



Service Excellence - Your MTCC Team

EXHIBITOR SERVICES CENTRE

The Exhibitor Services team can assist with placing orders or for last-minute needs at our on-site service desk. Online ordering is available for parking and internet/telecommunications services, as early as six months in advance and up to 3 days prior to the event move in. Please visit www.mtccc.com/order for more details. Advance purchase discounted rates are available ONLINE ONLY up to 14 days prior to the first contracted day.

Phone: (416) 585-8387 Email: exhibitor-services@mtccc.com

Fax: (416) 585-8388 Website: www.mtccc.com/order

PARKING SERVICES

Exhibitor parking passes are available for each event in our easy access, security-patrolled indoor parking garages. With space for over 1,700 cars and available 24 hours a day, 7 days a week, our garages are steps away from the show floor. Discounted parking rates are available for orders placed ONLINE ONLY up to 14 days prior to the first contracted day.

To order: visit www.mtccc.com/order OR complete the fillable PDF form included in this package.

INTERNET / TELECOMMUNICATIONS SERVICES

Internet and Telecommunication services are available from the MTCC on an exclusive basis. Our Technology Specialists are available to provide you state-of-the-art services directly to your booth. Wireless and Wired internet services are available to every exhibitor based on the requirements of each exhibit space. The MTCC strongly recommends using only 5GHz devices to reduce connection problems. Please contact one of our specialists to discuss your requirements or for any technical questions. Discounted services are available for orders placed ONLINE ONLY up to 14 days prior to the first contracted day.

To order: visit www.mtccc.com/order OR complete the fillable PDF form included in this package

Phone: (416) 585-3596 Email: telecommunications@mtccc.com

FOOD & BEVERAGE/CATERING SERVICES

Our award-winning culinary team provides a full range of catering solutions to create a unique experience at your booth. Please contact our experienced food and beverage team to discuss your catering requirements. Food and beverage services are exclusive to the Metro Toronto Convention Centre. Our team can also provide guidance on food sampling requests as well.

To order: Complete the fillable PDF forms included in this package OR contact our team at: (416) 585-8144

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



Service Excellence - Your MTCC Team

BUSINESS CENTRE SERVICES

Our Business Centres are conveniently located on levels 300 & 800. Services include photocopying, faxing, printing, outbound courier service, internet access and a selection of office supplies and tools. Please contact our Business Centre to arrange for large, customized printing projects well in advance.

Services Hours:

North Building (Level 300)

Mon – Fri: 8:00am – 5:00pm

South Building (Level 800)

Mon – Fri: 8:30am – 4:30pm

Phone: (416) 585-8387 Email: businesscentre@mtccc.com

EMERGENCY CONTACT

Should you experience an emergency during your time at the MTCC, please contact our Security Centre at (416) 585-8160. Please also review our emergency procedures document included in this package.

ELECTRICAL POWER

SHOWTECH Power & Lighting provides all electrical, display-feature lighting, mechanical, plumbing, gas and air services on an exclusive supplier basis. SHOWTECH also exclusively hangs all decorative material, signs and banners that are required to be attached to the facility structure. For questions or to place your electrical order, please contact SHOWTECH directly.

To order: visit www.showtech.ca

Phone: (905) 283-0550 Email: sales@showtech.ca



Notice to Exhibitors / Display Companies

1. Alterations to any part of the structure of the Centre, or to items of furniture or equipment forming part of it, may not be made without prior written authorization from the Director of Event Coordination in each individual case. These prohibitions include the drilling of holes, mechanical fastening (nails, staples, push pins etc), or adhesive fastening (tape, glue, sticky Velcro etc), and the attaching in any manner of decals, promotional literature or items. Failure to comply will result in a \$50.00 minimum penalty per occurrence to the client. Labour / Repair charges will apply to remove prohibited tapes / decals from Metro Toronto Convention Centre property.
2. Use of masking, clear packaging and plastic-based tape are prohibited. To secure booth flooring to Exhibit Floor, only cloth-based tapes such as Polyken are acceptable. Labour / Repair charges will apply to remove prohibited tapes from the Convention Centre property.
3. Helium balloons, animals, birds or pets of any description require written authorization. You may find these forms in Exhibitor Forms Package (www.mtccc.com/exhibitors-forms-guidelines/) or please call the Event Manager for authorization form.
4. Sample food or beverage products may be distributed within an exhibit area with written authorization. Please contact the Catering department for further information (416) 585-8144.
5. Passenger elevators and escalators ARE NOT TO BE USED for transporting freight or equipment from level to level. This includes hand dollies/handcarts and hand carrying boxes, easels, chairs, tables, etc.
6. All exhibitors, service providers and Show Management personnel working on the show floor during move-in and move-out periods are required to wear approved personal protective equipment (PPE), such as CSA approved or equivalent) safety shoes, hard hats, harnesses, gloves and safety eyewear and is to be used when warranted by safety considerations. All exhibitor service providers must adhere to the Occupational Health and Safety Act, Ontario regulation 213/91 and 851/90 Industrial. If you have been given permission to be on the floor at these times you will be required to wear an approved hard-hat in the designated 'Construction' zone. When working higher than 3 meters (10 ft) you must use fall protection.
7. As per the Ministry of Labour, children under 16 years of age are NOT permitted on the show floor during tear down or move-out. Please also note, that as per the Ministry of Labour, Proper Protective Equipment is required to be worn while all tear down and move-out activity is taking place.
8. During move-in / out, exhibit halls, loading dock areas and back of the house service areas are considered hazardous work areas. As such, there shall be absolutely no drinking of alcoholic beverages, no horseplay and in general, any and all unsafe conditions or activities are to be corrected promptly.



Notice to Exhibitors / Display Companies

9. For North Building West Ramp and South Building Truck Elevator load-ins, there are no docks. It is direct floor unloading and alternate arrangements may be required for special needs (ie. ramps, forklifts). The South Building Truck elevator has a truck length restriction of 38' or less, 30 tons weight capacity.
10. Storage for crates or other materials are not provided in the Centre. Exhibitors must make their own arrangements. All materials, boxes, signs and other materials must not be sent to the Centre prior to the official move-in date as specified in your Exhibitor Manual and must be removed upon the completion of the event.
11. Use of pyrotechnics, hazers, fog / smoke machines, or any other special effect / activity requires Toronto Fire Department and the Metro Toronto Convention Centre approval at least 2 weeks in advance. The Fire Safety Manager will need a full production schedule including rehearsals and floorplans. Labour charges will apply for a fire watch.
12. Access to / or the use of the Exhibit Hall floor-ports is exclusive to the Convention Center staff and our Official Electrical / Mechanical Service provider. Exhibitors are not permitted to use these for any purpose.
13. Smoking is NOT PERMITTED anywhere inside the Convention Centre, including e-cigarette and vaporizing.
14. You are required to report immediately any unsafe condition or accident of which you have knowledge to a security guard or event management employee.
15. No material may be taken through the Main Entrance on Front Street, Internal Street or Bremner Blvd. unless it can be carried by hand. Dollies are not allowed on carpet areas. No equipment may be transported on the escalators or public passenger elevators. All four wheel dollies, pallet jacks or oversized loads are prohibited into the pre-function areas. If you require a dolly or pallet jack to move your items, you must use the designated loading area.



Metro Toronto Convention Centre Recycling Program

A large volume of material goes in to creating a successful event – from cardboard boxes, pallets and Styrofoam for shipping, to carpet and decor which make the space look fabulous. Not to mention the food and beverages consumed and enjoyed throughout. Although much of this material is used up during the event, or saved and reused afterwards, a lot ends up getting tossed.

To this end, the Metro Toronto Convention Centre (MTCC) has developed an aggressive waste reduction program.

We continuously strive to be good corporate citizens and to recycle as much as possible, both the material left over from events and that which is generated internally. This is an invitation to our exhibitors, show managers, and service providers to join us as recycling partners. By developing a close partnership, we can work together to meet the global mandate of reducing material sent to landfill - an environmental and economical common sense program.

As with every partnership, we need your help to make these programs successful! Here's how you can participate and make an impact.

Recycling on the Show Floor

- Use the recycling bins as marked – large bins are made available during move-ins/outs for wood / metal, cardboard / plastic / paper, and organics. If you do not see the bins, please inform one of our Cleaning Staff and they will be pleased to help
- Keep food separate from other materials – if normally recyclable material is contaminated by food or drink, it will be sent to landfill

Recycling in Meeting Rooms & Public Spaces

- Clearly marked recycling bins are conveniently located throughout the centre – the available streams are plastic / metal / glass, organics, paper, and waste
- It is important to note that this material is only accepted for recycling when it is separated properly at the source – if contamination occurs, the material will be sent to landfill

Donations

- If you no longer need certain materials, but they could be used by someone else, keep it aside so we can donate it for you. We work with several local charities and organizations that can use items such as pens, paper and notebooks, binders, bags, samples, furniture, etc.
- Inform an MTCC staff member of the item(s) to be donated and we will take care of the rest

Promote our Recycling Program

- It is important that everyone involved in the event be aware of the recycling requirements
- Show Managers, please use the communication tools provided to you by the Exhibitor Services team in all of your printed materials, emails, and brochures

Every little bit helps. We are proud of our program, we stand behind it. We want you to benefit from it too!

