

# TORONTO CONGRESS CENTRE GUIDELINES

# 2016

This booklet provides all of the information required to host a successful event at the Toronto Congress Centre.

For any questions, please contact the Event Logistics team at 416-245-5000.



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the TORONTO  
**CONGRESS  
CENTRE**

# **Services at a Glance**

The following document outlines those services which may apply to your event. A current list of rates for all services can be found in Schedule C. For events booked outside of the current calendar year an updated Schedule C will be provided in the year prior to the year in which your event is to occur. If you require any additional information please contact The Toronto Congress Centre (TCC) or your Event Logistics Manager (ELM) directly.

## **IN-HOUSE SERVICES**

These services are core functions provided to you by The Toronto Congress Centre. They leverage the expertise and accessibility of In-House agents to provide you with the most effective event support. These services are not eligible for outsourcing as are provided *exclusively* by The TCC.

## **BUSINESS SERVICES**

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Administrative services are available in the Event Logistics Offices at the Client Services Desk. This office is located in the Karen Kain Lobby on the West side of the South building. For a complete list of services and fees please speak with your ELM.

## **CASH & HOST BARS**

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The TCC provides all bar services for events where alcohol is served. Alcohol services will be in accordance with the rules and regulations as set out by the Alcohol and Gaming Commission of Ontario.

## **COAT CHECK**

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Coat check facilities are available on-site and are provided by The TCC. A minimum charge will apply to all coat check services.

## **CONGRESS CAFÉ**

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The designated locations of the Cafes are outlined in your contract, alternative or additional locations may be arranged through your ELM for an additional fee. Cafés are available for trade and consumer shows only and will operate at the discretion of TCC.

## **FOOD & BEVERAGE**

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No other food and beverage items from other suppliers/vendors will be allowed into the facility without the written consent of TCC management. For food and beverage arrangements contact your ELM.



TCC is a HACCP (Hazard Analysis Critical Control Point) accredited facility, thereby meeting one of the highest standards in food safety practices in the world. All food and beverage guidelines must be in compliance with our HACCP requirements. This system identifies every step of the food handling process and controlling them not only within the venue but also at our food supplier establishments. TCC food and beverage can be purchased, prepared and delivered to all locations throughout the building by our HACCP trained personnel. Contact your ELM for any further information.

In the event an exhibitor is showcasing food and/or beverage, they must adhere to all City of Toronto health requirements [www.toronto.ca/health](http://www.toronto.ca/health). It is the event manager's responsibility to ensure all health guidelines are enforced and that the appropriate paperwork has been completed.

## **HOUSEKEEPING**

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Housekeeping provides the in-house cleaning services necessary to provide clean, comfortable and sanitary conditions throughout your event. Your ELM will provide you with a detailed plan based on your event.

Host booth cleaning can also be arranged through your ELM.

At the completion of your event, waste removal charges per bin may apply.

## **PORTER LABOUR**

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Additional labour can be arranged through your ELM. You are entitled to one set-up per room per 24-hour period. Room turnovers can be arranged through your ELM.

## **PARKING**

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Parking Management provides the mandatory services necessary to ensure the optimal flow of your participant traffic at the facility while coordinating this flow with the other events occurring the same day. Your ELM will provide you with a detailed plan, which covers all aspects of your parking requirements.

## **EVENT SECURITY**

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Your ELM will determine the security requirements appropriate to ensure safety and security of your event. You will be provided with a detailed plan outlining the locations and posts required.

Event security is mandatory for:

- Events attended by children
- Events involving the consumption of alcohol
- Events in multi-function space
- Events deemed of a security concern at the discretion of your ELM

## **GREETER PLUS SECURITY (GPS™)**

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GPS™ is an exclusive hostess/security position to your event that provides a knowledgeable and cheerful figure welcoming and assisting you guests. If GPS™ are applicable for your event, your ELM will review the hours and locations required.

If your event occurs outside the hours of 7:30am – 5:30pm, Monday to Friday, a GPS (Greeter plus Security) presence is required at Licensee expense. Please contact your Event Logistics Manager for the hourly rate.

## **SITE SECURITY**

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For events in the multi-function space, in addition to Event Security as outlined above, a daily 24 Hour Site Security fee is applicable and is the responsibility of each Event Manager. Whereas Event Security is dedicated strictly to the event space you have contracted, Site Security is responsible for the entire building(s) on a 24hrs basis overseeing security logistics and operating guidelines in the event of a crisis.

## EXCLUSIVE SERVICES

We have selected an outstanding team of exclusive event service providers whose consistency of service and quality are integral to the success of your event. Our *exclusive* on-site suppliers are all acknowledged to be leaders in their areas of specialization and will work with you to ensure that your needs are met. These services are not eligible for outsourcing.

## INTERNET ACCESS

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**F R E E M A N** Internet Services (hard-wired) are available throughout the facility and can be arranged through our preferred supplier Freeman Audio Visual Canada.  
AUDIO VISUAL | CANADA

For further information and costs, please contact the on-site representative at (416) 240-7838.

## PAID DUTY OFFICERS

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At the discretion of your Event Logistics Manager, based on the expected number of attendees at your event and their anticipated arrival and departure pattern, one or more duty paid officers may be required to control the flow of traffic at the Dixon Rd and/or Martin Grove entrances to the Centre. If applicable, your Event Logistics Manager will provide you with a detailed plan outlining the locations and posts required.

## PHONE SERVICES

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**Bell** **F R E E M A N** Land-line communication connections are available exclusively through Bell Canada or Freeman Audio Visual Canada.  
AUDIO VISUAL | CANADA

## POWER, LIGHTING, SIGN AND BANNER HANGING, PRODUCTION RIGGING, PRODUCTION LIGHTING SERVICES, AND MECHANICAL

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When additional power supply and specialty lighting are required, SHOWTECH Power & Lighting is the exclusive supplier for electrical, feature lighting, production lighting services, air, gas and plumbing, as well as the hanging of signage and use of the electronic message board at TCC. As the leading show electrical contractor in Canada, TCC customers benefit from both SHOWTECH experience and personalized service in providing a comprehensive range of equipment and services.

**SHOWTECH** For service costs please contact SHOWTECH at their on-site TCC office at  
POWER & LIGHTING (416) 244-4899.


## PREFERRED PARTNERS

Through your planning process you may require the services of various organizations. Let us help you by recommending some of the best in our industry. We take great care in selecting our Preferred Partners to ensure that you - our client - remain the focus of everyone involved in the execution of your event. We have selected only those who share our GEM™, philosophy and our commitment to make your event an unforgettable Great Experience.

If there are any services not listed that you need help in locating please don't hesitate to contact your Event Logistics Manager. All outside service providers must be approved by The Toronto Congress Centre prior to being given access to the facility.

For information on rates or services of any listed provider **please contact them directly.**


### AUDIO VISUAL

Freeman Audio Visual Canada		650 Dixon Rd. Toronto, ON M9W 1J1	P: 416.240.7838 F: 416.240.1750	<a href="mailto:tcc@freemanco.com">tcc@freemanco.com</a> <a href="http://www.freemनाव-ca.com">www.freemनाव-ca.com</a>
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### COMPUTER RENTAL

Freeman Audio Visual Canada		650 Dixon Rd. Toronto, ON M9W 1J1	P: 416.240.7838 F: 416.240.1750	<a href="mailto:tcc@freemanco.com">tcc@freemanco.com</a> <a href="http://www.freemनाव-ca.com">www.freemनाव-ca.com</a>
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### CUSTOMS BROKERAGE

The Commerce Trade Show Logistics Group		3405 American Dr, Mississauga, ON L4V 1T6	P: 905.673.5445 F: 905.673.2574	<a href="mailto:info@commercetradeshows.com">info@commercetradeshows.com</a> <a href="http://www.commercetradeshows.com">www.commercetradeshows.com</a>
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### DOCK MANAGEMENT

LANGE Transportation		3965 Nashua Dr. Mississauga, ON L4V 1P3	T: 800.668.5687 P: 905.362.1290 F: 905.362.1285	<a href="mailto:info@langeshow.com">info@langeshow.com</a>
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## FIRST AID

GSS  
SECURITY



1219 Main St. East,  
Hamilton, ON

P: 877.696.5552  
F: 905.547.5556

[www.gss-security.ca](http://www.gss-security.ca)

## HOTELS

Crowne  
Plaza Hotel,  
Toronto  
Airport



33 Carlson Ct.  
Toronto, ON  
M9W 6H5

P: 416.675.1234  
P: 416.675.3436

[www.cptayyz.com/](http://www.cptayyz.com/)

Holiday Inn  
Toronto  
International  
Airport



970 Dixon Rd.  
Toronto, ON  
M9W 1J9

P: 416.675.7611  
P: 416.675.9162

[www.holidayinn.com/yyz-intlapt](http://www.holidayinn.com/yyz-intlapt)

Radisson  
Suite Hotel,  
Toronto  
Airport



640 Dixon Rd.  
Toronto, ON  
M9W 1J1

P: 416.242.7400  
P: 800.333.3333  
P: 416.242.9888

[www.radisson.com/torontocongresscentre](http://www.radisson.com/torontocongresscentre)

Residence  
Inn by  
Marriott  
Toronto  
Airport



17 Reading Ct.  
Toronto, ON  
M9W 7K7

P: 416.798.2900  
P: 888.798.2977  
P: 416.798.2010

[www.residenceintorontoairport.com](http://www.residenceintorontoairport.com)

Sandman  
Signature  
Hotel  
Toronto  
Airport



55 Reading Ct.  
Toronto, ON, M9W  
7K7

P: 416.798.8840  
P: 800.786.9686

[www.sandmansignature.com](http://www.sandmansignature.com)

Sheraton  
Toronto  
Airport  
Hotel &  
Conference



801 Dixon Rd.  
Toronto, ON  
M9W 1J5

P: 416.675.6100  
P: 416.675.4022

[www.sheratontorontoairport.com](http://www.sheratontorontoairport.com)

