the room in case of issues.

RIGGING INSTALLATION

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

- Production schedules and rigging plots are required four (4) weeks prior to the event date and are subject to approval by the Event Manager at coordination@mtccc.com (416) 585-8199. The only acceptable format for rigging plots is CAD, that is provided either by Licensor directly, or it is downloaded from our [website](#). For rigging approvals, the same CAD drawing converted to PDF format is sufficient.
- Production schedules should specify move-in (set-up) and move-out (tear down) strategies and detail the number of people scheduled.
- Rigging plots to include all trusses, motors / chain hoists, A/V equipment, cabling and any other equipment flown from roof. Each drawing must include **total weight** hanging from ceiling and **each individual rigging point load** indicated adjacent to each rigging point. It is important that **both values** are provided.
- Locate the official rigging templates in the Exhibitor package, or download from www.mtccc.com/find-my-space for use in creating the rigging plots. These contain current information, hanging point capacities as well as other loading criteria and parameters.
- Rigging from air ducts, drop ceilings or other unrated material is not permitted.
- If a rigging plot is determined to deviate from the established Loading criteria and parameters, it will be rejected and returned for revisions.
- In the case of a special rigging arrangement, and/or when a rigging plot cannot be reduced to meet the criteria, the Licensee can request it be submitted to the Licensor's third party structural engineering firm for further analysis and final decision. Typically, the fees for this work are between \$2,500 and \$10,000, which will be added to the account of the Licensee, and if the engineers provide clearance then it will be approved. In this case, the engineers also will perform an on-site inspection of the rigging in progress.
- Revisions to production schedules and rigging plots are required on an ongoing basis. If changes are necessary, the Licensor will deliver notification immediately.
- The name and cell phone number for the on-site person who is responsible for the move-in and move-out procedures is required.
- All service corridors and food service entrances / exits must remain clear of all obstructions, including floor run cables. Cables must be flown in these areas.
- During rigging and any overhead work, all staff are required by the Ontario Ministry of Labour to wear Personal Protective Equipment (PPE), which consists of hard hats and safety shoes.
- Dismantling of truss will commence one hour after the public has exited the premise in order for banquet and event services to clear and remove tables.
- All rigging hardware and hoists provided by the event supplier must have approved ratings and up to date certifications.
- All manual hoists such as chain falls require a steel safety bypassing the hoist.

Special Room Conditions:

John Bassett Theatre

- Please refer to John Bassett Theatre Guidelines, on page [46](#).

Constitution Hall (Meeting Rooms 105, 106, 107)

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

Exhibit Halls A, B, C

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

Meeting Room 718

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

Exhibit Halls D, E

- Rigging is performed via boom lift.

Exhibit Halls F, G

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

SET-UP – MEETING ROOM

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, lectern, room posting, water at speaker's table and self-service water stations in the rooms. For non-standard setups (offices, registration, exhibits, speaker ready room, etc.), equipment rental, cleaning and labour charges may apply. The Licensor's Event Manager assigned to your event will assist you through the finer details of the room sets, equipment inventory, signage and labour requirements.

An inventory list of tables, chairs, risers and other equipment can be made available through your Event Manager. Events occupying one entire building will have full access to equipment in that building.

Events occupying both buildings will have full access to inventory of equipment in each building. Should your events require movement of equipment between buildings, labour charges will apply. If additional equipment is required above our inventory, labour and rental charges will apply.

Meeting room set-up and program requirements including floor plans are required six (6) 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. Onsite changes to room sets are subject to approval and potential premium labour charges may apply.

SMOKING POLICY

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

STATUTORY HOLIDAYS

Statutory holidays are as follows: New Year's Day (January 1), Family Day (third Monday in February), Good Friday, Easter Monday, Victoria Day, Canada Day (July 1), Civic Holiday (first Monday in August), Labour Day (first Monday in September), National Day for Truth and Reconciliation (September 30), Thanksgiving Day (second Monday in October), Remembrance Day (November 11), Christmas Day (December 25) and Boxing Day (December 26).