Like to learn more? Reach out to our Exhibitor Services team for communication material and check out <http://www.mtccc.com/green> for information about the Sustainability Program at the MTCC, including food waste management and energy saving measures.



Vehicle Marshalling / Move-In / Move-Out

A marshalling yard has been established at 100/120 Cherry Street in order to facilitate move-in and move-out of events at the Metro Toronto Convention Centre.

Move-in / out information / bulletins will be provided by Show Management. Any variations to the procedures listed below will be indicated as such on the move-in / out information / bulletins.

PROCEDURES:

1. All vehicles will report first to the vehicle marshalling area. This lot is 3.8 km from the Convention Centre.
2. The marshalling yard is open 1 hour prior to scheduled move-in/move-out times.
3. An attendant will be posted at the marshalling area. The attendant will assign the delivery order of the vehicles and give a numbered ticket to the driver based on a prearranged priority listing produced by show management. The cost of the attendant will be at the expense of the Convention Centre when required during operational hours of 0700–2359. Charges will be applied between 0001–0700.
4. A call will be made to the attendant to dispatch vehicles. As space becomes available, the drivers will be directed to the North Building (Front Street) or to the South Building (Lower Simcoe Street).
5. Upon arrival at either entrance, the driver will turn in their assigned tickets.
6. Vehicles entering the loading dock areas will be met by the Convention Centre dock staff who will control the flow of vehicle traffic.
7. Vehicles going up onto the North Building Exhibit Floor will be met by dock staff positioned at John Street and on the ramp to control the pedestrian traffic on the ramp.
8. During the winter season, the Convention Centre will bear the cost of the labour and equipment to keep the ramp open to traffic, to clean off vehicles before going onto the floor and to keep the floor clean. The Centre will also be responsible for snow removal in the marshalling area.
9. The control of the vehicles once onto the Exhibit Floor will be the responsibility of Show Floor Management in conjunction with the Convention Centre dock staff.
10. Freight elevators, when in use, will be manned and controlled by operators supplied by the Convention Centre.
11. Vehicle storage is available during events at \$32.00 plus 13% HST per day. Arrangements must be made in advance through the Dock Office at (416) 585-8345 / (416) 585-8278 or cell number (416) 529-3461.

NOTE:

Vehicles will be held in the marshalling yard before and after Rogers Centre events where pedestrian and vehicular traffic block access to the ramp. Times for these periods will be scheduled on an individual basis as schedules warrant. Vehicle marshalling inquiries – Tel: (416) 585-8345 / (416) 585-8278 or cell number (416) 529-3461.



Vehicle Marshalling / Move-In / Move-Out

Directions from the Cherry St. Marshalling Yard to the Metro Toronto Convention Centre:

(A) Directions to the Metro Toronto Convention Centre North Building, West Ramp

1. Head north on Cherry St. (toward Lakeshore Blvd.)
2. Slight left onto Lake Shore Blvd.
3. Turn right onto Lower Simcoe St.
4. Turn left onto Wellington St.
5. Turn left onto John St.
6. Head through the intersection and up the West Ramp

Entrance to the Exhibit Hall(s) will be to your left.

(B) Directions to the Metro Toronto Convention Centre North Building, East Loading Dock & West Freight Elevator

1. Head north on Cherry St. (toward Lakeshore Blvd.)
2. Slight left onto Lake Shore Blvd.
3. Turn right onto Lower Simcoe St.
4. Turn left toward the Convention Centre Internal St.

Entrance to the East Loading Dock will be immediately to your left.

Entrance to the West Freight elevator: continue through Internal St. towards the parking exit, Loading Docks for West Freight will be to your immediate right.

(C) Directions to the Metro Toronto Convention Centre South Building, Loading Dock & Truck Elevator

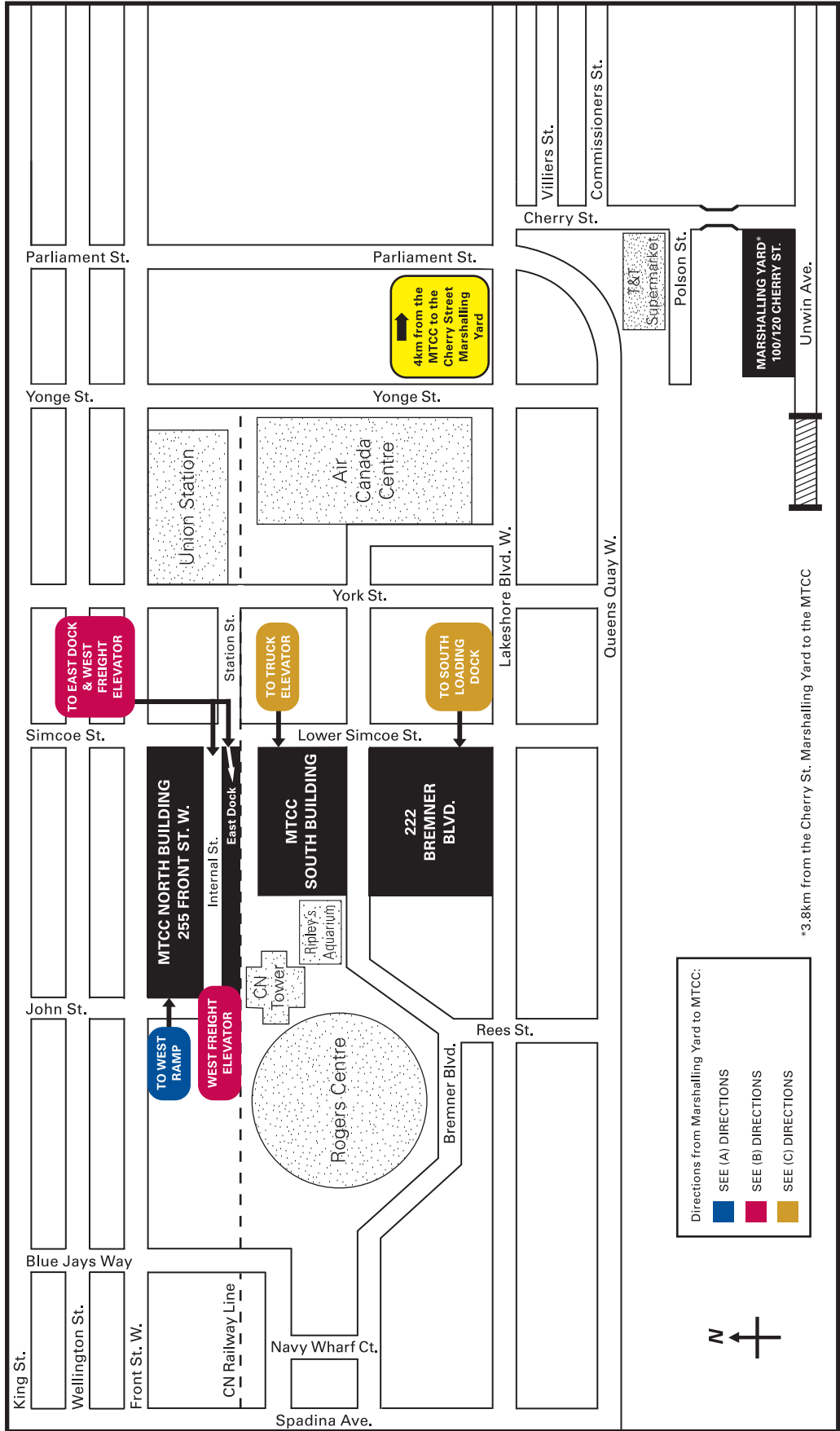
1. Head north on Cherry St. (toward Lakeshore Blvd.)
2. Slight left onto Lake Shore Blvd.
3. Turn right onto Lower Simcoe St.

Entrance to Loading Dock will be immediately to your left.

Entrance to the Truck Elevator is 80m ahead to your left.



Metro Toronto Convention Centre (MTCC)



Map is not to scale

Fire Regulations for Exhibitors

The purpose of these requirements is to maintain an acceptable level of fire safety within the Metro Toronto Convention Centre. The fire protection systems built into the Convention Centre 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 the Convention Centre 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 Fire Safety Officer of the Metro Toronto Convention Centre 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.