## LIMOUSINE SERVICES

Business  
Class Limo



3-1750 The  
Queensway,  
Etobicoke, ON  
M9C 5H5

P: 416.622.6625

[info@businessclasslimo.ca](mailto:info@businessclasslimo.ca)  
[www.businessclasslimo.ca](http://www.businessclasslimo.ca)

## MATERIALS HANDLING

SEE YOUR  
EVENT  
LOGISTICS  
MANAGER


## PHOTOGRAPHY

John Anthony Photography	949 Hasselfeldt Heights Milton, ON L9T 0M5	P: 416.917.7424 F: 905.851.8050	<a href="mailto:info@johnanthony.ca">info@johnanthony.ca</a> <a href="http://www.johnanthony.ca">www.johnanthony.ca</a>
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## PRE & POST EVENT WAREHOUSING

SEE YOUR  
EVENT  
LOGISTICS  
MANAGER

## PRODUCTION LIGHTING SERVICES

Showtech Power & Lighting		650 Dixon Rd. Toronto, Ontario M9W 1J1	P: 416.244.4899 F: 416.244.6356	<a href="mailto:bhellas@showtech.ca">bhellas@showtech.ca</a> <a href="http://www.showtech.ca">www.showtech.ca</a>
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## REGISTRATION SERVICES

Conexsys Registration		34-7050B Bramalea Rd, Mississauga, ON, L5S 1S9	P: 905.405.8415 F: 905.405.9870	<a href="mailto:info@conexsysregistration.com">info@conexsysregistration.com</a> <a href="http://www.conexsysregistration.com">www.conexsysregistration.com</a>
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## RESTAURANTS

Canyon Creek Chophouse			P: 416.213.1162	<a href="http://www.canyoncreekchophouse.com">www.canyoncreekchophouse.com</a>
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Milestones Grill + Bar			P: 416.245.6262	<a href="http://www.milestonesrestaurants.com">www.milestonesrestaurants.com</a>
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## SECURITY

GSS Security



1219 Main St. East,  
Hamilton, ON

P: 877.696.5552  
F: 905.547.5556

[www.gss-security.ca](http://www.gss-security.ca)

## SHOW DECORATOR

Freeman

**F R E E M A N**

61 Browns Line,  
Toronto, ON  
M8W3S2

P: 416.252.3361  
F: 416.252.7750

[www.freemanco.com](http://www.freemanco.com)

GES Canada



5675 McLaughlin Rd.  
Mississauga, ON  
L5R 3K5

P: 905.283.0500  
F: 905.283.0501

[toronto@ges.com](mailto:toronto@ges.com)  
[www.gesexpo.ca](http://www.gesexpo.ca)

Stronco  
Group of  
Companies



1510-B Caterpillar Rd  
Mississauga, ON  
L4X 2W9

P: 905.270.6767  
F: 905.270.6771

[communications@stronco.com](mailto:communications@stronco.com)  
[www.stronco.com](http://www.stronco.com)

## SIGNS & PRINTING

Speedpro  
Signs



2410 Lucknow Dr.  
Unit 21

P: 905.671.0322  
F: 905.671.8003

[info@speedprosigns.ca](mailto:info@speedprosigns.ca)  
[www.speedprosigns.ca](http://www.speedprosigns.ca)

## TAXI

City Taxi



Toronto, ON

P: 416.241.1400

[www.citytaxitoronto.com](http://www.citytaxitoronto.com)

## TRANSPORTATION & SHUTTLE SERVICES

Toronto Bus  
Co. Ltd.



899 Queen St. E,  
Toronto, ON  
M4M 1J4

P: 416.945.3414  
C: 416.688.7022

[www.torontobusco.com](http://www.torontobusco.com)

## VEHICLE MARSHALLING

LANGE  
Transportation



3965 Nashua Dr.  
Mississauga, ON  
L4V 1P3

T: 800.668.5687  
P: 905.362.1290  
F: 905.362.1285

[info@langeshow.com](mailto:info@langeshow.com)

**WIRELESS INTERNET ACCESS**

Freeman  
Audio Visual  
Canada



650 Dixon Rd.  
Toronto, ON  
M9W 1J1

P: 416.240.7838  
F: 416.240.1750

[tcc@freemanco.com](mailto:tcc@freemanco.com)  
[www.freemanav-ca.com](http://www.freemanav-ca.com)



the TORONTO  
**CONGRESS  
CENTRE**

# **Rules & Regulations**

The following document outlines those rules and regulations that apply to all events taking place within the facility. These rules & regulations also cover any appointed contractors, event suppliers, or exhibitors that will be a part of the event.

## **AGREEMENT**

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The following rules and regulations apply to any license or function agreement between The Toronto Congress Centre (A division of Congress Centres Inc.) and the Licensee of any space designated by TCC as Function Space under such agreement. Any capitalized terms used in this Agreement and not separately defined shall have the meanings given to them in the particular License or Function Agreement (the **Agreement**) entered into between TCC and the Licensee named in the Agreement (the **Licensee**).

## **ACCESS**

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The Toronto Congress Centre (TCC), its employees, and agents shall at all times have free access to and the right to permit others access to TCC and to use all of its facilities other than the Function Space and to use the Function Space at all times other than that for which a license is granted to the Licensee herein.

## **ACCESSIBILITY**

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- Facilities are all on ground level, with the exception of The 1020 in TCC's North building
- Elevator located in the North building to access TCC's only second floor room, The 1020
- Accessible washroom stalls
- Exterior automatic door access
- Unisex washrooms for persons with special needs
- Healthy air program to ensure virtually allergen-free air
- Clear and easy-to-spot wayfinding system
- Special services such as valet parking, VIP areas, parking lot shuttles etc. upon request

The Toronto Congress Centre is committed to providing its guests, clients and visitors goods and services that are free of barriers and biases. Should you have any questions or concerns regarding services provided by TCC or should you wish to be provided with a copy of our policies pertaining to the Accessibility Standards for Customer Service, O. Reg. 429/07, made under the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c.11 please contact us by email at [gem@torontocongresscentre](mailto:gem@torontocongresscentre) or by phone at 416.245.5000.

## **ADDITIONAL RULES & REGULATIONS**

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TCC may issue additional rules and regulations. These additional rules and regulations shall be binding upon the Licensee.

## ADHESIVE TAPE

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Signs, banners and similar materials may not be nailed, stapled, hung, or attached to ceilings, walls, or painted surfaces except by permission of TCC. Failure to comply will result in a minimum charge per occurrence to the Licensee.

Acceptable wall adhesives are UHU Tac or similar putty adhesive. All adhesive products must be removable without damage to the surfaces.

The only tape authorized for use on exhibit hall floors is #174 high-adhesion double-faced tape.

Charges will apply for all tape damage and/or adhesive removal at the current labour charge rate.

## ADVERTISING | PUBLICITY

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As part of the Operating plan, all details of the publicity, advertising, signs and other promotional materials to be used in connection with the Event require prior written approval of TCC.

The Licensee shall refer to TCC in all advertising and promotional materials sold or distributed by it. The Licensee must use the approved logo and type font for such material. TCC retains exclusive rights to any and all forms of permanent display advertising on the premises and retains all revenue generated by such advertising. TCC reserves the right of approval over any display advertising erected by the Licensee for an event.

The TCC is pleased to offer you advertising on our full colour video board, creating a unique opportunity for event managers and exhibitors to promote and market their event or product. TCC can create anything from your logo and text only on the screen to a full video advertisement. All logos are required in high resolution EPS, AI or JPG files. Space is limited and ads are sold on a first come first serve basis.

Features:

- Large full colour video board facing Dixon Road at the main entrance to the facility
- Screens looping through event information and ads, showing your ad a *minimum of 10 times per hour* based on the chosen package

For information on flash or video programming please contact your ELM. Advertising information can be e-mailed to [eventlogistics@torontocongresscentre.com](mailto:eventlogistics@torontocongresscentre.com) and must be received 14 days prior to the scheduled run day.

## ADVERTISING | COMMON AREAS

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The common areas and pre-function spaces of the Licensor are open spaces, and may be shared by multiple events at the same time and with the general public. The following program is only applicable to events that utilize sponsorship / advertising opportunities in the common pre-function areas of the facility. This program applies to customers who plan to run commercial revenue programs for their event within this space. All signage within the common or pre-function areas must be approved in advance and charges may apply.

Paid advertising opportunities are available for the following:

- Digital advertising on the exterior screen (Dixon Road)
- Digital interior meeting room screens (south building)
- Stairs signage / advertising
- Window Decals
- Pillar Wraps
- Banners
- The Gallery Walkway

Advertising in the common or pre-function areas must have prior written approval. A fee will be paid to the Licensor dependent on the nature of the signage. Please contact your Event Logistics Manager for additional locations, rates and more information.

## **ALCOHOL**

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Alcohol may only be consumed in those areas of the facility licensed and designated as alcohol consumption areas and must be obtained from TCC. The Licensee is responsible to ensure that no alcoholic beverages are consumed outside of the designated areas.

Event Security, at the cost of the Licensee, is mandatory for all events involving the consumption of alcohol.

## **ANIMALS**

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The admission of any animal into the facility without prior written approval by TCC is forbidden. Certified Service Animals are permitted.

## **BUILDING HOURS**

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TCC will be available for use according to the times specified in the License Agreement or as arranged for by the Licensee. Changes to this schedule must be approved by TCC Management.

## **CAPACITY**

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The Licensee must obtain the facility guidelines regarding capacities as laid down by TCC. The Licensee is responsible to ensure that the maximum allowable capacity is not exceeded.

## **CONCESSIONS**

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TCC reserves the right to any and all concessions located on the property. The locations required on the property for such concessions and event snack bars, restaurants, and lounges shall be mutually agreed upon by the Licensee and the Licensor.