MTCC is a Crown Corporation and an Agency of the Government. The corporation follows the official holidays outlined by the Province of Ontario. The government may implement new holiday dates in the future, and we will notify customers accordingly. As such, MTCC will reserve the right to apply a holiday rate should work be required or commence on a designated or statutory holiday.

STORAGE

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 Licensors' Safety Compliance Manager.

TAPES & ADHESIVES

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

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

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

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

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

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

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

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

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

TAXES

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

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

TEMPERATURE

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

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

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

TICKET SALES

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

The Licensee agrees to provide the Licensor a minimum of fifty complimentary tickets per day for consumer shows and six complimentary tickets per performance in the John W. H. Basset Theatre.

Use of such complimentary tickets shall be at the Licensor's discretion and must be delivered to your Event Manager two (2) weeks prior to the event.

Ticket takers and ushers can be provided by the Licensor at the expense of the Licensee. Refer to rates on page [58](#).

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

UNION JURISDICTION

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

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

The Licensor recognizes Labourers' International Union of North America, Local 506 as the exclusive bargaining agent for Licensor departments providing the following services: cleaning services, docks, event services, food and beverage and parking. Encore Canada has an agreement with International Alliance of Theatrical Stage Employees (IATSE) and GES has an agreement with Local 506. The Licensor recognizes the Labourers' International Union of North American Local 3000 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.

WATER STATIONS / WATER SERVICES

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

Note: complimentary water stations are not provided on the show floor for trade or consumer shows. If required, charges will be assessed based on specific requirements. See rates on page [58](#).

John W. H. Bassett Theatre Guidelines

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

THEATRE GUIDELINES

1. The Licensors have appointed SHOWTECH Production as the exclusive Staging Contractor in the John W. H. Bassett Theatre. This exclusive agreement calls for the Contractor to supply, at the Licensee's expense, a Theatre Coordinator and crew who are to be on duty during all occupancies in the Theatre. This person's duties will include but not be limited to:
 - a. Ensuring that all productions are presented according to safe and accepted staging techniques, applicable codes, rules, and regulations in the highest standards of the Licensors.
 - b. Schedule, supply, and supervise all crews, ensuring maximum co-ordination and cost efficiency.
 - c. Prepare all payroll and invoicing information for the Licensee for all crew, equipment and Production Stage Management services supplied for the production.
 - d. Review all production schedules, set and lighting drawings.
 - e. Liaise with Licensee staff, crew, and facility while supplying all necessary pre and post-production services to ensure cost efficient supply of services.
 - f. Be present during all production meetings, all production hours, pre and post occupancy inspections of the Theatre and meetings to ensure Licensee needs are met.
 - g. All of the above services are supplied and any of the chargeable services will be invoiced to the client on an hourly basis.
2. Copies of floor plans, rigging and lighting plots should be submitted to the SHOWTECH Production Coordinator two (2) weeks prior to the move-in date. Please forward any changes as these changes occur.
3. Event security is mandatory, and Executec International is the exclusive security supplier for the theatre and must be contacted during your planning process.
4. Security and usher schedules must be submitted to the Event Manager three (3) weeks prior to the move-in date.
5. First Aid Services are mandatory for all events in the Theatre and must be confirmed with your Event Manager a minimum of ten (10) business days prior to the event.
6. Stage scenery or equipment erected or stored on the stage requires prior approval from the SHOWTECH Production Coordinator and your Event Manager.
7. The Licensors are not responsible for any technical requirements of the production.