The requirements apply to the following:

1. Prohibited materials, processes and equipment
2. Materials, processes and equipment requiring special approval from the Metro Toronto Centre Fire Safety Officer
3. Acceptable booth configurations
4. Acceptable material for booth construction
5. Interior finishes and furnishings
6. Obstructions
7. Combustion engines
8. Electrical equipment and connections
9. Portable spotlights
10. Procedures during set-up and dismantling
11. All items to be suspended from ceilings
12. Emergency Procedures

Prohibited materials, processes, equipment and booth configuration

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

1. Acetate fabrics, corrugated paper box board, no-seam paper
2. Paper backed foil unless glued securely to suitable backing
3. Styrofoam and / or foamcore, gaterboard, corrugated plastic
4. Fireworks
5. Blasting agents
6. Explosives
7. Flammable cryogenic gases
8. Aerosol cans with flammable propellants
9. Fuelling of motor vehicles
10. Liquified petroleum or natural gas
11. Wood matches with all surface strikes
12. Hazardous refrigerants such as sulphur dioxide and ammonia
13. Cellulose nitrate motion picture film
14. Portable heating equipment
15. Flammable liquids or dangerous chemicals
16. Electrical equipment or installation not conforming to the Ontario Electrical Code
17. Hay

Rigging Plot submit to:
Metro Toronto Convention Centre, Engineering Department
255 Front Street West, Toronto, Ontario M5V 2W6
T: (416) 585-8148 | www.mtccc.com

Fire Regulations for Exhibitors

Materials, processes and equipment requiring special permit for use

The use of the following materials, processes or equipment is subject to approval from the Metro Toronto Convention Centre Fire Safety Officer. If any material, process or equipment requiring approval is to be used, the Exhibitor shall submit in writing to the Show Manager the nature of the process or equipment and any safeguards to be used to protect the hazard. Requests will be submitted by the Show Manager to the Metro Toronto Convention Centre who will review and return the request with its approval, rejection or limitations.

1. Propane or natural gas fired equipment.
2. Operation of any heater, barbecue, heat producing device, open flame device, candles, torches, or cooking appliances
 - (a) Portable Commercial Cooking Equipment: Must meet NFPA96 - 184 installation of Equipment for the Removal of Smoke and Grease-Laden Vapours from Commercial Cooking Equipment, in accordance with the Ontario Fire Code. An adequate exhaust and filter system, including a fire protection system capable of providing extinguishment over the entire cooking surface is required.
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
7. Hydraulically powered equipment using flammable fluids
8. Radiation producing devices
9. Natural Christmas trees
10. Hydrogen vehicles

Acceptable booth configuration

The following booth configurations will be acceptable:

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

The following booth configuration will require approval from the Metro Toronto Convention Centre Fire Safety Officer. A description of the booths requiring approval shall be submitted to the Show Manager who in turn will submit the description to the Fire Safety Officer for his approval. The Fire Safety Officer will discuss these configurations with the Toronto Fire Prevention Division.

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

Note: Two storey booths or single level roofed booths and booths with mezzanines are allowed only with prior approval of the Fire Safety Officer and when they are in accordance with The Metro Toronto Convention Centre guidelines attached and/or National Fire Prevention Act #13 (1982) and the Ontario Building Code.

* Any enclosed showroom with an area in excess of 2,000 square feet or an occupancy of 60 persons or more must have two means of exit as far apart as possible. Any booth with an area of 2,500 square feet or more must contain one fire extinguisher.

* Bleachers are allowed with prior approval of Fire Safety Officer and Ontario Building Code.

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Fire Regulations for Exhibitors

Acceptable materials for booth construction

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. Noncombustible materials as regulated by the Ontario Building Code.

Interior finishes and furnishings

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

- drapes
- hangings
- curtains
- drops
- decorative fabrics
- Christmas trees
- artificial flowers and foliage
- motion picture screens
- paper: cardboard or compressed paperboard less than 1/8 inch thick is considered paper
- ruscus
- split wood
- textiles
- all other decorative materials including plastics

Limitations

1. Made from noncombustible material, 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 Metro Toronto Convention Centre Fire Safety Officer.

Note: It is not 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.

Wallpaper is permissible if pasted securely to walls or wallboard backing.

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

1. Cut off a small piece of the materials (1 1/2 inches wide by 4 inches long) and hold it with a pair of pliers.
2. Hold a wooden match 1/2 inch 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.
5. All fabrics should meet the requirements of CAN/ULC-S109 "Flame Tests of Flame-Resistant Fabrics and Films" or equivalent.



Fire Regulations for Exhibitors

Obstructions

Nothing shall be hung or affixed to any sprinkler piping or heads. Construction or ceiling decorations of the show 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.

If a fire hose standpipe is located in exhibit space, it shall be the responsibility of the Show Manager or Exhibitor, as the case may be, to provide access to such equipment and, if the view to such equipment is obstructed, to provide designating signs for same.

All entrances, exits, aisles, stairways, lobbies and passageways shall be unobstructed at all times. Vehicles in fire lanes or blocking exits, etc. will be removed at owner's expense.

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.

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.

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

1. Fuel tanks containing fuel, or which have ever contained fuel, shall be maintained less than $\frac{1}{2}$ full. Caps for fuel tanks fill pipes shall be of the locking type and be maintained locked to prevent viewer inspection. 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 the Metro Toronto Convention Centre Fire Safety Officer.
3. The electrical system shall be de-energized by either:
 - (b) Removing the battery, or
 - (c) Disconnecting both battery cables and covering them with electrical tape or other similar insulating material.
4. Tanks containing propane shall be maintained less than $\frac{1}{2}$ full. Vehicles may be driven in and positioned. Engine should remain running, with valve shut off. Allow engine to run until all of 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 and connections

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

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

Electrical equipment is considered to be approved if it bears the certification mark or field approval label of an organization which has been accredited by the Standards Council of Canada to approve electrical equipment. Electrical equipment is also considered to be approved if it bears an Ontario Hydro Special Inspection / Field Approval label. One of the fundamental requirements of approval is that the appropriate approval markings appear on the equipment. If such markings are missing, then the equipment is considered not to be approved.

Rigging Plot submit to:
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255 Front Street West, Toronto, Ontario M5V 2W6
T: (416) 585-8148 | www.mtccc.com



Fire Regulations for Exhibitors

Exhibitors are requested to examine all electrical equipment that they will be bringing to the show in order to determine if it has the proper approvals. If any of the electrical equipment is not approved, then the exhibitor is required to file with Ontario Hydro an Application for Permission to Show Unapproved Electrical Equipment at Trade Shows, and pay the necessary fees.

An application form and additional information can be found elsewhere in the exhibitor kit or manual.

Please note that Permission to Show is only granted for the duration of the show. Proper approval must be obtained after show for any equipment which is to remain in the province of Ontario.

Please note that the Electrical Safety Authority (ESA) inspectors have the authority to order the removal of unapproved electrical equipment from the show.

Portable spotlights

All clamp on types of portable spotlights shall 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 lampholder or the handle.

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

Procedures during set-up and dismantling of shows

All exhibitors are to report to the Marshaling Yard prior to Move-In or Move-Out. Exhibitors will be issued a pass to receive authorization to enter the loading area. 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 hall floor is prohibited. Once unloaded, your vehicle is to be removed from the loading dock immediately.

Crates and packing materials must be removed promptly. The exhibitor is to monitor this activity. Restriction on the use of materials, processes and equipment during set-up and dismantling must be adhered to.

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 Centre's "Electrical Rate Schedule" or "Water Drain or Compressed Air Rate Schedule."

The following equipment and operations are prohibited during show set-up and dismantling:

1. Powered tools and equipment, except material handling equipment, other than electrically powered or air powered.
2. Electrically powered tools and equipment other than those listed by CSA or approved by Ontario Hydro.
3. Portable heating equipment.
4. Welding, cutting, or brazing without special permission from the Metro Toronto Convention Centre Fire Safety Officer.
5. Painting with flammable or volatile paints and finishes.
6. Use of other equipment or operations that increase the risk of life safety.

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Fire Regulations for Exhibitors

Ceiling suspended items

1. All items to be suspended from ceilings 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 the show.

Emergency procedures

The Metro Toronto Convention Centre is equipped with sophisticated fire protection equipment, including: automatic sprinkler, smoke and heat detection, fire alarm and voice communication systems. Upon your arrival, you should familiarize yourself with the building particularly as to the location of the nearest exit, manual pull station and fire extinguisher.

If you see a 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.

Metro Toronto Convention Centre emergency number is 8160, or (416) 585-8160.

As a reminder, the Metro Toronto Convention Centre is a smoke free environment.



Fire Safety Reply

Event: _____

Complete and return by: _____

A copy of the Fire Regulations for exhibitors is provided in this manual. Please review the regulations to ensure that your exhibit meets the Ontario Building and Fire Code. In some instances, aspects of your booths **MUST BE APPROVED IN ADVANCE** by Show Management, the Metro Toronto Convention Centre, the Toronto Fire Department and the Building Department.