## **DAMAGE & REPAIRS**

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A pre and post inspection of the licensed area will be conducted by TCC Management and the Licensee. Damages and damaged areas will be noted.

The Licensee is responsible for the cost of any and all repairs, replacements, or cleaning due to the use of the facility by the Licensee. This responsibility will extend to damages done by exhibitors, clients, contractors/suppliers, or visitors of the Licensee.

## **DEFAULT**

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In the case of any default thereunder or breach of the License Agreement or these Rules and Regulations by the Licensee or any exhibitor of which TCC has given notice to the Licensee and which has not been corrected or remedied, TCC may re-enter the facilities and remove all persons and property therefrom without the necessity of resorting to any legal proceedings. In addition, TCC may claim damages from the Licensee, and TCC shall be entitled to seek any legal or equitable remedies available to it.

## **DEFIBRILLATORS**

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TCC is equipped with two defibrillators, one in each building. The South building defibrillator is located at door #4 security and the North building defibrillator is located in the first aid room. All TCC security guards, as well as several other staff members are trained to operate a defibrillator.

## **DISTURBANCES**

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The Licensee is responsible to ensure all other events taking place in the TCC are not disturbed by their attendees, general contractors, or employees. Any disturbances will not be tolerated. This includes any noise, strong odours, dust or debris. Sound checks require approval in writing from the TCC in advance of your event. TCC reserves the right to lower the volume of any music, microphones, or speakers which could affect other events taking place at the time.

## **DOCK MANAGEMENT**

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A dock manager is required and will be supplied by TCC at the Licensee's expense to facilitate the move-in and move-out of the Event. The dock manager carries complete authority regarding the operation of the docking facilities and dock area. The establishing and imposition of dock schedules remains the responsibility of the Licensee. The dock manager's services will be charged to the Licensee at a minimum of 4 hours per shift.

## **ELECTRICAL SERVICES**

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TCC has an exclusive supplier of electrical services to assist the Licensee in the preparation and successful operation of the Event. All "hook ups" to TCC electrical systems must be made by TCC's exclusive supplier. Pricing and billing for these services will be supplied by TCC or TCC's exclusive supplier. The following requirements must be adhered to in the installation of all temporary electrical and lighting equipment or service.

1. All electrical connections, installations, assemblies, motors and any electrical operating gear must conform to all Federal, Provincial, and Municipal electrical and fire codes.
2. All electrical fixtures, fittings, and appliances must be CSA approved.
3. Latex wire cord, duplex, and triplex plugs are not allowed.
4. Exhibitors may not store materials on or around any electrical equipment or connections of any kind.
5. Equipment that trips circuits due to overload may not be restarted until TCC's exclusive supplier has found the source and corrected the problem.
6. Specialized equipment requiring company engineers and technicians may be used with prior written approval of TCC.
7. Wall and pillar plugs distributed around the building are for specific use of TCC and their contractors and are not for the use of exhibitors unless specified by TCC's exclusive supplier. If these outlets are used they will be charged to Licensee.

## EMERGENCY PROCEDURES

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- The TCC Fire Alarm system is a **single stage** pulse tone. All persons must **evacuate** the building **immediately** when the alarm is sounded.
- If it is positive, an announcement will be made to evacuate via the nearest fire exit.
- After hours, the evacuation will be led by TCC Security, in conjunction with contracted Security staff for the respective show.
- During office hours TCC has appointed Fire Wardens who will conduct sweeps of the respective areas and aid in the evacuation process.
- Fire drills, audibility tests and evacuations are conducted regularly by TCC Security.
- In the event of an emergency where 911 is called, the onsite contracted event security will notify TCC security. A security representative from TCC will wait outside for ambulance, police and fire to respond and direct them to the location of the emergency.
- A contracted on site event security representative will remain at the scene of the emergency, to ensure that order is maintained.
- TCC is located across the street from the local fire department; their response is very prompt and they are staffed by trained paramedics.
- Smoking is not permitted anywhere within TCC.
- Never impede access to a Fire Exit or Fire Extinguisher.

**Evacuation Location: West Hydro Parking Lot**

## ELEVATORS

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TCC facilities are all on ground level with the exception of The 1020 located in the North building and The Gallery which links the North and South buildings. Both areas are equipped with passenger elevators to ensure easy access to all facilities.

## EVENT LOGISTICS

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TCC's knowledgeable Event Logistics Managers (ELM) will work with you to stay on target, on budget and on schedule. We'll help you reduce complications and assist you in resolving those that do occur. We'll make sure you're supported through every phase of event planning and execution.

## EVENT PERSONNEL

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All personnel requirements can be supplied by TCC at the Licensee's expense. These personnel are fully trained and uniformed where applicable. Services that can be covered are:

Security	First Aid	Hostesses
Ticket Sellers/Collectors	Photography	General Labour
Simultaneous Translation	Registration Clerks	Receptionists

Personnel requirements must be booked at least five (5) working days in advance or a minimum of four (4) hours will be charged. A four (4) hour minimum charge will apply if personnel are canceled within a 24-hour period from the start of the Event.

## EXHIBITS

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All exhibits must be brought into the TCC via the designated move-in doors from the loading docks on the west side of the building. Exhibits must not hinder or obstruct any fire equipment, emergency exits, display signage, windows or doors. Exhibits may only be installed in the designated licensed area as laid out in the Event floor plan. TCC will not accept advance exhibit shipments. Any such arrangements must be made through the show's material handler.

During the Licensed Show Period, goods must be scheduled to arrive at the facility during the specific move-in period. Personnel authorized by the Licensee must be present to receive the shipment of goods.

Materials left in the premises after the designated move-out period will be removed and put into storage by the events designated general contractor/material handler, and will only be returned upon receipt of a storage charge. TCC will not be held responsible for the admission of any exhibits which do not come within the dimensions, weight, or loading capacity of the entrances.

## EXCLUDED AREAS FOR EXHIBITS

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Exhibits are prohibited in all lobby areas, designated concession areas, and in all other areas specified by TCC. The only exception is TCC's Hall H lobbies. Contact your ELM for more information.

## FIRE REGULATIONS

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- Aisles between display booths must be a minimum of 8 feet.
- All involved parties with any show exhibit must comply with Federal, Provincial and Municipal building and fire codes.
- All fire & emergency equipment located in the building may not be hidden/ obstructed in any way. Emergency exits and aisles must be kept clear and unobstructed. Vehicles parked on fire routes will be removed at the owner's expense.



- All electrical equipment must be CSA or UL approved.
- Draping, table covering, booth partitioning and carpeting used in a show must be of flame-retardant material. All material is subject to inspection and flame-testing at any time by the Fire Department and/or the Director of Fire Safety.
- Plastic fabrics & other materials that are not fire retardant are prohibited from being used at TCC.
- The Licensee shall assume full responsibility in advising and enforcing all fire regulations with their exhibitors.
- Boxes, packaging and other unused exhibitor material must not be stored on top of, or around any electrical connections, fittings, or transformers.
- Any equipment that uses open flame as part of an exhibit must be approved in writing by TCC.
- Storage safety is the responsibility of the Licensee. Storage piles shall not exceed 12 ft. in height.
- When the fire alarm sounds, all maglocks will deactivate. They will be reactivated once the alarm is cleared and the fire panels have been reset.

## **FIRE FIGHTING EQUIPMENT**

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The TCC has a fire sprinkler system throughout the facility. The clearance between the lowest structural member or sprinkler head and the top of the pile shall be 36 inches. Additional hand operated firefighting equipment are provided and maintained in accessible locations.

## **FIRE WORKS & OTHER PYROTECHNICS**

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No fireworks may be brought into the TCC at any time without the express written permission of TCC management.

No fireworks or pyrotechnic devices may be discharged on the premises without the written permission of TCC management.

## **FIRST AID**

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The TCC has a limited supply of First Aid materials. The kits are located in the following locations: Reception area; Receiver - Door #4; North building security; and Kitchen. The Licensee must ensure that they are First Aid equipped to accommodate the anticipated number of attendees.

The risk for injury and illness in a large group is very high and therefore, the TCC reserves the right at any time to require the Licensee to use the Building's approved medical and first-aid personnel during the event at the cost and expense of the Licensee.

TCC recommends a qualified first aid person be on site during events where anticipated attendance is 500 people or more. First aid personnel should be present one hour prior to any attendees arriving and one hour after the event has ended. There should also be first aid presence during move in and move out, as these times often see a larger amount of injuries. It is the Licensee's responsibility to ensure they are prepared with onsite first aid during these times. Any other circumstances will be based on ELM recommendation.

TCC's official first aid provider is GSS Security. GSS first aid staff will bring all necessary first aid equipment that is not available at TCC on a daily basis. TCC is equipped with two defibrillators (one in each building). The South building defibrillator is located at door# 4 security and the North building defibrillator is located in the first aid room. All TCC security guards, as well as several other staff members are trained to operate a defibrillator.

If another first aid provider is chosen to work at your event, the following is required:

- Personnel must be fully qualified.
- ELM must approve hours in advance.
- First aid provider must provide TCC with two-way radios for instant access.
- A first aid area must be set up in the Licensee's contracted space.
- Personnel must bring all necessary equipment for all first aid needs.
- TCC must be provided with a certificate of insurance for general liability.

## **FLOOR LOADS**

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No materials handling equipment or object weighing more than 500 pounds per square foot (2,441 kg per square meter) may be placed on the exhibition floor, unless authorized in writing by TCC.

## **FLOOR PLANS**

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Detailed floor plans are required for any activity taking place within the facility. Preliminary plans should be submitted for approval prior to space sales in order to avoid subsequent problems. Final plans must be approved in writing by TCC prior to move-in.

The following information must be shown on all plans submitted for approval:

1. Official name of the show, dates, and name of show services company.
2. All plans should be drawn to a 1/16" = 1' Scale.
3. Aisle widths should be clearly indicated.
4. Entrance doors and emergency exits should be clearly marked.
5. Service contractor storage areas should be clearly marked.
6. Temporary exhibit floor and food and beverage service areas should be clearly marked.
7. Expected peak attendance.

