

## Preamble

The Metro Toronto Convention Centre (MTCC) is dedicated to ensuring a positive experience for our clients and their guests. We therefore have created an overview of our policies and procedures pertaining to the service of alcohol.

We abide by the Liquor Licence Act of Ontario and pride ourselves on having a team of dedicated industry professionals who are trained in the responsible and safe service of alcoholic beverages.

As a partner in making your event safe, enjoyable and successful, we are committed to assisting you in understanding and meeting your role for the responsible service of alcohol at your event.

### 1. Monitoring the Entrance

- When relevant, as determined by the Security Manager or his/her designate, at events where alcohol is available such as consumer and trade shows, Security will be on duty to check ID, deny entry to rowdy or intoxicated persons and prevent overcrowding.

### 2. Food

- With host or cash alcohol sales, food service will be available. To assist you in meeting your obligations in this regard, our menu offers a wide variety of items ranging from platters to served meals to suit your particular event and budget.

### 3. Alternative Beverages

- We offer competitively priced non-alcoholic beverages. Non-alcoholic beverages will be offered free of charge to designated drivers.

### 4. Staff

- All of our staff (inclusive of managers, serving staff and security) have been trained (and participate in regularly scheduled re-training programs) in the legal and safe service of alcohol. They recognize signs of intoxication and know how to intervene to keep customers and staff safe. If you require assistance please ask.
- Staff will not serve customers to the point of intoxication nor will they serve customers who are already intoxicated.

### 5. Service

- Employees of the MTCC are prohibited from drinking alcohol on the job and therefore will decline an offer of an alcoholic drink from a guest / client.

### 6. Transportation

- If you do not have your own transportation program in place prior to an event, your event planner would be happy to assist you in developing a program.
- Should you or one of your party require assistance in finding a safe way home during the event please ask one of our staff and they will have a manager assist you.

## 7. Underage Customers

- Under legal drinking age customers are permitted to some events however, they will not be allowed to consume alcohol. ID will be checked when guests appear under the age of 25 years.
- Some events may be restricted to persons 19 years and over and ID will be checked on a regular basis.
- ID will be checked. For Ontario residents, only an Ontario Driver's Licence, AGCO BYID card, Canadian Armed Forces ID card, Canadian passport or Canadian Citizenship card will be accepted. For other patrons, the ID must contain a photo of the patron, state his or her date of birth and be issued by a government agency.

## 8. Customers' Alcohol Use

- The legal drinking age in Ontario is 19 years of age.
- As stated above (no.4) staff will assist customers to drink alcohol safely. Staff will not serve customers to the point of intoxication. They will not serve already intoxicated customers. Customers who are intoxicated or are becoming intoxicated will be denied alcohol service but will be offered non-alcoholic drinks at no cost.
- Alcohol is permitted in the licenced area. Alcohol is not permitted in the parking lot, service corridors and washrooms, on the escalators or dance floors and the outside entrance areas to the MTCC.
- Possession of unauthorized alcohol is not permitted and will be confiscated by security and not returned.
- The law prohibits use of illegal drugs.
- A maximum of 2 alcohol drinks will be served to each patron at any one time.
- We reserve the right to limit the quantity of drink tickets sold.

## 9. Managing Intoxicated and/or Troublesome Customers

- Patrons involved in troublesome behaviour will be asked to leave the premises and will not be permitted to return. The client will be notified by the manager on duty.

- Troublesome behaviours include vandalism, fighting, selling / using drugs, sexual harassment, physical or verbal abuse, belligerence or other similar behaviours. We reserve the right to indefinitely ban entry to these patrons as well as contact the police.

## 10. Capacity Limits

- In order to maintain a safe, fun and efficient environment, we adhere to fire code capacities as laid out by the Province of Ontario.

## 11. A Special Occasion Permit (SOP) can be revoked if any of the following occur:

- Drunkenness is permitted.
- Sale / service to or consumption of alcohol by underage customers.
- Use of illegal drugs.
- Overcrowding (building occupancy) in the licenced area.
- Sales or service outside of permit hours.
- Opening the event to the public (with the exception of those SOP's dedicated to public shows).
- Knowingly providing false information on the rental agreement or SOP application.
- The SOP applicant fails to understand and comply with the roles and responsibilities outlined in the application form. Therefore, when applying for a Special Occasion Permit, please take the time to read and understand the responsibility you are assuming.

## 12. MTCC / SOP process

- When you as a client receive your SOP, follow these steps:
  - (a.) A copy of your SOP must be forwarded to your MTCC event / catering manager one week prior to your event.
  - (b.) Forward copies of all LCBO invoices, which document your SOP number, to your MTCC event / catering manager PRIOR to the alcohol being delivered to the MTCC.



# House Alcohol Policy for Clients

(c.) Ensure the original SOP and invoices are on site the day of the event and are readily accessible.

(d.) Provide MTCC re-confirmation of \$5 million comprehensive liability insurance with a cross-liability clause and with MTCC named additionally insured. Please refer to your contract for additional information.

**13. If you have any questions or comments please contact: catering@mtccc.com**

## 14. Signing

- I have received, read, understand and agree to fully abide by all sections of this policy. I further agree to cooperate with the staff of the Metro Toronto Convention Centre prior to and during the event.

Event Name:

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Event Date:

FA #:

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Event Sponsor / Facility Renter

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Date

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SOP sponsor if different from the event sponsor

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Date

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MTCC Representative

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Date