	YES	NO
1. Exhibit configuration is 1,000 sq ft or more	<input type="checkbox"/>	<input type="checkbox"/>
2. Exhibit has roof / mezzanine / second storey	<input type="checkbox"/>	<input type="checkbox"/>
3. Exhibit has a raised platform	<input type="checkbox"/>	<input type="checkbox"/>
4. Exhibit exceeds 12 feet in height	<input type="checkbox"/>	<input type="checkbox"/>
5. Exhibit material exceeds 10,000 lbs gross weight	<input type="checkbox"/>	<input type="checkbox"/>
6. Exhibit material exceeds 300 lbs / sq ft limit	<input type="checkbox"/>	<input type="checkbox"/>
7. Exhibit has prohibited material	<input type="checkbox"/>	<input type="checkbox"/>
8. Materials / processes / equipment require special permit	<input type="checkbox"/>	<input type="checkbox"/>
9. Exhibit has suspended signs / banners / lights	<input type="checkbox"/>	<input type="checkbox"/>
10. Exhibit has hard wall (in-line booths N/A)	<input type="checkbox"/>	<input type="checkbox"/>
11. Exhibit has motorized vehicle / combustion engine	<input type="checkbox"/>	<input type="checkbox"/>
12. Exhibit contains liquid fuels / natural gas / propane (six weeks notice to process request)	<input type="checkbox"/>	<input type="checkbox"/>
13. Exhibit contains cooking appliances	<input type="checkbox"/>	<input type="checkbox"/>
14. Exhibit contains hazardous material	<input type="checkbox"/>	<input type="checkbox"/>

Note: a) If questions 1 to 4 are answered "Yes" specific floor plans must be submitted
 b) If questions 5 to 14 are answered "Yes" specific details must be included

Details:

Notice: All exhibitors must wear protective footwear during move-in/out.

Email completed form and necessary floor plans to:
Metro Toronto Convention Centre
Operations Department
fsr@mtccc.com

Exhibitor / Company Name: _____
 Contact Person: _____
 Address: _____
 Postal Code: _____ Booth #: _____
 Telephone #: _____ Fax #: _____

Return completed forms to:
 Metro Toronto Convention Centre, Operations Department
 255 Front Street West, Toronto, Ontario M5V 2W6
 T: (416) 585-8135 | E: fsr@mtccc.com | www.mtccc.com



Emergency Procedures

NORTH AND SOUTH BUILDING
EMERGENCY NUMBER IS **(416) 585-8160 OR**
8160 FROM CLOSEST HOUSE PHONE

IN CASE OF FIRE EMERGENCY

IF YOU SEE FIRE OR SMOKE

- Leave the fire area immediately by the nearest exit.
- Close doors behind you.
- Activate the nearest fire alarm pull station.
- Leave building by nearest exit.

IN CASE OF FIRE ALARM

IF YOU HEAR A FIRE ALARM ALERT SIGNAL (SLOW BEEPING SOUND)

- Prepare to leave the building.
- Await instructions over the loud speakers (approximately one minute).

IF YOU HEAR A FIRE ALARM EVACUATION SIGNAL (FAST BEEPING SOUND)

- Leave the building via the nearest exit.
- Do not use elevators.
- If you encounter smoke in the stairway, use alternate exits.
- Once outside building, stay clear and do not return until declared safe to do so by the Fire Official.
- Do not attempt to remove vehicles from parking garage or loading docks.
- Follow instructions over loud speakers or from security staff.

Remain calm...Do not use elevators

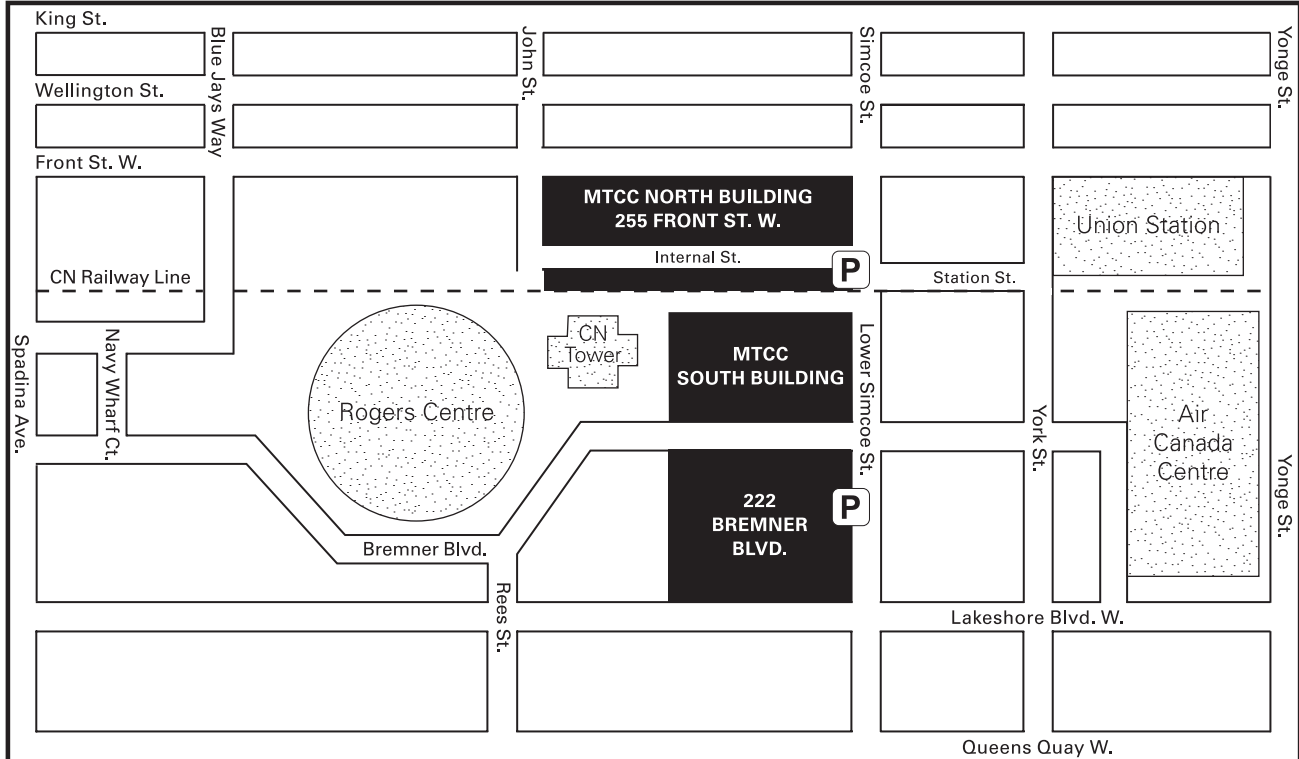
IN CASE OF A MEDICAL EMERGENCY

- Dial emergency number for security office (416) 585-8160 or 8160 from closest house phone.
- Give exact location.
- Give detailed information of the injury and the cause of the injury.
- Remain in contact with security until emergency personnel have arrived.

FOR NON-EMERGENCY SITUATIONS PLEASE CALL (416) 585-8360 OR 8360

If you require this document in an accessible format, please contact us at (416) 585-8199 or accessibility@mtccc.com.
If you require additional support or an accommodation in the event of an emergency evacuation,
please notify Security upon your arrival to the Centre at (416) 585-8360.

Exhibitors Parking Pass Order Form



Map is not to scale

04|12

Return completed form to: Metro Toronto Convention Centre, Exhibitor Services
255 Front Street West, Toronto, Ontario M5V 2W6

T: (416) 585-8387 | F: (416) 585-8388 | E: exhibitor-services@mtccc.com | www.mtccc.com

DON'T MISS OUT ON THE DISCOUNT RATE, ORDER EARLY!
www.mtccc.com/order

Wired Internet Access Form

Please read the entire form carefully. By completing this form, you have understood and agreed to the terms and conditions set out on page 3. Failure to comply with the terms and conditions will result in termination of ordered services without refund.

SHOW: _____ SHOW DATES: _____
 CONTACT NAME: _____ BOOTH #: _____
 COMPANY NAME: _____
 ADDRESS: _____ CITY: _____
 PROVINCE / STATE: _____ EMAIL: _____
 POSTAL CODE / ZIP: _____ PHONE #: _____ FAX #: _____
 CREDIT CARD #: _____ EXP. DATE: ____/____/____ NAME ON CARD: _____
 CARD HOLDERS SIG.: _____ CARD HOLDER'S EMAIL: _____
 VISA MASTERCARD AMERICAN EXPRESS

For your convenience we will use this order form as authorization to charge your credit card for any additional amounts incurred.

Please indicate the approximate location of service placement within the booth with an X and any neighbouring booth numbers. If available, please attach additional documentation / floor plans to ensure accurate placement of services. If no location is provided within 2 days before the show move-in date, our services will be placed in the most convenient location and the customer is then responsible for the placement of services. A charge of 20% of the standard rate will be applied per services ordered for any changes, moves or cancellations 7 days prior to show opening



Customer provided wireless routers / access points, DHCP Servers, Nat Devices, or Proxy Servers on the MTCC Network are strictly prohibited. Installation of such Devices will result in immediate termination of services ordered.