8. Only authorized personnel are permitted in the Licensor's sound room.
9. The stage and surrounding areas must be left clear of all obstructions after every performance during and after the run.
10. Details of any special effects (i.e. Pyro, fog, smoke and haze) must be approved prior to the event by your Event Manager. Any pyro special effects will require a permit from the Toronto Fire Department.
Note: Fire watch will be required and can be arranged through your Event Manager.
11. Changes to any of the permanent seating is not permitted.
12. The Theatre is to be returned to its original condition. The Licensor will charge the Licensee for any additional cleanup as well as any damages.
13. The use of the freight elevator must be authorized by the Licensor and operated only by a qualified operator.
14. Production equipment must be moved through designated service areas and not through dressing room areas or passenger elevators.
15. All Licensor's Rules and Regulations are applicable to all users of the Theatre.
16. Absolutely no attaching or affixing to the stage floor. Only low tack cloth gaffer tape is permitted.

Rates

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

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AUDIO VISUAL

An Encore 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 \$200.00
- Constitution hall and/or exhibit halls \$200.00
- Provision of audio feeds and/or recording connection upon consent of speaker(s) and/or organizer.
- Additional charges may apply depending on event needs
- Mandatory Encore sound technician 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.

BLACK-OUT DRAPE – NORTH BUILDING EXHIBIT FLOOR

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

- Exhibit Halls A or B \$11,000.00 (installation time 24-hrs)
- Exhibit Halls A and B \$22,000.00 (installation time 48-hrs)
- Exhibit Hall C \$11,000.00 (north side - installation time 24-hrs)
- Exhibit Hall C \$22,000.00 (north and east side - installation time 48-hrs)

BUSINESS CENTRE SERVICES

Business Centre rates are as follows:

- Outbound courier service: \$40 handling fee, plus applicable FedEx charges, for the first four boxes. Additional charges apply for more than four boxes.
- Photocopy / Printing Rates (available in colour or black and white):
 - Single-sided: \$0.30 - \$1.00
 - Double-sided: \$0.35 - \$1.50

Other services available: Office supplies, custom printing services (retractable roll-up banners, flyers, booklets, merchandise, posters, etc.), tools, and document scanning.

Please note charges apply.

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

CHAIRS

When an exhibit hall (A, B, C, D, E) is rented as a meeting room, a set-up charge does not apply for the first 2,000 chairs per hall. Over and above 2000 chairs the rental charge per chair is \$2.50.

Additional chair rental rates are as follows:

- For exhibit halls not used as a meeting room, \$6.00 per chair per event, which includes set up.
- For official contractors, burgundy stacking chairs are \$6.00 per chair for a maximum of five days, which includes delivery and pick up only.
- Additional rental or specialty chair rental: chair rental + 15% set-up charge.

CLEANING

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

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

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

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

COAT CHECK SERVICES

- \$5.25 per item checked, including HST – cash or host.
- \$445.00 plus HST labour charge to set up a satellite coat check other than the Building's permanent coat check areas (on Level 100 in the North Building, or Level 600 in the South Building).
- Checkmates Coat Check Services' operating season is approximately October 1-April 30, and is not operational during summer months. If service is required during the closure or summer months, arrangements can be made. During the summer months, a guaranteed revenue of \$32.00 plus HST per hour per employee (minimum four hours per employee) is required. Labour charge on statutory holidays is \$44.00 plus HST per hour per employee (minimum four hours per employee).
- A minimum revenue of \$445.00 plus HST per event day must be met in order to open coat check (\$502.00 plus HST on a statutory holiday).
- Cash Coat Check Service - Checkmates will deduct the revenue collected from the minimum revenue required and the client is charged the difference.
- Host Coat Check Service – the daily minimum required is \$445.00 plus HST per day. If the minimum revenue is not met, the client will be charged \$445.00 plus HST per day. If the daily minimum revenue exceeds \$445.00, the client will be charged the total hosted amount of items checked is at \$5.25 (per item including tax).
- Additional charge of \$137.00 plus HST per hour will apply to keep a coat check open longer than posted 12 hours.

COAT RACKS

Coat racks are available from Checkmates at \$71.00 plus HST.

DANCE FLOOR (3' X 3' SECTIONS)

A labour charge for dance floor installation will be assessed according to the function.