## **FLOOR MARKING**

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Water soluble, floor marking paint, is the only acceptable marking material when laying out booth locations.

## **FLOOR/ WALL PROTECTION**

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During move-in and move-out, all carpeted & finished floor areas that are being traveled on must be covered & protected to TCC's satisfaction. Failure to do so will result in fines at the Licensee's expense. Only doors specified by TCC may be used for moving goods in/out of meeting/convention rooms. In some cases these doors must be covered by padding. Only polyurethane flatbeds/dollies are allowed in the convention area - no metal edged dollies.

## **FLORAL ARRANGEMENTS**

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Your ELM will be happy to assist you with making arrangements for floral centerpieces or other decorative displays. Simply advise your ELM of your budget and preferences.

## **FOOD ALLERGIES**

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It is the responsibility of the Licensee to provide their ELM with all information regarding food allergies and dietary restrictions. The name of the guest, the food allergy or dietary restriction, and nature of their allergy is required in advance of the event. TCC's talented Executive Chef and culinary team prepare everything on the premises in their HACCP Accredited kitchen and can prepare meals to suit all guests' dietary needs.

With advanced notice, TCC will accommodate special dietary requests pertaining to allergies or cultural restrictions given a minimum of 7 days notification. TCC will make all efforts to have available special meals for on-site requests however; a surcharge of \$20 per meal in addition to the menu price will apply to each special meal served.

## FOOD & BEVERAGE

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All food and beverage items served within TCC must be prepared and presented by the TCC Culinary Team. Outside food and beverage is not permitted. Please contact your ELM regarding any questions.

### Menu Selections:

To ensure the proper planning of your event, we kindly request that all food and beverage specifications be submitted in writing to our office no less than 4 weeks prior to the start of the License period.

### Confirmation of Orders:

Upon receipt of all written food and beverage specifications, your ELM will review them and, in turn, provide you with written confirmation of services. The confirmation will be in the form of individual Event Orders (EO's) and floor plans. The signed EO must be received no less than 14 days prior to the start of the first scheduled event. New customers booking short-term events (within 30 days of the event start date) must review, sign and return event orders upon their receipt. The EO, when completed, will form part of your contract.

### Guarantees and Floor Plans:

To ensure the success of your event, your ELM must receive your final guarantee and signed floor plans by 12 noon, 5 business days prior to the start of the License period. Once final guarantees and signed floor plans are submitted, the counts may not be decreased. The customer will be billed based upon the final guaranteed number, or the number of meals actually served, whichever is greater. TCC will make every attempt to accommodate increases in your count after the final guarantee is due, however, any increase will be subject to a 20% surcharge. We will be prepared to serve 3% above the guaranteed attendance, but not to exceed 30 meals. If overset tables are utilized, they will not be pre-set with food or beverage unless requested. The charge of one (1) server per 20 guests for a minimum of 4 hours will apply. Vegetarian selections or other special meals will be part of the final guarantee. Special meals requested onsite and/or changes to the floor plan will be added to your final bill. All menus are priced with specific portions in mind. Please ask your ELM for more information.

### Sales Minimums and Labour Fees:

There is a minimum guarantee of 25 guests for table service, buffet meal or box lunch functions. If the guaranteed attendance is less than 25 guests, a \$230 small group fee will be applied. At chef's stations, there is an additional charge for each chef. A bar set-up fee of \$155 per bar, per function will be charged for all functions when minimum revenues are not met. Bar service of more than 4 hours will be subject to an additional labour fee per hour, per bar and per cashier. A café set-up fee of \$1300 per café will be charged when minimum revenues are not met. Café services of more than 8 hours will be subject to an additional labour fee per hour, per café and per cashier.

## **FOOD & BEVERAGE EXTENDED SERVICE/PROGRAM TIMES**

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TCC's services are based upon the following time guidelines, timed from doors open to doors closed:

- Breakfast - 1.5 hours
- Lunch - 2 hours
- Snack/Beverage Breaks - 1 hour
- Reception - 2 hours
- Dinner - 4 hours

Any extended program or delay in service is subject to additional hourly labour fees. Please note that if your event includes a scheduled program, we ask that you submit a detailed timeline at least three (3) business days prior to your event to ensure that sufficient consideration is made in planning your event. The timeline should include service start/break/end times, and if applicable, times when staff should vacate the floor.

## **GARBAGE**

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Garbage will be removed from the show floor and the building by TCC's official contractor at the Licensee's expense. TCC's official cleaning contractor and TCC management are the only people authorized to operate the garbage compactor.

## **GENERAL CONTRACTORS**

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If the Licensee chooses to use general contractors other than official contractors appointed by TCC, the Licensee must fill out an "Appointed Contractor Application" form and return it to their ELM within 30 days of their event being confirmed.

## **GREEN INITIATIVES**

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TCC provides everything you expect in a premium event facility, but what sets us apart is that we deliver more. We provide better service, better facilities, better everything; including an unwavering commitment to the environment.

We provide zero waste and linen-free options for events, highlight local food growers and offer energy efficient features. We're continually developing new ways to reduce our impact on the environment. TCC is the leader in environmentally responsible event management.

Every tradeshow, gala or convention helps us contribute to a healthier tomorrow. Choose The Toronto Congress Centre for your next event and feel good about your project.

- Green Features at the Toronto Congress Centre
- Zero waste option for events
- Energy efficient lighting and solar faucets
- Linen-free meeting rooms
- State-of-the-art lighting and heating controls
- Local food choices
- Recycling program
- Healthy air
- Natural light
- Xeriscape
- Low flow and auto-flush plumbing
- Occupancy sensors
- LED lighting
- LEED Compliant

## **HARASSMENT-FREE WORKPLACE POLICY**

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TCC strives to ensure all employees are treated with the utmost respect and dignity. All employees are entitled to a harassment-free environment. TCC does not tolerate harassment, discrimination, or disrespect from co-workers, clients, suppliers, or vendors.

## **HEALTH PROTECTION & PROMOTION ACT**

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The Health Protection and Promotion Act (HPPA) is a provincial law, which allows local Public Health Departments to inspect and close facilities when there is risk of infectious disease or health hazard. They must respond to any public complaints regarding health risks and if they feel there is a concern, they will take immediate action or give orders to eliminate the issue.

Further information can be found at:

[https://www.e-laws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_90ho7\\_e.htm#BKO](https://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90ho7_e.htm#BKO)

## **HELIUM**

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Helium tanks and balloons are not permitted.

## **HOUSEKEEPING**

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TCC provides complimentary cleaning of public areas, restrooms, and non-contracted space. Supplementary cleaning charges will apply to contracted space, registration areas, exhibitor booths, and removal of waste, recycling, or packing materials.

In events where excessive floor clean-up is required (dirt, dust, sawdust) the Licensee may be required to cover additional costs related to floor cleaning on move-in/move-out.

## **INDEMNIFICATION**

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The Licensee shall indemnify and save TCC harmless from any and all losses, damages, costs and expenses, including legal fees, suffered or incurred by TCC in connection with the event, including without limitation any such loss, damage, cost or expense arising out of any claim on the part of any person alleging personal injury, including death, or loss (through theft or otherwise) or damage to property, howsoever caused.

## **INSURANCE**

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The Licensee must provide adequate insurance coverage to cover the License period. All contractors working on TCC premises must supply proof of insurance. (i.e., independent contractors working for exhibitors). The insurance coverage required is:

1. \$5,000,000.00 bodily injury or death.
2. \$5,000,000.00 third party property damage and damage to building.

TCC and its related companies are to be shown as an “additional named insured” in any and all such policies. All insurance policies shall contain a cross liability and a waiver of subrogation clause in favour of TCC. The Licensee is responsible for all liability claims pertaining to the show during the license period.

The Licensee is responsible for the general care of the building within the license period. All such insurance will be from an insurer licensed to do business in the Province of Ontario and acceptable to TCC.

It is understood and agreed that the coverage provided by these policies will not be changed or amended in any way which reduces the coverage nor canceled nor be allowed to lapse until thirty (30) days after written notice by registered mail or personal delivery of such change, cancellation, or lapse shall have been given to TCC.

A copy of the insurance policy or certificate of insurance is required no later than one month prior to the Event. The insurance policy will be held by TCC until an inspection of the premises is made after the Event and applied, as required, at the discretion of TCC in order to repair any damage caused by the Licensee, their employees, servants, agents, and/or exhibitors during the license period.

## KEYS

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All building keys required by the Licensee or its service contractors are subject to a deposit. Keys must be returned prior to 5:00 pm on the last day of the event. If keys are not returned a replacement fee will be charged.

## LICENSES

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The Licensee is responsible for obtaining all licenses, permits, and approvals from the appropriate regulatory authorities that may be required for staging or holding the Event. The cost of all such licenses, permits, and approvals will be the responsibility of the Licensee.

## LOADING DOCKS

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The TCC south building is equipped with 17 truck level loading docks with automatic dock levelers and trailer lights. The north building is equipped with 11. The truck docks are fully covered, secured, and heated in winter. In addition, there are 2 pickup level docks and unlimited drive in access. The operation of the loading bays overhead doors is restricted to the dock manager.

## LOST & FOUND

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The TCC lost and found is located at door# 4 security in the South building.

## MATERIALS HANDLING

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- The TCC's equipment may be operated by TCC personnel **only**.
- All forklifts and heavy loading devices must be operated by a trained operator approved by TCC. Damages resulting from the improper operation of such equipment will be the responsibility of the operator and/or the Licensee.
- Designated Entrances - All persons, articles, exhibits, fixtures, displays and property of any kind shall be brought into and out of the building only at and through those entrances and exits as TCC may designate from time to time.
- Certain aisles may be designated by TCC as non-freight aisles during move-in and move-out.
- Non-marking, rubber bumper dollies are available for rental through TCC's official supplier. This type of dolly may be used in movement of goods in the trade halls only.