<p style="text-align: center;">Wired Internet Access \$895 + 13% HST (Two Devices) Advanced rate "Early Bird" discount – \$795 Early Bird rate ends 14 days prior to event moving into the building / contracted space and is <u>not</u> specific to exhibitors move-in.</p> <p style="text-align: center;">\$150 + 13% HST (Additional Devices) There is no advanced rate for Additional Devices Client is responsible for running any additional cables to provide multiple connections</p> <p><small>Please specify DHCP ("Private") IP addressing or Static ("Public") IP addressing. The MTCC requires that clients have administrative rights to all devices that will be connected to the network</small></p>	<ul style="list-style-type: none"> Wired Internet access includes one Cat5 cable installed in the clients booth and includes access for two devices: # Required – Private <input style="width: 60px; height: 25px;" type="text"/> OR <input style="width: 60px; height: 25px;" type="text"/> # Required – Public Additional devices (one IP address needed per device): # Required – Private <input style="width: 60px; height: 25px;" type="text"/> OR <input style="width: 60px; height: 25px;" type="text"/> # Required – Public 				
Equipment Rental	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">10/100mb 16 Port Switch \$65.00 ea. +13% HST</td> <td style="width: 20%;"># Required:</td> </tr> <tr> <td>Data Cable (50 foot) \$20.00 ea. +13% HST</td> <td># Required:</td> </tr> </table>	10/100mb 16 Port Switch \$65.00 ea. +13% HST	# Required:	Data Cable (50 foot) \$20.00 ea. +13% HST	# Required:
10/100mb 16 Port Switch \$65.00 ea. +13% HST	# Required:				
Data Cable (50 foot) \$20.00 ea. +13% HST	# Required:				
Please indicate any special services required:					

Important Information:

- Wired internet orders must be received at least 48 hours prior to event move-in.
- Wired Internet access provides only one network connection into a booth. The customer must provide or rent a hub or switch and cables for additional device connections.
- There are no refunds for orders cancelled after event has commenced, or services installed and not used during an event (no exceptions).
- Prices are based on current rates and are subject to change without notice.
- Claims will not be considered unless submitted by customer prior to the end of the event.

See reverse of this form for full list of terms and conditions.

Metro Toronto Convention Centre Use Only		
Date Received:	Payment Received:	Payment by: Credit Card: _____ Cheque #: _____ PO#: _____
Network:	Assignment:	Required services

Internet Services Terms and Conditions

1. Payment Terms:
 - Standard rates will be applicable to all Service Order Forms received at the Metro Toronto Convention Centre (MTCC) less than fourteen (14) days for Internet – Network Services **PRIOR** to the show / event move-in.
 - Payments must accompany all service orders. No service order will be processed without payment. Exhibitors with outstanding balances from prior shows must satisfy the payment requirement or service(s) will not be provided. Current show balances and / or charges incurred for additional service(s) must be paid in full prior to show opening or service(s) will be disconnected. **NO EXCEPTIONS.**
 - Cheque, money orders, American Express, VISA or Master Card transactions are accepted.
 - Refunds for overpayment will be processed by the MTCC Accounting Department 15-30 days after the show closing date.
2. Prices are subject to change without notice.
3. The MTCC reserves the right to require a deposit for certain Telecommunications service(s) / equipment, **PRIOR** to installation.
4. It is the client's responsibility to ensure safe return of rented equipment to the MTCC Technology Services Department. **DO NOT LEAVE EQUIPMENT UNATTENDED IN BOOTH.**
5. All claims / disputes must be brought to the attention of the Technology Services Department **PRIOR** to the move-out of the show / event. Refunds will not be issued for defective services not reported. **NO EXCEPTIONS.**
6. Rates listed for all connections include bringing the service(s) ordered to the booth in the most convenient manner, and **DO NOT** include any additional equipment, special wiring, computer hardware / software / set-up / configuration and / or special placement of communications service(s).
7. Notification of cancellation must be received a minimum of seven (7) days **PRIOR** to show / event scheduled opening date.
8. A charge of 20% of the standard rate will be applied per service(s) for any changes, moves or cancellations to orders within seven (7) days of show / event scheduled opening date.
9. There are no refunds for orders canceled after show opening has commenced or for services installed and not used during the event.
10. Internet – Network service(s) is contracted for actual show days only. Internet – Network service(s) will be disconnected on the last day of the show / event, within one (1) hour after the official closing time. Please inform the Technology Services Department of any special requirement(s).
11. The MTCC will not be held responsible for any cutting or altering of floor coverings in order to provide service to a booth. Services are provided from floor boxes on twenty-eight (28) foot centres in the exhibit halls.
12. Only an authorized MTCC Technician is permitted to do any wiring in the facility (excluding in-booth cabling). Delivery of ALL telephone / data transmission lines ordered from an outside vendor will only be allowed to a demarcation point specified by the Technology Services Department. Additional fees will apply to extend service(s) to booth.
13. All materials and equipment furnished by the MTCC remain the MTCC's property, and shall be removed **ONLY** by MTCC Personnel.
14. Any equipment that is found to be causing disruptions to any part of the MTCC infrastructure will be removed and not reinstated until the problem has been rectified to the satisfaction of the MTCC Technology Services Department.
15. The Technology Services Department does not provide technical support for computer hardware or software related issues.
16. The Technology Services Department does not provide technical support on any issues related to the configuration of your computer equipment.
17. All devices that are used on the network for Internet Access shall require either a wireless code, IP address, or per device fee that is assigned by the MTCC Technology Services Department.
18. The MTCC does not allow the use of routers, proxy servers, DHCP servers or Wireless Access Points on the Standard High Speed Internet Connection. Installation of such devices will result in the immediate termination of services ordered without refund.
19. Due to the dynamic nature of the Internet, the MTCC cannot guarantee any level of performance or accessibility beyond our gateway. The MTCC does, however, monitor traffic and bandwidth usage in order to maintain an acceptable level of performance from the Ethernet for all users.
20. **Wireless Services:**
 - Wireless / System performance, battery life and functionality may vary depending on your specific hardware and software configurations.
 - Wireless Access Points are strictly prohibited unless authorized by the Metro Toronto Convention Centre.
 - Client must provide their own 5 Ghz 802.11 a/n or ac.
 - Wireless Internet access utilizes a shared medium and an unlicensed radio spectrum. As such, contention and interference can have a significant impact on connection rates. The MTCC requires using 5 Ghz (a/n, ac) devices to mitigate these problems. The MTCC does not guarantee service levels on the 2.4 Ghz (b/g/n) radio band.
 - The MTCC requires that clients have administrative rights to all devices that will be connected to the network.
 - Use of Wi-Fi rebroadcasting devices (such as Mi-Fi devices) is strictly prohibited.
 - Use of routers is not permitted without permission from the Telecommunication Department.
 - Do not activate hotspots from personal devices as this adds to general interference in the area.
21. **Internet service requirements / client responsibilities – It is the responsibility of the client to provide the following:**
 - Computers, workstations, etc.
 - Standard Ethernet Network Interface Card (RJ45 Interface or wireless adapter) for each computer.
 - Proper configuration of computer equipment for TCP/IP connection.
 - Electrical services for your booth, room, or service location.
 - Up to date Virus Protection Software (i.e.: Norton or McAfee) must be installed and active on all computers connected to the Internet. Failure to have Virus Protection Software installed and running may result in your connection being temporarily suspended until software is installed or activated.
 - Internet services are provided without any warranties. The MTCC and its' Internet service provider are unable to guarantee uninterrupted service, or that the information accessed through the Web will be free from worms, viruses, Trojan Horses, or other harmful malware. The MTCC shall have no liability whatsoever for claims, losses, actions, damages, suits, or proceedings resulting from other users accessing your hardware; security breaches; eavesdropping; interception of traffic being sent or received. Nor shall the MTCC hold any liability for the loss or deletion of files, errors, defects, delays in operation and transmission. The service speed can vary depending on location, line quality, inside wiring, Internet traffic, and other factors beyond the control of the MTCC. The MTCC provides the service on a "best effort" standard and does no guarantee upload or download speeds. Users agree not to post or transmit any unlawful, threatening, abusive, libelous, defamatory, profane, obscene, pornographic, or racist information, or malware of any kind.

Return completed forms to: Metro Toronto Convention Centre, Telecommunications Department
255 Front Street West, Toronto, Ontario M5V 2W6



Wireless Internet Access Form

Please read the entire form carefully. By completing this form, you have understood and agreed to the terms and conditions set out on page 3. Failure to comply with the terms and conditions will result in termination of ordered services without refund.