Please note that due to safety reasons, under padding is required for dance floors installed on concrete in exhibit halls. Licensee is responsible for all arrangements and associated costs to provide under padding.

DOCK LABOUR

As part of the License Agreement, the Licensor will provide labour to staff our docks during move-in and move-out for a maximum of 12 consecutive hours between 0700h to 2300h daily at no charge. Beyond these hours, during move-in and move-out, premium labour rates will apply.

Should the docks need to be staffed for deliveries, shuttle service or for any other reason during show dates, labour charges will apply (4-hour minimum).

ELECTRICAL

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

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

ELEVATOR OPERATORS

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

EVENT WASTE MANAGEMENT

The following waste management fees apply:

- \$825.00 per ¼ bin of recyclable material (based on a 40 cubic yard compacted waste bin)
- \$975.00 per ¼ bin of non-recyclable materials (based on a 40 cubic yard compacted waste bin)

FIRST AID SERVICES

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

- Shared services, regular time\$59.00 per hour
- Dedicated services, regular time.....\$82.00 per hour
- Shared services, statutory holiday\$86.00 per hour
- Dedicated services, statutory holiday\$124.00 per hour

FORKLIFT RENTAL

- \$225.00 per day
- \$525.00 for a minimum 3-day rental within a 5-day span
- Propane – \$54.00 per tank (this may change depending on market value of propane)

LABOUR

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

- Regular time\$73.50 per hour
- Premium time (2300 – 0700h)\$98.00 per hour
- Statutory holiday\$132.00 per hour

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

LINEN SERVICES

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

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

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

MUSIC

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

Tariff 8 Rates		
Capacity	Without Dancing	With Dancing
1–100 ppl	\$22.06	\$44.13
101–300 ppl	\$31.72	\$63.49
301–500 ppl	\$66.19	\$132.39
Over 500 ppl	\$93.78	\$187.55

Re: Sound Music Licensing Company

Tariff 5 (A - G) Rates		
Capacity	Without Dancing	With Dancing
1–100 ppl	\$9.25	\$18.51
101–300 ppl	\$13.30	\$26.63
301–500 ppl	\$27.76	\$55.52
Over 500 ppl	\$39.33	\$78.66

NON-CONTRACTED OCCUPANCY RATES

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

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

Non contracted occupancy rates are as follows:

- Exhibit Halls A, B, C, F, G\$465.00 per hall per hour
- Exhibit Halls D, E \$690.00 per hall per hour
- John W. H. Bassett Theatre\$165.00 per hour
- Level 100, 200, 500, 600, 700, and 800 Pre-function\$165.00 per hour
- Level 200, 600 Registration Areas\$165.00 per hour

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

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

PARKING PASS

- Show management parking pass
(2 consecutive days or more) \$18.00 per day, per pass (inclusive of tax)
- Show management parking pass
(1 day pass) \$19.00 per day, per pass (inclusive of tax)
- Exhibitor “Early Bird” discounted* parking pass
(2 consecutive days or more) \$19.00 per day, per pass (inclusive of tax)

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

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

Please note that parking passes are non-refundable.

PODIUM

One podium per standard meeting room is complimentary. Additional Podiums in meeting rooms are \$60.00 each.

Podiums used on the exhibit floor and in other areas are \$60.00 each.

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

- \$0.92 per square foot per day

REMOTE LIGHT CONTROL

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

ROPE & STANCHIONS

- \$27.00 per stanchion, based on availability.

POLICE PAID DUTY

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

- Constable (all classifications) \$94.50/hr (minimum \$283.50)
- Sergeant (when in charge of 4 or more police officers) \$107.10/hr (minimum \$321.30)
- Staff Sergeant (when in charge of 10 or more police officers) .. \$117.60/hr (minimum \$352.80)

Note: Paid duty officers may be required as traffic monitors on Front Street at the West Ramp, or Lower Simcoe Street at the South Ramp or the south truck elevators during move-in and move-out

to ensure the safety of pedestrians and all vehicular traffic, including show vehicles. Any paid duty police working events that have alcohol service, a minimum of one Constable and one Sergeant must be hired where deemed necessary.