## MERCHANDISE REMOVAL

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Show security is the responsibility of the Licensee. If there is no established system in place, security should be advised to obtain and report any persons removing merchandise from the show. No goods/dollies may be passed through any glass or man doors unless authorized by TCC.



## **MOTORIZED VEHICLES**

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Vehicles powered by an internal combustion engine must contain  $\frac{1}{4}$  or less of a tank of gas and the gas cap must be locked shut or otherwise secured. The positive lead must also be removed from the battery. Once in position, it must not be operable (e.g. battery must be disconnected).

Vehicles must have drip pans underneath them and pads under all tires. All vehicles entering the exhibit area and/or TCC must be clean and dry.

All floor areas of TCC must be covered and protected with heavy duty plastic sheeting prior to vehicles entering the TCC, at the Licensee's expense. No motorized vehicles are allowed to operate in TCC unless special permission to do so has been granted by building management.

## **MUSIC**

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Upon request, your ELM can assist you in booking music or entertainment for your function.

S.O.C.A.N - Society of Composers, Authors and Music Publishers of Canada. An additional S.O.C.A.N. charge will apply based on the number of guests in attendance. Should you have any questions about the above-mentioned organization or charges please call S.O.C.A.N. at (416) 445-8700.

## **OCCUPATIONAL HEALTH & SAFETY ACT**

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The Occupational Health and Safety Act stresses the importance of providing a safe and healthy workplace. This Act provides the rights and responsibilities for all parties involved, as well as procedures to follow when dealing with workplace hazards.

The Licensee, along with its employees, vendors, suppliers, general contractors, and exhibitors must be aware of and follow the Occupational Health and Safety Act. The Licensee will be responsible for any consequence such as fees based on the breach of this Act. The Licensee must notify the Licensor immediately of anything that may breach this Act.

For more information on this Act:

[http://www.e-laws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_90o01\\_e.htm](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90o01_e.htm)

## **OPERATING PLAN**

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The Licensee, throughout the term of the License Agreement, is restricted to the floor plan as agreed and approved by TCC 30 days prior to the commencement of the Event. Four (4) copies of the floor plan should be submitted for approval together with:

1. The security schedule and locations.
2. The operating hours of the event.
3. Special requirements for vehicles, utility services, and rigging.
4. Where applicable, all necessary information and specifications to indicate compliance with all applicable Federal, Provincial and Municipal building and fire codes.
5. Parking schedule and locations.

## **PARKING**

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Parking is currently free of charge. TCC reserves the right to change this policy, without notice, and charge for parking. TCC will supply at the Licensee's expense parking attendants to direct traffic and maximize lot capacities. All parking are supplied in accordance with the provisions and qualifications contained in the License Agreement.

Parking Management provides the mandatory services necessary to ensure the optimal flow of your participant traffic at the facility while coordinating this flow with the other events occurring the same day. Depending on the size and nature of your event, this service includes Parking Attendants and Supervisors, appropriate signage and barricading and post-event lot maintenance. Upon request, services such as valet, reserved VIP areas, parking lot shuttles, etc. are also available for additional fees. Your ELM will provide you with a detailed plan, which covers all aspects of your parking requirements.

## **PERSONAL PROTECTIVE EQUIPMENT (PPE)**

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It is up to the Licensee to enforce personal protective equipment during their event's move in and move out times, as well as any other time within their contracted space.

## **PREFERRED SUPPLIERS**

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1. The Licensee shall not employ and shall not permit the employment of any contractor or worker to perform any services in the Function Space unless such contractor or worker has been selected by the Licensee from a list of contractors approved by TCC.
2. If, in connection with the purpose or use for which the Licensee is renting the space, any seat set-ups, special electrical and utility services including lighting, special additions, or arrangements of the public address system, stage runways, landscaping, or other fixtures, furniture, or equipment are moved or removed or are necessary to be set up or taken down, the Licensee agrees at the conclusion of the Event to pay the cost of moving or removing, setting up, or taking down the same and putting them back in the same condition and places as they were before.
3. The supplier of electrical services, gas, air, plumbing, production lighting and rigging is exclusive to the Licensor and all requirements for these services must be made directly with the Licensor's exclusive supplier at the Licensee's expense.

## **PROHIBITED ACTS**

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1. The Licensee and exhibitors shall not;
2. Allow any article to be brought into nor any act done within the TCC which conflicts with rules of the Toronto Fire Department or any relevant governmental authority, or which will render void or increase the premiums on the insurance policies held by TCC, nor injure or deface any part of the TCC, nor permit anything to be done by their agents or employees by which the TCC may in any manner be injured, marred, or defaced.
3. Admit or permit any child under the age of 16 into the TCC during any move-in or move-out times of the Event.
4. Commit any nuisance or knowingly do or permit to be done anything which may result in the creation or commission of a nuisance, or annoy, harass, or interfere with users of any other part of the TCC.
5. Permit nails, hooks, screws, or tacks to be driven into any part of the TCC or equipment contained therein, nor permit or make any alterations of any kind to the TCC or its equipment.
6. Cause or produce to be caused or produced therein, or to emanate there from any unusual, noxious or objectionable noises, smells, or lights in any part of the TCC.
7. Use any part of the TCC for lodging or sleeping.
8. Do or permit to be done anything which may interfere with the effectiveness or accessibility of utility, heating, ventilation, elevators, electrical, plumbing, gas, compressed air, or air conditioning systems, or portions thereto in the TCC, nor do or permit to be done anything which may interfere with free access to passage thereto or to the public areas adjacent thereto, or to the street or sidewalks adjoining.

## **PROPANE**

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The Licensee must make arrangements with their general contractor for propane.

## **PUBLIC AREAS & EXTERIOR ENTRANCES**

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TCC main entrances, lobbies, registration areas, restrooms, and pre-function spaces are public areas which are not under the Licensee's control. Any activities or signage in these public areas must be approved in writing by TCC in advance. The Licensee must respect the fact that there are other events happening in the facility and in using these public areas they must be quiet and courteous of other events taking place at that time.

## **RESPONSIBILITY**

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Wherever an obligation is imposed upon the Licensee hereunder, such obligation shall extend to all agents, officers, employees, exhibitors, guests, visitors and any others for whom the Licensee is at law responsible and the Licensee shall indemnify and save TCC harmless from any violation or breach of the License Agreement by any such agent, officer, employee, exhibitor, guest, visitor and others.

## **RIGGING & CEILING HANGERS**

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No items may be suspended from any ceiling without the prior written permission of TCC management. Any items to be suspended may only be suspended by TCC's exclusive contractor. In order to obtain TCC's approval on rigging it is necessary to supply the following information;

1. Type of item to be hung
2. Exact weight
3. Length of truss or frame dimensions
4. Number of attachment points and their position
5. Type of rigging to be used

## **ROLLING STOCK**

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Arrangements for rolling stock may be made directly with the general contractor for the event. For example: Fork lift/ Operator/ Pallet Lifters/ Golf Carts.

## **SECURITY**

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The Licensee is responsible for complete security throughout the License Period within the Function Space at their own expense. In addition, a minimum security supplement is required in the TCC throughout the License Period at the Licensee's expense, and will be determined by TCC Security. Each show will be reviewed individually by TCC's security to determine these specific location/s and the number of posts required. i.e. loading dock (24 hour access), main lobby area, corridors/hallways, and building perimeter area, etc.

All show-related personnel should enter and exit the building through the designated entrance and are to be properly badged.

The TCC, including the Function Space and the keys thereto shall be at all times under the charge and control of TCC. The Licensee shall at all times provide and arrange for the necessary security as needed throughout the duration of the Event on a twenty-four (24) hour per day basis. Merchandise, performers, sublicensees, exhibitors, and the public will not be permitted to enter or leave the grounds and/or TCC unless the Licensee has a security guard on duty and positioned at the loading areas and the main entrance, or entrances to the Event.

All watchmen or other protective service required by the Licensee shall be at the expense of the Licensee, and the number of security personnel must be acceptable to TCC. In the interest of energy conservation, all loading doors shall be kept closed by security guards and/or dock management when not in use.

The TCC, when not assigned for use by a particular show should be considered a restricted area, and as such TCC management reserves the right to refuse access.

Any intended or actual breach of security will result in the immediate removal from the premises and prosecution, if appropriate.

All security agreements must be approved by TCC. If security services are contracted through TCC, all such services are supplied in accordance with the provisions and qualifications contained in the License Agreement.

In addition to Event Security, as outlined above, a daily 24 Hour Site Security Fee is applicable and is the responsibility of each Event Manager. Site Security is responsible for the entire building(s) on a 24hrs basis overseeing security logistics and operating guidelines in the event of a crisis. Event Security, however, is dedicated strictly to the event space you have contracted.

If your event occurs outside the hours of 7:30am - 5:30pm, Monday to Friday, a GPS (Greeter plus Security) presence is required at Licensee expense. Please contact your Event Logistics Manager for the hourly rate.

## **SERVICE CHARGES AND SALES TAX**

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- All food & beverage items are subject to a 20% service charge, and Harmonized Sales Tax (HST) is applicable to all food, beverage, goods and services provided.
- Service charges and sales tax are subject to change at any time and without notice.
- Menu prices are subject to change, based on market conditions. However, TCC will guarantee your menu prices 60 days prior to your function.

## **SET-UP/DISMANTLING REQUIREMENTS**

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TCC does not restrict exhibitors from carrying in/out their own material (through specified doors) or from setting up/down their own exhibits.

Show Management will be responsible during set up/down of shows for direction of vehicle traffic on show floor. Drivers of vehicles must stand by vehicles at all times and ensure vehicles are not left idling while in the building.