SHOW: _____ SHOW DATES: _____

CONTACT NAME: _____ BOOTH #: _____

COMPANY NAME: _____

ADDRESS: _____ CITY: _____

PROVINCE / STATE: _____ EMAIL: _____

POSTAL CODE / ZIP: _____ PHONE #: _____ FAX #: _____

CREDIT CARD #: _____ EXP. DATE: ____/____/____ NAME ON CARD: _____

CARD HOLDERS SIG.: _____ CARD HOLDER'S EMAIL: _____

VISA MASTERCARD AMERICAN EXPRESS

For your convenience we will use this order form as authorization to charge your credit card for any additional amounts incurred.

Customer provided wireless routers / access points, DHCP Servers, Nat Devices, or Proxy Servers on the MTCC Network are strictly prohibited. Installation of such devices will result in immediate termination of the services ordered.

<p>Wireless Internet Access</p> <p>\$395 + 13% HST (First Access Code)</p> <p>\$150 + 13% HST (Additional Access Codes)</p> <p>Connection to the MTCC internal wireless network requires a wireless enabled device</p>	<p>One wireless access code is required per device</p> <p>Codes can only be used by one device at time.</p> <p>Codes are transferable.</p> <p>Wireless should not be ordered for devices that will be contained within an enclosed structure</p> <p>Due to general interference in the 2.4 Ghz (b/g/n) radio band, it is required that devices be set to use the Wi-Fi protocols in the 5 Ghz (a/n, ac) radio band.</p>
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Required

Important Information:

- Wireless Internet access utilizes a shared medium and an unlicensed radio spectrum. As such, contention and interference can have a significant impact on connection rates. The MTCC requires clients to use 5 Ghz (a/n, ac) devices to mitigate these problems. The MTCC does not guarantee service levels on the 2.4 Ghz (b/g/n) radio band.
- The MTCC requires that clients have administrative rights to all devices that will be connected to the MTCC network
- Use of Wi-Fi rebroadcasting devices (such as Mi-Fi devices) is strictly prohibited.
- Use of routers is not permitted without permission from the Telecommunication Department
- Do not activate hotspots from personal devices as this adds to general interference in the area

<p>Equipment Available for Purchase (if required and subject to availability)</p>	<p>5 Ghz Wireless Adapter \$75.00 ea. +13% HST <small>(must have administration rights to device)</small></p>	<p># Required:</p>
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Please indicate any special services required:

There are no refunds for orders cancelled after show has commenced, or services ordered are not used during an event (no exceptions). Prices are based on current rates and are subject to change without notice. Claims will not be considered unless submitted by customer prior to the end of the event.

See reverse of this form for full list of terms and conditions.

Metro Toronto Convention Centre Use Only		
Date Received:	Payment Received:	Payment by: Credit Card: _____ Cheque #: _____ PO#: _____
Network:	Assignment:	Required services

HST #12140 3141 RT0001

Return completed forms to: Metro Toronto Convention Centre, Telecommunications Department
255 Front Street West, Toronto, Ontario M5V 2W6

Internet Services Terms and Conditions

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2. Prices are subject to change without notice.
3. The MTCC reserves the right to require a deposit for certain Telecommunications service(s) / equipment, **PRIOR** to installation.
4. It is the client's responsibility to ensure safe return of rented equipment to the MTCC Technology Services Department. **DO NOT LEAVE EQUIPMENT UNATTENDED IN BOOTH.**
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8. A charge of 20% of the standard rate will be applied per service(s) for any changes, moves or cancellations to orders within seven (7) days of show / event scheduled opening date.
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10. Internet – Network service(s) is contracted for actual show days only. Internet – Network service(s) will be disconnected on the last day of the show / event, within one (1) hour after the official closing time. Please inform the Technology Services Department of any special requirement(s).
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19. Due to the dynamic nature of the Internet, the MTCC cannot guarantee any level of performance or accessibility beyond our gateway. The MTCC does, however, monitor traffic and bandwidth usage in order to maintain an acceptable level of performance from the Ethernet for all users.
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 - Wireless Internet access utilizes a shared medium and an unlicensed radio spectrum. As such, contention and interference can have a significant impact on connection rates. The MTCC requires using 5 Ghz (a/n, ac) devices to mitigate these problems. The MTCC does not guarantee service levels on the 2.4 Ghz (b/g/n) radio band.
 - The MTCC requires that clients have administrative rights to all devices that will be connected to the network.
 - Use of Wi-Fi rebroadcasting devices (such as Mi-Fi devices) is strictly prohibited.
 - Use of routers is not permitted without permission from the Telecommunication Department.
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21. **Internet service requirements / client responsibilities – It is the responsibility of the client to provide the following:**
 - Computers, workstations, etc.
 - Standard Ethernet Network Interface Card (RJ45 Interface or wireless adapter) for each computer.
 - Proper configuration of computer equipment for TCP/IP connection.
 - Electrical services for your booth, room, or service location.
 - Up to date Virus Protection Software (i.e.: Norton or McAfee) must be installed and active on all computers connected to the Internet. Failure to have Virus Protection Software installed and running may result in your connection being temporarily suspended until software is installed or activated.
 - Internet services are provided without any warranties. The MTCC and its' Internet service provider are unable to guarantee uninterrupted service, or that the information accessed through the Web will be free from worms, viruses, Trojan Horses, or other harmful malware. The MTCC shall have no liability whatsoever for claims, losses, actions, damages, suits, or proceedings resulting from other users accessing your hardware; security breaches; eavesdropping; interception of traffic being sent or received. Nor shall the MTCC hold any liability for the loss or deletion of files, errors, defects, delays in operation and transmission. The service speed can vary depending on location, line quality, inside wiring, Internet traffic, and other factors beyond the control of the MTCC. The MTCC provides the service on a "best effort" standard and does no guarantee upload or download speeds. Users agree not to post or transmit any unlawful, threatening, abusive, libelous, defamatory, profane, obscene, pornographic, or racist information, or malware of any kind.

Return completed forms to: Metro Toronto Convention Centre, Telecommunications Department
255 Front Street West, Toronto, Ontario M5V 2W6

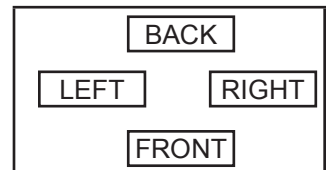
Telecommunication Services Order Form

Please read the entire form carefully. By completing this form, you have understood and agreed to the terms and conditions set out on page 2. Failure to comply with the terms and conditions will result in termination of ordered services without refund.

SHOW: _____ SHOW DATES: _____
 CONTACT NAME: _____ BOOTH #: _____
 COMPANY NAME: _____
 ADDRESS: _____ CITY: _____
 PROVINCE / STATE: _____ EMAIL: _____
 POSTAL CODE / ZIP: _____ PHONE #: _____ FAX #: _____
 CREDIT CARD #: _____ EXP. DATE: ____ / ____ NAME ON CARD: _____
mm yy
 CARD HOLDERS SIG.: _____ CARD HOLDER'S EMAIL: _____
 VISA MASTERCARD AMERICAN EXPRESS

For your convenience we will use this order form as authorization to charge your credit card for any additional amounts incurred. Please retain a copy of your order form as credit card receipts will not be provided.

Please indicate the approximate location of service placement within the booth with an X and any neighbouring booth numbers. If available, please attach additional documentation / floor plans to ensure accurate placement of services. If no location is provided within 2 days before the show move-in date, our services will be placed in the most convenient location and the customer is then responsible for the placement of services. A charge of 20% of the standard rate will be applied per services ordered for any changes, moves or cancellations 7 days prior to show opening



Basic Analog Telephone Service - Dial "7" for an outside line

Basic Analog service is suitable for Telephone, Fax, Modem or Credit Card/Debit Authorization Machines

\$225.00 + 13% HST

Advanced rate "Early Bird" discount - \$200.00

"Early Bird" rate ends 14 days prior to event moving into the building / contracted space and is not specific to exhibitors move-in.

Please Indicate Amount of Lines Needed For Type of Service Required

# Required <input style="width: 80%;" type="text"/>	➔	Long Distance Allowed <small>(Credit Card # or \$500 deposit required per line)</small>	➔	# Required <input style="width: 80%;" type="text"/>	➔	Local Calling Only
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Please enter quantity in box for any equipment for special services you require

Equipment Rental		Special Services	
___ Basic Telephone Handset	\$15.00 + 13% HST	___ Voice Mail Box	\$20.00 + 13% HST
___ Handsfree Telephone	\$60.00 + 13% HST	___ Basic Line Features i.e.. Hunting	\$20.00 + 13% HST
___ Polycom Conference Unit	\$160.00 + 13% HST	___ Jack Extension - Same Number	\$100.00 + 13% HST

Basic Analog Telephone Service Local Calling Only can be used for 1-800 numbers and Calling Cards.
 Lost or Damaged Equipment is subject to replacement or repair charges.
 All Long distance calls and other Telco services including directory assistance will be charged at the prevailing rate plus handling.
 There are no refunds for orders canceled after show has commenced.
 There are no refunds for services installed and not used during an event (no exceptions).
 Prices are based on current rates and are subject to change without notice.
 Claims will not be considered unless filed by customer prior to end of show.