Security paid duty police officers must be booked a minimum of two (2) weeks prior to the event date.

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

KEY CARD REPLACEMENT

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

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

Key card replacement – to ensure that key cards / hard keys are returned to the Licensor in a timely manner, a service charge of \$75.00 plus HST will be applied to Show Management for each key card / key that is not returned within a seven (7) day grace period from the time move-out is complete.

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

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

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

- For meetings of 50 persons or less, stages not recommended;
- For meetings of 50 persons or more, there is no charge for risers occupying 3% of the square footage of the meeting room, based on inventory and availability;
- For exhibit halls, six risers per hall are provided complimentary when the hall is booked for meetings only;
- For Constitution Hall, six risers are provided complimentary when the hall is booked for meetings only;
- For John W. H. Bassett Theatre, six risers are provided complimentary;
- Additional risers are available for rental at a charge of \$110.00 per unit including labour.

STORAGE

- Show management trailers may be stored in the docks for \$85.00 per day.
- Additional storage in the Building for non-contracted space is available for \$0.45 per square feet per day with a minimum charge of \$200.00

TABLES

There is no charge for standard meeting room set-up which also includes one registration table. Additional tables for non-standard set-ups are available at the following rates (please note that linen is not included with table rental):

- \$32.00 per 4-foot table
- \$40.00 per 6-foot table
- \$45.00 per 8-foot table
- \$45.00 per 66-inch round table
- \$80.00 per bistro table with 4 chairs
- \$85.00 per cruiser table

TELECOMMUNICATION SERVICES

Phone Service:

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

INTERNET SERVICES

Shared Wired Internet Service:

A basic wired connection intended for light-demand use, where bandwidth is shared among all users and speeds may vary based on overall demand.

Wired Internet - Shared Service	1 Day	2 Day	3 or more Days
First Shared Wired Internet Connection	\$500	\$750	\$995
Additional Shared Wired Connections (limit of 4)	\$90	\$130	\$175

Dedicated Wired Internet Service:

A private, high-performance wired connection with exclusive bandwidth on a separate VLAN, delivering consistent speeds suitable for streaming, demonstrations, cloud applications, and other business-critical needs. The Dedicated Wired Internet Service offers networking and internet to a group of devices. The number of devices a tier of Dedicated Wired Internet Service can reliably accommodate depends on the bandwidth requirements of the devices attached and the number of concurrent connections. For help with determining the proper tier of service for your event needs, contact the MTCC Technology Services Department.

Wired Internet - Dedicated Service	1 Day	2 Day	3 or more Days
10 Mbps	\$1,125.00	\$1,690.00	\$2,250.00
30 Mbps	\$2,775.00	\$4,175.00	\$5,550.00
50 Mbps	\$4,475.00	\$6,725.00	\$8,950.00

Wired Internet - Dedicated Service	1 Day	2 Day	3 or more Days
100 Mbps	\$7,250.00	\$11,000.00	\$14,500.00
500 Mbps	\$20,000.00	\$30,000.00	\$40,000.00
1 Gbps	\$24,750.00	\$37,125.00	\$49,500.00

Each additional dedicated network location installation will be charged a fee of \$500.00

Shared Wireless Internet Service:

A general-use Wi-Fi connection that provides Internet access for one device with performance that may vary based on overall network demand.

Wireless Internet - Shared Service	1 Day	2 Day	3 or more Days
First Shared Wireless Connection	\$225	\$350	\$450
Additional Shared Wireless Connections (limit of 4)	\$175	\$175	\$175

Dedicated Wireless Internet Service:

A reserved-bandwidth Wi-Fi connection designed for reliable, predictable performance required for scanning, demonstrations, production workflows, and other business-critical applications. The Dedicated Wireless Internet Service offers networking and internet to a group of devices. The number of devices a tier of Dedicated Wireless Internet Service can reliably accommodate depends on the bandwidth requirements of the devices attached and the number of concurrent connections. For help with determining the proper tier of service for your event needs, contact the MTCC Technology Services Department.