No wheeled vehicles, whether powered or not, are to be driven in the facility without permission from TCC management except to transport goods in and out.

All vehicles must be removed immediately, once unloaded.

No children under the age of 16 years are allowed on site during move-in or move-out. During show hours they must be under the supervision of parents or guardians.

Licensee and exhibitors are requested to bring their own tools, ladders, brooms, dollies, and other required items to erect their exhibits. TCC does not loan any of these items. Only rubber bumper dollies are permitted in the convention area.

All labour requirements for the set up and tear down of an event are the responsibility of the Licensee, the exhibitors, and their service contractors.

## SHIPPING & RECEIVING - DURING EVENT

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During the Licensed show period, goods must be scheduled to arrive at the facility during the specific move-in period. Personnel authorized by the Licensee must be present to receive the shipment of goods.

TCC has the right to refuse any items being delivered which owe taxes and/or duties.

TCC is not responsible for clearing any shipments. It is the responsibility of the shipper to ensure shipments clear Canada customs.

When shipping to TCC, the following information must be clearly labeled on all items being delivered:

- Name and phone number of event contact
- Name and phone number of TCC contact
- Name of event
- Date event starts
- Meeting Room/Hall event is in
- Full address of TCC including receiving dock/door #:

Toronto Congress Centre  
South Building  
650 Dixon Road  
Toronto, ON  
M9W 1J1

Toronto Congress Centre  
North Building  
1020 Martin Grove Road  
Toronto, ON  
M9W 4W1

## SIGNS & DECORATIONS

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Signs and decoration may not be brought into the TCC without approval from TCC. Given such approval, signs and decorations may only be hung and/or secured by TCC's exclusive power, lighting, ceiling hanging, and production lighting provider using the restricted hardware materials.

The Licensee will remove all signs and decorations via TCC's exclusive power, lighting, ceiling hangers, and production lighting provider within the license period at the Licensee's expense. Failure to remove decorations could result in additional rental fees and/or TCC removing the decorations at the Licensee's expense. TCC reserves the right to remove any signs or decorations that it finds objectionable.

"Confetti" is not permitted in any area of TCC.

Exterior signs and banners may not be fastened to the building superstructures. Temporary exterior directional information, shuttle bus signs, etc., must be approved in advance by TCC.

## SMOKING

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The Licensee acknowledges having been advised that the entire TCC is a non-smoking facility. Smoking is prohibited in any area of the TCC at all times and will be enforced by show security and facility security.

## SOUND SYSTEM

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No sound system can be brought into the facility without prior written permission from the TCC.

## SPACE ALLOCATION

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Any Event, inclusive of storage, will be restricted to the area designated by the License Agreement.

## STANDARD MEETING ROOM SET-UP

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### One Set Up per Room per Day Includes:

- Tables and chairs for meeting set-up
- Speaker's table
- Ice water for speaker's table
- Electronic Room Posting in South Building

### Registration:

- 1 Table and 2 Chairs
- Wastebasket

Changes to room set-ups made within three days of event are subject to labour charges.

### Additional labour charges are based on/for:

- The number of refreshes per day
- Any quick resets or turnovers of rooms
- Additional set up of tables and chairs exceeding max sets or different than approved floor plan

### Additional Rental Items:

- Linens
- Water Service/Water Stations
- Pens, Pads, & Pencils
- Flipchart Pads
- Special equipment services (staging, dance floor, easel, podium, etc.)
- Telephone / Internet service
- Office equipment (photocopier, fax machine, printer)
- Parking
- Coat Check services
- Change over for rooms and operable walls
- Electrical Requirements
- Moving of Boxes/Crates (may be subject to labour charges)

The assigned ELM will assist in working out the finer details of room set ups, inventory, signage, and labour requirements.

An inventory list may be available through the ELM. Full North and South building inventory lists are only available to clients occupying one entire Building. If inventory requirements surpass the availability of the Building, labour and/or rental charges may apply.

## **STORAGE**

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All items for storage during an Event must be stored in the licensed “storage” space. The storage area is the responsibility of the Licensee at their expense. Storage of all show goods; including packing boxes, containers, crates, etc., are prohibited in the loading dock area. All such goods must be stored as specified in the License Agreement and indicated on show floor plan (Schedule “A”).

## **TABLE STANDARDS**

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TCC’s standard sit-down banquet service is planned for round tables of 10 guests, with one (1) server per 20 guests. For buffet meals, our standard banquet service is planned for round tables of 10 guests, with one (1) server per 40 guests.

An additional labour and linen charge will be applied for any set that requires tables that seat less than the standard. An additional labour charge will be applied for any set that requires a specialty item to be placed at a setting.

## **TELEPHONES**

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There are a number of pay telephones located throughout the facility as well as on the show floor.

Private telephone arrangements for shows or events held in the facility must be made directly with Bell Canada, Freeman Audio Visual Canada, and/or a cellular phone supplier.

TCC telephone numbers may not be published as an official show or convention number, and are reserved for the exclusive use of TCC.

## **VEHICLE MARSHALLING**

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For all events requiring access to the loading docks, vehicle marshalling will be supplied by TCC (through our preferred supplier) at the Licensees expense to facilitate the movement of cargo trucks during move in and move out periods.

## **WATER**

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If water is required, it must be coordinated with the ELM. TCC’s technical contractor must hook up, fill, and drain all water set-ups at Licensee’s expense. The cost of water is based on volume and technical work involved.



## WEBSITE

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TCC's website has all of the information you require, whether you're attending an event, planning an event, or exhibiting at an event. If you are unfamiliar with the area, the TCC website has directions using any mode of transportation to help you arrive with ease. It also has a list of hotels, restaurants, shopping centres, and attractions nearby. If you're planning an event, you can find all of the TCC's floor plans, site plans, menus, and photos at the click of a button. If this isn't enough, you can take a virtual tour of the facility or book a personal tour with one of TCC's Business Development Managers. A schedule of upcoming public events is also available for anyone looking for dates and information. You're sure to find everything you need to prepare for your visit to TCC on the website.

<http://www.torontocongresscentre.com/>

**\*\*ANY INFORMATION NOT COVERED IN THESE RULES & REGULATIONS MAY REQUIRE SPECIAL ATTENTION. FOR QUESTIONS AND/OR CLARIFICATION PLEASE CONTACT A TCC ELM IN THE EVENT LOGISTICS DEPARTMENT AT (416) 245-5000\*\***

## CONTRACTORS & EVENT SUPPLIERS

To Ensure that all Convention and Trade Hall Space is kept to the standards of our clients, please follow these rules:

### FREEMAN AUDIO VISUAL CANADA

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If the exhibitor or general contractor is renting audio-visual equipment for the event, the TCC requires a 24-hour contact name & Clearnet number for the Freeman Audio Visual Canada representative.

- AV equipment must be set up & ready 1 hour prior to meeting start time.
- A Freeman Audio Visual Canada representative will remain on site to greet clients & instruct them in the use of their equipment and provide contact details.
- The Freeman Audio Visual Canada set up technician will check in & out with the TCC Event Logistics Manager and/or TCC Banquet Manager.
- Convention doors are to be opened fully before moving goods through. In the case of large events, door pads must be used to protect the door finish.
- No equipment is to be placed within 6 inches of a wall. No equipment is to be propped up against a wall.
- No equipment is to be placed on TCC tables, chairs or furniture.
- For all AV ceiling mounts, a representative from ShowTech is to supervise. Only the ShowTech electronic lift is to be used with proper safety equipment.
- No boxes or equipment will be left in sight or in the convention hallways.

### GENERAL CONTRACTORS

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Carpet must be laid and ready for vacuuming a minimum of 12 hours prior to the scheduled event opening. In the event carpeting installers are not finished by this time, a labour charge will apply to compensate for overtime rates.

### GENERAL RULES

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- All service vehicles must be parked in the West “Hydro” parking lot.
- All equipment is to be cleared, moved in and moved out through Door #4, Security.
- Suppliers must sign in and out at Door #4.
- Contractors in “non-uniform” to receive a contractor badge while on-site.
- No outside food and beverage may be consumed on TCC property. All meal breaks are to be taken in designated areas or as directed by TCC staff.

- All show services staff must be in uniform when on-site.
- All contractors to have a neat and tidy appearance.
- All workers must carry themselves in a professional manner & refrain from using coarse language, spitting, or boisterous behaviour; no loitering.
- Show services are not to approach guests or staff unless for business matters.
- Contractors are not to approach guests or staff. All business related matters must be discussed with infrastructure management only.
- All contractors must abide by Ontario Safety Standards on site. Anyone found operating equipment in an unsafe manner will be asked to leave the premises immediately.
- All TCC construction or repair contractors must be supervised by Senior Manager, Infrastructure while working on site.
- A strict no smoking policy is in effect. This includes the loading dock area.
- All contractors must use the washroom located at Door #4 when working in the South building and the staff washrooms in the ballroom server corridor when working in the North building.
- No leaning of equipment/objects against walls (cinder block or drywall) in the trade halls or convention area. No equipment may be placed within 6 inches of a wall. This includes boxes, crates, pallets, drapery poles, tables, chairs, etc. This rule will be strictly enforced.
- Any contractor found in restricted areas will be asked to leave the property.
- Most TCC doors are magnetically locked. An access card may be signed out at Door 4 Security.
- When leaving the property, all key fobs and other property must be returned to Door#4 Security. If these items are removed, you will be expected to return to the property to return the items.
- Any contractors found tampering with or propping open mag locked doors will be asked to leave TCC property immediately.

\*\*Should any damages occur, TCC will invoice the supplier responsible for these damages.\*\*

## **MEETING ROOMS, BALLROOMS, CONVENTION SPACE, & LOBBIES**

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- No pump trucks, skids or metal dollies are allowed in convention area (front of the house).
- No posters, pictures, banners, flyers, etc. to be attached to walls or windows.
- No tape permitted except for floor cable & wire in which case black tape is to be used.
- No pins, tacks, hook permitted in Convention area. Beige/white adhesive putty (UHU Tac) may be used in meeting rooms only to apply items to the walls.