See reverse of this form for full list of terms and conditions

Metro Toronto Convention Centre Use Only			
Date Received:	Payment Received:	Payment by: Credit Card: _____ Cheque #: _____ PO#: _____	
Phone Number:	Assignment:	Required services	



Telecommunication Services Terms and Conditions

1. **Payment Terms:**

- Standard rates will be applicable to all Service Order Forms received at the Metro Toronto Convention Centre (MTCC) less than fourteen (14) days **PRIOR** to event move-in for Telecommunication Services.
- Payments must accompany all service orders. No service order will be processed without payment. Exhibitors with outstanding balances from prior shows must satisfy the payment requirement or service(s) will not be provided. Current show balances and/or charges incurred for additional service(s) must be paid in full prior to show opening or service(s) will be disconnected. **NO EXCEPTIONS.**
- Cheque, money orders, American Express, VISA or Master Card transactions are accepted.
- Refunds for overpayment will be processed by the MTCC's Accounting Department 15-30 days after the show's closing date.
- Order form prices do not include Local Taxes. Taxes will be included on the final bill.

2. Prices are subject to change without notice.

3. The MTCC reserves the right to require a deposit for certain Telecommunications service(s)/equipment, **PRIOR** to installation.

4. It is the client's responsibility to ensure safe return of rented equipment to the MTCC Technology Services Department. **DO NOT LEAVE EQUIPMENT UNATTENDED IN BOOTH.**

5. All claims/disputes must be brought to the attention of the Technology Services Department **PRIOR** to the move-out of the show/event. Refunds will not be issued for defective services not reported. **NO EXCEPTIONS.**

6. Rates listed for all connections include bringing the service(s) ordered to the booth in the most convenient manner, and **DO NOT** include any additional equipment, special wiring, computer hardware/software/set-up/configuration and/or special placement of communications service(s).

7. Notification of cancellation must be in writing and received a minimum of seven (7) days **PRIOR** to show/event scheduled opening date.

8. A charge of 20% of the standard rate will be applied per service(s) for any changes, moves or cancellations to orders within seven (7) days of show/event scheduled opening date.

9. There are no refunds for orders canceled after show opening has commenced or for services installed and not used during the event.

10. Telephone service is contracted for actual show days only. Telephone Service(s) will be disconnected on the last day of the show/event, within one (1) hour after the official closing time. Please inform the MTCC Technology Services Department of any special requirement(s).

11. The MTCC will not be held responsible for any cutting or altering of floor coverings in order to provide service to a booth. Services are provided from floor boxes on twenty-eight (28) foot centres in the exhibit halls.

12. Only an authorized MTCC Technician is permitted to do any wiring in the facility (excluding in-booth cabling). Delivery of ALL telephone/data transmission lines ordered from an outside vendor will only be allowed to a demarcation point specified by the MTCC Technology Services Department. Additional fees will apply to extend service(s) to booth.

13. All materials and equipment furnished by the MTCC remain the MTCC's property, and shall be removed **ONLY** by MTCC Personnel.

14. Any equipment that is found to be causing disruptions to any part of the MTCC's infrastructure will be removed and not reinstated until the problem has been rectified to the satisfaction of the MTCC Technology Services Department.

15. **Long Distance, Directory Assistance and Toll Free Calling:**

- The Exhibitor is responsible for all long distance, directory assistance and operator assisted calls that are charged against the assigned telephone number(s).
- A surcharge of 20% will be added for all charges that are incurred on your assigned phone number(s).
- Basic Analog Lines with local calling only can be used for the dialing of local calls, "1-800" calls, directory assistance and calling card calls. All other "1+" or "0+" dialed calls on these lines are restricted.

Should you have any questions please call the Technology Services Department at (416) 585-3596.

Return completed forms to: Metro Toronto Convention Centre, Telecommunications Department
255 Front Street West, Toronto, Ontario M5V 2W6

T: (416) 585-3596 | F: (416) 585-8275 | E: telecommunications@mtccc.com | www.mtccc.com



Exhibitor Catering Daily Order Form

Terms and Conditions

Exclusivity:

- The Metro Toronto Convention Centre (MTCC) is the exclusive supplier of Food & Beverage services. No other products can be brought into our building, this includes bottled water.
- A more extensive menu is available on our website at www.mtccc.com or please call a Catering representative at (416) 585-8144.
- To ensure availability of menu items, we encourage you to place your order 10 business days prior to your scheduled event.

Billing and Cancellations:

- Upon receipt of the order, a Service Order confirmation will be sent to you for approval and signature. All orders must be prepaid in full to be considered as confirmed.
- Any orders received within three (3) business days are subject to a 15% surcharge.
- Should any orders be cancelled with less than five (5) business days of notice, the total amount of the order will be charged fully.
- All menu prices are subject to change at any time; this also includes administrative charges and sales tax.
- Full payment of the total estimated food and beverage and signed contract (BEO) is due at least one (1) week prior to the first scheduled food function.
- Event pre-payments of less than \$5000.00 can be processed by credit card. All other payment must be by company cheque or wire transfer.
- On-site orders will require payment by credit card.

Employees, Service and Labour:

- Catering employees will deliver food and beverage, service, and clean related areas.
- Catering personnel are not permitted to perform any non-food service related duties or act as badge checkers or ticket takers.
- On-site orders are subject to additional banquet labour charge of \$120.00 per delivery.
- Each booth delivery must be a minimum of \$60.00 (before taxes and administrative charges) or a \$25.00 fee applies. Booth orders on a Statutory Holiday are subject to a 5% increase on listed items.
- All prices are quoted in Canadian dollars, subject to 18% administrative charges, 13% HST. An administrative charge (18%) is added to your bill for this catered event / function (or comparable service). 6.65% of the total amount of this charge is used to defray the cost of house expenses and will be maintained by the MTCC. 11.35% of the total amount of this administrative charge is distributed to employees providing the service including servers, bartenders and porters.
- A designated banquet attendant can be arranged through the Catering Department, and the cost is \$45.00 / hour, minimum 4-hour shift.
- For all booth deliveries, compostable and disposable utensils are included in the menu prices. Additional charges may apply for tables, linen, chinaware and glassware.

Instructions:

- Step 1** Fill out the contact & billing information (Page 2)
- Step 2** Set the quantity for the desired menu items to calculate totals for each item, and to generate a grand total (Page 3-7)
- Step 3** Fill out the credit card form attached
- Step 4** Save and submit this file electronically to your MTCC representative
- Step 5** Once complete, scan and email this form directly to MTCC at catering@mtccc.com.

Please discuss any specialty orders with the Catering Department (416) 585-8144



Exhibitor Catering Daily Order Form

Booth #: _____

Show: _____

Company Name: _____

Contact Name: _____

Address: _____

City: _____ Province / State: _____ Postal Code / ZIP: _____

Telephone: _____ Email: _____

BILLING INSTRUCTIONS: Cheque Credit Card* Wire Transfer

*Credit cards accepted only for orders under \$5,000.

VISA MASTERCARD AMERICAN EXPRESS

CREDIT CARD #: _____ EXP. DATE: ____ / ____ NAME ON CARD: _____
mm yy

CARD HOLDERS SIG.: _____ CARD HOLDER'S EMAIL: _____

Delivery Date:	Delivery Time:	Number of People:

Notes:

Exhibitor Catering Daily Order Form

A-la-Carte Beverages	Quantity	Price	Total
Coffee (gallon)			
Tea (gallon)			
Decaf coffee (gallon)			
Brewed iced tea (gallon)			
Lemonade (gallon)			
Assorted soft drinks			
Bottled water			
Sparkling water			
Bottled juices			
Infused water station (9 Litre) orange-lemon-lime / cucumber-mint			

Specialty Items	Quantity	Price	Total
Nespresso machine 1-day show* (200 servings per day)			
Nespresso machine 2-day show* (200 servings per day)			
Nespresso machine 3-day show* (200 servings per day)			
Nespresso machine 4-day show* (200 servings per day)			
Professional Cappuccino Machine with Barista* (unlimited coffe)			
Full day show (10 hours max)**			
Half day show (5 hours max)**			
Popcorn machine (includes 900 20-gram servings)*			
Pretzel cart (includes 50 pretzels)*			

***NOTE:** power & labour not included in the above pricing. Requires 110V - 20amp power.

**Must supply: floorplan of booth indication location for set up, countertop or table, set up 1 hour prior to the scheduled start time.