Wireless Internet - Dedicated Service	1 Day	2 Day	3 or more Days
10 Mbps	\$1,125.00	\$1,690.00	\$2,250.00
30 Mbps	\$2,775.00	\$4,175.00	\$5,550.00
50 Mbps	\$4,475.00	\$6,725.00	\$8,950.00
100 Mbps	\$7,250.00	\$11,000.00	\$14,500.00
500 Mbps	\$20,000.00	\$30,000.00	\$40,000.00
1 Gbps	\$24,750.00	\$37,125.00	\$49,500.00

- Wireless Internet access requires an access code; Devices must have a web browser to connect and the access codes can be transferred after initial device is logged out.
- Switches and cables to make multiple connections within the specified location are not included. Each distinct meeting room, booth or area of the pre-function space requiring shared wired Internet access must have its own network connection.
- Layer 2 Intranet VLANs are available for presentation management, registration services or other installations requiring a server to be connected with multiple points within the facility at

\$500.00 per physical VLAN connection. A minimum of 2 connections is required. Note: VLAN service does not include Internet access.

- 16 port layer 2 switch - \$65.00 each per event
- 50 foot Cat5e data cable - \$20.00 each per event
- Cancellation or relocation of installed services – a minimum \$50 relocation / cancellation fee applies.

MTCC Attendee Wi-Fi Service:

The cost is \$3.50 per attendee based on peak daily totals, submitted prior to event commencement, for each day of the service is provided, up to an event maximum charge of \$21,000.00. MTCC Attendee Wi-Fi services are subject to the terms specified in the [Technology and Telecommunications Services](#) section of the Operating Guidelines.

USHERS

Staff (4-hour minimum)

- Regular time\$46.50 per hour
- Statutory holiday\$65.00 per hour

Supervisor (4-hour minimum)

- Regular time\$51.50 per hour
- Statutory holiday\$72.00 per hour

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

WATER STATIONS / WATER SERVICE

Complimentary self-service stations are provided in standard meeting room set ups, using coolers or water urns and biodegradable cups. One complimentary refresh is provided per day. Individual water service is \$130.00 per 100 people per day (or \$1.30 per person).

For non standard meeting room set ups (offices, registration, exhibits, speaker ready rooms, pre-function areas, etc.) rental for coolers, water bottles and electrical will apply. Labour charges will be assessed based on specific requirements for delivery, service and pick up of coolers/bottles.

- Water cooler rental - \$85.00 each
- Water bottles (18 litres) - \$30.00 each
- Hydration Stations using Brio water filtration units - \$300 per unit, per day.
- General labour rates apply. 4-hour minimum

Contact Information

Audio Visual Services

Director of Event Technology
Encore
Email: allan.yu@encoreglobal.com
MTCC Office: (416) 585-8110

Computer Rental Services

Director of Event Technology
Encore
Email: allan.yu@encoreglobal.com
MTCC Office: (416) 585-8110

Decorator & Transportation Show Services

Manager, Client Services
Global Experience Specialists
Email: mconventioncenter@ges.com
MTCC Office: (416) 585-8264

Electrical & Mechanical Services

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

Event Coordination

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

Exhibitor Services Centre

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

Facilities Manager

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

Facility Sales

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

Safety Compliance Manager

Safety Compliance Manager
Email: firesafetyreply@mtccc.com
Phone: (416) 585-8249

First Aid Services

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

Food & Beverage Services

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

Show Security Services

Manager, Special Events
Executek International
Email: mtcc@executekinternational.com
MTCC Office: (416) 256-3199

Staging Services

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

Technology & Telecommunications Services

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

Metro Toronto Convention Centre

255 Front Street West, Toronto, Ontario, Canada, M5V 2W6

www.mtccc.com