- No garbage, packing materials or storage cases may be left in the convention area at any time. Contractors must leave a clean work site; otherwise charges will be billed for cleanup. (Please check with TCC staff for allocated storage space.)

## **SHOWTECH**

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- Samples of optional lighting fixtures must be displayed at the service desk for on-site orders.
- ShowTech must cover / disguise all transformers on the show floor. This is not an additional expense to show management.
- ShowTech is responsible for all items mounted to the ceiling. Exhibitors may not mount signs, etc. on their own.
- ShowTech is responsible for removing all ceiling wires, strings, etc. after the show/event within 24 hours.

## **TELECOM - BELL & ROGERS**

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Technicians are responsible for a clean work site, particularly in the TCC phone service room & Telecom room. Any wires used for an event must be removed and/or coiled tightly into the ceiling struts ~ no dangling wires are to be visible in the trade hall or convention area. The technician will be required to return to the site for wire removal at their own expense within 24 hours otherwise they will be invoiced for TCC labour costs.

## **TRADE HALLS**

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- Contractors are not permitted to purchase exhibitors' goods, nor receive gifts from exhibitors/clients on TCC property.
- The location of the service desk and the storage area for equipment will be determined 1 month prior to the event. All supplier service desks will be clearly identified with proper logo and name sign. The area determined will be the common area for all supplier services, typically the loading docks. If a service desk is unmanned, a notice must be posted for the time of return. Order forms must be readily available for exhibitors.
- Upon completion of work, all work areas to be left clean and tidy.

**\*\*Should any damages occur, Toronto Congress Centre will invoice the supplier responsible for these damages.\*\***

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# **TCC Fire Regulations**

**Exhibits & Displays in Public Buildings**

These regulations are set to maintain an acceptable level of fire safety within The Toronto Congress Centre (TCC). The fire protection systems built into TCC have been designed to protect against the hazards which are typical of conventions and exhibitions. The objective of these requirements is to limit the hazards of contents and operations within TCC to a level which can be controlled by the building fire protection systems.

The requirements contained herein and the Ontario Fire Code will be strictly enforced by the Event Logistics staff of TCC and the Toronto Fire Prevention Division. These requirements apply to all conventions and trade shows whether or not open to the public.

**All Exhibitors must have these requirements in their possession during booth occupancy.**

### **THESE REQUIREMENTS APPLY TO THE FOLLOWING**

- |  |  |
|--|--|
| 1. Prohibited Materials, Processes & Equipment                 | 7. Combustion Engines                        |
| 2. Materials, Processes & Equipment Requiring Special Approval | 8. Electrical Equipment and Connections      |
| 3. Acceptable Booth Configuration                              | 9. Portable Spotlights                       |
| 4. Acceptable Material for Booth Configuration                 | 10. Procedures during Set-up and Dismantling |
| 5. Interior Finishes and Furnishings                           | 11. All Items to be Suspended from Ceilings  |
| 6. Obstructions  | 12. Emergency Procedures                     |

### **PROHIBITED MATERIALS, PROCESSES, EQUIPMENT AND BOOTH CONFIGURATIONS**

Use of the following materials, processes, or equipment is strictly prohibited:

- |   |   |
|---|---|
| 1. Acetate fabrics, corrugated paper box board, no- steam paper | 10. Fueling of motor vehicles   |
| 2. Paper backed foil unless glued securely to suitable backing  | 11. Liquefied petroleum or natural gas  |
| 3. Styrofoam and/or foamcore                                    | 12. Wood matches with "all surface" strikes   |
| 4. Fireworks (permit)   | 13. Hazardous refrigerants such as sulfur dioxide and ammonia   |
| 5. Blasting agents  | 14. Cellulose nitrate motion picture film   |
| 6. Explosives   | 15. Portable heating equipment  |
| 7. Flammable cryogenic gases                                    | 16. Flammable liquids or dangerous chemicals  |
| 8. Aerosol cans with flammable propellants                      | 17. Electrical equipment or installation not conforming to the Ontario Electrical Code or CSA (Canadian Standards Association). |
| 9. Smoking in posted "No Smoking" area                          |   |

## **MATERIALS, PROCESSES, AND EQUIPMENT REQUIRING SPECIAL PERMIT FOR USE**

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The use of the following materials, processes or equipment is subject to approval from TCC Event Logistics. If any materials, processes or equipment requiring approval are to be used the Exhibitor shall submit in writing to Show Management the nature of the process or equipment and any safeguards to be used to protect the hazard. Requests will be submitted by Show Management to TCC who will review and return the request with their approval, rejection or limitations.

1. Propane or natural gas fired equipment
2. Operation of any heater, barbecue, heat producing device, open flame device, candles or torches
3. Exhibits involving hazardous processing or materials not previously listed
4. Storage or display of ammunition and fire arms (subject to subsection 5.2 of the Ontario Fire Code and Criminal Code)
5. Pressure vessels including propane tanks
6. Fossil fuel powered equipment using flammable fluids
7. Radiation producing devices
8. Natural Christmas trees

## **ACCEPTABLE BOOTH CONFIGURATION**

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The following booth configuration will be acceptable:

1. Open top booths
2. Platforms not exceeding 400 square feet in area.

The following booth configuration will require approval from TCC's Event Logistics department. A description of the booths requiring approval shall be submitted to the Show Management who in turn will submit the description to TCC for their approval. TCC Event Logistics will discuss these configurations with the Toronto Fire Prevention Division:

1. Platforms exceeding 400 sq ft in area
2. Exhibition booths with flame retardant fabric canopies not to exceed 200 sq ft
3. Layouts of all meeting rooms used for exhibit.

## **ACCEPTABLE MATERIALS FOR BOOTH CONSTRUCTION**

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The following types of materials will be acceptable for booth construction:

1. Wood
2. Combustible materials including plastics having a flame spread rating not exceeding 150 and a smoke developed classification not exceeding 300

3. Non-combustible materials as regulated by the Ontario Building Code

## **INTERIOR FINISHES AND FURNISHINGS**

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The limitations described below shall apply to all booth interior finishes and furnishings including:

- Drapes
- Hangings
- Curtains
- Drops
- Christmas trees
- Artificial flowers and foliage
- Ruscus
- Split wood
- Textiles
- All other decorative materials including plastic
- Paper, cardboard or compressed paperboard (less than ¼" thick is considered paper)

## **LIMITATIONS**

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1. Made from non-combustible materials, or
2. Treated and maintained in a flame retardant condition by an approved flame retardant solution or process
3. Corrugated cardboard can be used only if fire retardant treated at the factory
4. Plastics can be used only if approved by the TCC

**Note:** It is necessary to flameproof textiles, paper and combustible merchandise on display for sale but the quantity so used shall be limited to the displaying of one salvageable length. Each sample must differ in colour weave or texture.

Booth Wallpaper is permissible if pasted to walls or wall board backing.



The following test (NFPA 701 Flame Test) may be used to determine if a material is flame resistant:

1. Cut off a small piece of the material (1' wide x 4" long) and hold it with a pair of pliers;
2. Hold a wooden match 1" below the bottom of the material 12 seconds;
3. If, when the match is taken away, the material stops burning within 2 seconds, it is flame resistant;
4. If the material goes up in flames immediately or continues to burn for more than 2 seconds after the match is removed, it is not flame resistant.

Draping, table covering, booth partitioning and carpeting used in a show must be of flame-retardant material. All material is subject to inspection and flame-testing at any time by the Fire Department and/or the Director of Fire Safety.

## **OBSTRUCTIONS**

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Nothing shall be hung from or affixed to any sprinkler piping or heads. Construction or ceiling decorations of the booths must not impede the operation of the sprinkler system.

All exit doors shall be in an operable condition and shall remain unobstructed at all times. Exit signs, manual pull stations, fire department handsets, fire hose cabinets and portable fire extinguishers shall not be obstructed in any manner.

All fire & emergency equipment located in the building may not be hidden/ obstructed in any way. Emergency exits and aisles must be kept clear and unobstructed.

Vehicles parked on fire routes will be removed at the owner's expense.

All entrances, exits, aisles, stairways, lobbies and passageways shall be unobstructed at all times.

Roof construction shall be substantial and fixed in position in specified areas for the duration of the Show. Easels, signs, etc., shall not be placed beyond the booth area into the aisles.

Aisles between display booths shall be a minimum of 8 feet.

Literature, supplies and handouts are permissible in reasonable quantities. Reserve quantities shall be kept in closed containers and stored in a neat, compact manner within the booth.

## COMBUSTION ENGINES

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Vehicles or other flammable fueled engines displayed shall conform to the following requirements:

1. Fuel tanks containing fuel or which have ever contained fuel shall be maintained at least · full. Caps for fuel tank fill pipes shall be of the locking type and be maintained locked. If they cannot be locked, they shall be taped shut.
2. Garden tractors, chain saws, power plants and other gasoline powered equipment shall not contain any fuel and shall not be used for demonstrations without permission from TCC.
3. The electrical system shall be de-energized by either:
  - a. Removing the battery

OR

  - b. Disconnecting both battery cables and covering them with electrical tape or other similar insulating material
4. Tanks containing propane shall be maintained less than · full. Vehicles may be driven in and positioned. The engine should remain running, with valve shut off. Allow engine to run until all of the fuel in the fuel line is used up. Turn ignition off.
5. Cylinders for barbecues and/or appliances within a vehicle such as stoves, refrigerators, etc., must be empty.

## ELECTRICAL EQUIPMENT & CONNECTION

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The Electrical Safety Code, Ontario Regulation 180/84 requires that all electrical equipment is approved before it may lawfully be advertised, displayed, offered for sale or sold, or otherwise disposed of or used in the Province of Ontario. All electrical equipment must be CSA or UL approved. Appropriate approval markings (CSA monogram or label) must appear on each device. If such markings are missing, the device must be considered unapproved and, therefore subject to special inspection and/or removal from TCC property.

It is the responsibility of each Exhibitor to ensure that all electrical equipment in, on or about their booth complies with the above Regulations. This includes electrical merchandise as well as lighting and display equipment. If you wish to display, offer for sale or use any electrical equipment which is not certified by the CSA you must complete an application to the Electrical safety Authority.

The application procedure for Electrical equipment approval is included in each Exhibitor Kit as part of the TCC Exhibitor Rules & Regulations. It is the responsibility of the Licensee to ensure each exhibitor receives a copy of the Exhibitor Rules & Regulations.

## PORTABLE SPOTLIGHTS

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All clamp on types of portable spotlights should be protected from metal to metal contact by having electrical insulating pads or wrappings permanently attached to the lamp holder clamps.

Where a spotlight may be subject to physical damage, dampness or where lamps may come in contact with combustible material, the spotlight shall be equipped with a guard attached to the lamp holder or the handle.

Flexible cords (extension cords) may only be used for portable lamps or appliances that are of allowable amperage for this size and type of the three conductor cord used to power bars.

## **PROCEDURES DURING SETUP AND DISMANTLING OF SHOWS**

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The Licensee shall assume full responsibility in advising and enforcing all fire regulations with their exhibitors.

No smoking is allowed during the setup or dismantling of shows. TCC is a No Smoking facility.

Show Management must have the approval of the TCC Event Logistics for commencement of setup or dismantling of shows.

Access to and flow of vehicles or trucks on exhibition hall floor is limited and controlled. Drivers of vehicles must stand by vehicles at all times with parking lights on.

The idling of trucks while in the loading dock area of the building or on the exhibition floor is prohibited.

Crates and packaging materials must be removed promptly. The Exhibitor is to monitor this activity. Restriction on the use of materials, processes and equipment during setup and dismantling must be adhered to.

Boxes, packaging, and other unused exhibitor material must not be stored on top of, or around any electrical connections, fittings, or transformers.

Any type of utility connection (i.e.: electrical, audio, video, water, compressed air, steam, etc.) must be carried out by the Licensor's authorized personnel or its appointees. This applies to any and all connections made which are not covered in the entree's "Electrical Rate Schedule" or "Water Drain or Compressed Air Rate Schedule".

Any type of utility connection (i.e.: electrical, audio, video, water, compressed air, steam, etc.) must be carried out by the Licensor's authorized personnel or its appointees. This applies to any and all connections made which are not covered in the entree's "Electrical Rate Schedule" or "Water Drain or Compressed Air Rate Schedule".

The following equipment and operations are prohibited during show setup and dismantling:

1. Material handling equipment other than electrically powered will not be permitted in the facility during shows or overnight.
2. Tools and equipment powered by flammable fuels, except materials handling equipment.
3. Electrically powered tools and equipment other than those listed by ULC or labeled or listed by CSA, or by a nationally recognized testing laboratory.
4. Portable heating equipment.
5. Welding, cutting or blazing equipment without special permission from the TCC.

6. Painting with flammable or volatile paints and finishes.
7. Smoking in all posted "No Smoking" areas and where packing crates and debris are an obvious fire hazard.
8. Use of other equipment or operations that increase the risk of life safety.

#### Ceiling Suspended Items

1. All items to be suspended from ceiling including signs, displays, light and sound equipment, etc., must be approved in advance
2. Rigging of cable and other hanging devices on or near ceiling electrical buss ducts and conduits is strictly prohibited
3. All ceiling equipment material and rigging must be removed immediately upon close of show.

All involved parties with any show exhibit must comply with Federal, Provincial and Municipal building and fire codes.

### **EMERGENCY PROCEDURES**

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The Toronto Congress Centre is equipped with sophisticated fire protection equipment including: automatic sprinkler, smoke and heat detection, fire alarm and public address system. Upon arrival, you should familiarize yourself with the building, particularly as to the nearest exit, manual pull station and fire extinguisher.

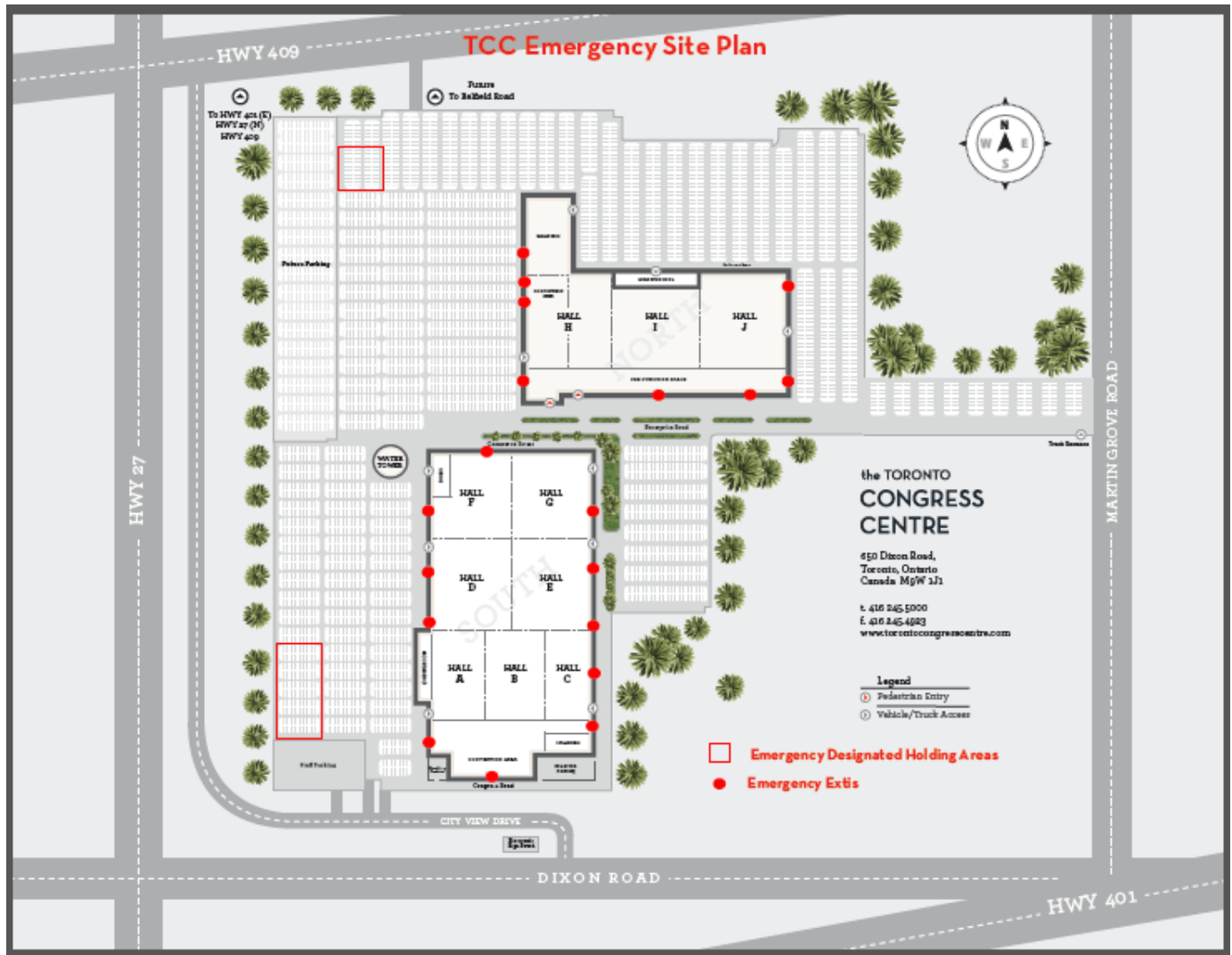
If you see fire, activate the nearest fire alarm manual pull station and leave the fire area closing all doors behind you. Do not attempt to fight a fire unless it is small enough to extinguish with one of the portable extinguishers located throughout the building. There are no fire hoses provided for use by occupants.

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# **TCC Site Guide**



# Emergency Exit Site Plan



## Directions to TCC

### From East of Toronto

#### (Whitby, Pickering, Scarborough)

Service run by GO Transit

 Oshawa/Yorkdale towards 92 - Yorkdale Term

Transfer

 Brampton/Pearson Airport/North York towards 34 - Brampton Term

Dixon Rd At City View Dr

Walk to 650 Dixon Rd

About 3 min

### From Downtown Toronto

Union Station Northbound Platform towards Downsview

 towards Yonge-University-Spadina Subway

Yorkdale Station Northbound Platform

 Walk to Yorkdale GO Bus Terminal at Yorkdale Rd

 Brampton/Pearson Airport/North York towards 34 - Brampton Term


Dixon Rd At City View Dr

Walk to 650 Dixon Rd


About 3 min

### From North of Toronto (Vaughan, Woodbridge)


Service run by TTC

 107 towards SOUTH - 107C Keele North towards Downsview Station


Transfer - OPPOSITE 3925 KEELE ST

 41 towards SOUTH - 41 Keele towards Keele Station

Transfer - Lawrence Ave West at Keele St

 58 towards West - 58B Malton towards Westwood

Dixon Rd at City View Dr

 Walk to 650 Dixon Rd

### From Mississauga

Service run by MiWay

 26 towards Eastbound

Transfer City Centre Transit Terminal

 107 towards Northbound

Transfer - Dixon Rd at Carlingview Dr or walk

Service run by TTC


 58 towards EAST - 58 Malton towards Lawrence

Dixon Rd at Kelfield St


Walk to 650 Dixon Rd

### From Brampton

Service run by GO Transit

Brampton Bus Terminal At Queen St  Brampton / Pearson Airport / North York towards 34 - York Mills

Dixon Rd At Kelfield St

 Walk to 650 Dixon Rd