From the Bakery / Pantry	Quantity	Price	Total
Fruit breads (loaf)			
Two-bite scones (dozen)			
Coffee cake (loaf)			
Decadent chocolate brownies & blondies (dozen)			
Homestyle cookies (dozen)			
Cupcakes with logo (dozen)			
Cupcakes (dozen)			
Mini French pastries (dozen)			
Mini muffins (dozen)			
Breakfast bundle (croissant / danish / juice / coffee & tea) (minimum 10 people)			
Granola & cereal bars			

Exhibitor Catering Daily Order Form

From the Bakery / Pantry (continued)	Quantity	Price	Total
Whole fruits			
Chewy homestyle powers bars (dozen)			
Kettle chips per person			
Retro ice creams (per person)			
Gelato fresco fruit tubes			
Individual bag of popcorn			
Individual bag of chips & pretzels			
Individual bag of dried fruits & nuts			
Individual yogurt			

Lunch	Quantity	Price	Total
Assorted Sandwiches*			
Working Lunch Option #1* (minimum order 20) Soup, 1 salad selection, 3 sandwich selections, dessert, coffee & tea			
Working Lunch Option #2* (minimum order 20) Soup, 2 salad selections, 4 sandwich selections, dessert, coffee & tea			
Boxed Lunch* (minimum order 20) 1 salad selection, 3 sandwich selections, dessert			

*Visit www.mtccc.com/planners/food/menu/lunch.aspx for details and specify your selections at the end of this form.

Water Service	Quantity	Price	Total
Rental price for water dispenser is per event based on a three day show and begins on the first day of delivery, not the first day of usage. Client to provide power (110 volts, 15 amp)			
Water dispenser			
18.5 litre water jug			

Ice Delivery	Quantity	Price	Total
Bus pan of ice (25 lbs)			

Platters	Quantity	Price	Total
Selection of artisan cheeses (20 portions)			
Seasonal market vegetable platter (20 portions)			
Fresh fruit platter (per person)			
Antipasto platter (20 portions)			
Rustic bread display (20 portions)			
Charcuterie platter (20 portions)			

Exhibitor Catering Daily Order Form

Reception Items (minimum 3 dozen per item)	Quantity	Price	Total
Smoked Blue Haze cheese, rhubarb compote on ficelle (dozen)			
Fine ratatouille & green bean salad, goat cheese polenta cake (dozen)			
Asian soft spring roll selection & futomaki (dozen)			
Mini shrimp & scallop salad, vine tomato salsa (dozen)			
Romaine wrapped prosciutto ficelle, creamy garlic drizzle (dozen)			
Mini opened face Atlantic smoked salmon potato rösti, Boursin cheese (dozen)			
Beef carpaccio, parmesan feather, truffle paste on crostini (dozen)			
Lobster salad, fennel citrus slaw (dozen)			
Poached tiger shrimp, vodka tomato gazpacho shooter, celery stick swizzle (dozen)			
Prosciutto wrapped figs, chocolate dipped walnuts, mascarpone cheese and honey drizzle (dozen)			
Smoked King Cole duck, white navy bean hummus, apple radicchio slaw, toasted crostini (dozen)			
Mushroom rosemary scone, brie, tomato confit (dozen)			
Braised short rib, leeks & smoked Gouda micro Yorkie, pepper scallion salsa (dozen)			
Mini empanadas (beef stuffing OR root vegetable soffrito stuffing) (dozen)			
Stuffed veal meatballs, charred red pepper jam, three cheese gratinée on baked brioche (dozen)			
Mini lobster chorizo pané, wilted leek & jack cheese with herb aioli (dozen)			
Slow roasted pulled pork on savoury cheddar cheese waffle, sticky bourbon BBQ sauce (dozen)			
Vegetarian spring rolls, Thai chili sauce (dozen)			
Vegetable samosas, tamarind chutney (dozen)			
Fried chicken slider, coleslaw (dozen)			
Trio of dim sum with sauces (dozen)			
Mushroom cappuccino (dozen)			
Beer & aged cheddar croquettes, smoky tomato ketchup (dozen)			

Exhibitor Catering Daily Order Form

Stations	Quantity	Price	Total
Candy Station (serves 100ppl) Assortment of sweets displayed in a clear bowls Select five (5) of the following: Licorice nibs, m&m's, gummy bears, yogurt-covered raisins, jolly ranchers, jube jubes, sour gummy worms, chocolate <i>(Includes displays bowls / jars, scoops and paper candy bags)</i> <i>3x2 feet counterspace required</i>			
Trail Mix Station (serves 100ppl) Selection of nuts and savoury snacks Includes: assorted nuts, pretzel sticks, dried cranberries, yogurt chips, raisins, dark chocolate & banana chips <i>(Includes displays bowls / jars, scoops and bamboo cones)</i> <i>3x2 feet counterspace required</i>			
Chocolate Break (serves 100ppl) Assorted chocolate bark, chocolate silk pops, milk chocolate fondue with fruits & lemon cake cubes <i>4x2 feet counter space required</i>			
Cupcake Station (dozen) Decorate your own cupcakes with creative edible toppings <i>4x3 feet counter space required</i>			
Gourmet Snack Bar (serves 100ppl) Fresh kettle chips, salts & dips, Muskoka firewood honey bar nuts, wasabi peas, pretzel rods <i>3x2 feet counter space required</i>			
Hot Chocolate (50 cups) Local organic 2% milk infused with dark chocolate and topped with marshmallows, chiselled chocolate and spun cream <i>4x3 feet counter space required</i>			
Retro Ice Cream / Novelty Bar Chest (dozen) Ice Cream Chest included <i>4x3 feet counter space required</i>			
Nacho Bar with Tex-Mex (serves 100ppl) Condiments and dips <i>4x3 feet counter space required</i>			
Charcuterie, cheese, antipasto selection, artisan bread & crostini (serves 100ppl) <i>4x3 feet counter space required</i>			

Labour Charges (minimum 4 hours)	Number of Staff	Total Hours	Price	Total
Booth Attendant				



Exhibitor Catering Daily Order Form

Host Bar	Quantity	Price	Total
All alcohol sales and consumption in the Metro Toronto Convention Centre is regulated by the Alcohol and Gaming Commission of Ontario (AGCO) and the Metro Toronto Convention Centre is responsible for the administration of those regulations. No alcoholic beverages are allowed to be served by anyone other than a Metro Toronto Convention Centre Bartender. The Convention Centre prohibits exhibitors and event participants from removing alcohol from the premises.			
Featured brands (1 oz)			
Canadian beer / ale			
Imported & Premium beer			
Liqueurs (1 oz)			
Wine by the glass			
Sparkling water (300 ml)			
Soft drinks			
Domestic Beer by the Keg (50 litre)			
Imported Beer by the Keg (50 litre)			

Bartender Charges (minimum 4 hours)	Number of Staff	Total Hours	Price	Total
<i>A bartender is required to distribute all alcoholic beverages.</i>				

Client to supply a 6'x4' work space, trash removal and clean-up, and power for keg units (110V).

**Special order wines, beers and champagnes are sold by the case only and are not based on consumption.*

Subtotal	
18% Administrative Charge	
13% HST	
Total (\$CAD)	

Notes:



Authorization Request – Sample Food and/or Beverage Distribution

Metro Toronto Convention Centre Corporation (MTCC) has exclusive food and beverage distribution rights within the Convention Centre. Exposition sponsoring organizations and/or exhibitors may distribute SAMPLE food and/or beverage products ONLY upon written authorization and adherence to ALL of the conditions outlined below.

Please complete this form to request authorization to distribute food or beverages not purchased through the Food & Beverage Department of the Metro Toronto Convention Centre.

General Conditions for Sampling Food & Beverage

- Items dispensed are limited to products **manufactured, processed or distributed** by an exhibiting firm and/or are related to the purpose of the show.
- All items are limited to **SAMPLE SIZE** and must be dispensed/distributed in accordance with **Local Public Health Codes**. **Visit the following link for more information: <http://www.toronto.ca/health/>.**
 - Sample or promotional non-alcoholic beverages must be approved by the Catering Department and will be limited to a maximum **4 oz / 118 ml** sample size.
 - Sample food items limited to bite sized (**2x2 inches/5x5cm or 2oz/59gr portions**).
- For sampling questions regarding alcoholic beverages, please contact the Catering Department at **catering@mtccc.com** or call us at **(416) 585-8144**.
- Sponsorships or donations involving Food and/or Beverage products are subject to a **Loss of Revenue Fee** for food and beverage products distributed. This charge is determined based on the product. You may contact us at catering@mtccc.com or (416) 585-8144 to discuss further.
- Samples may be distributed from the exhibiting booth only, and not in any pre-function spaces or public spaces without written consent from the show manager as well as the Metro Toronto Convention Centre.

The Company named below acknowledges they have sole responsibility for the use, servicing or other disposition of all food and beverage items in compliance with all applicable policies and laws in the City of Toronto, Province of Ontario. Accordingly, the Company agrees to fully indemnify and hold harmless the Metropolitan Toronto Convention Centre Corporation from all liabilities, damages, losses, costs, expenses, legal fees and disbursements, penalties or fines resulting directly or indirectly from their use, serving or other disposition of all food and beverage items.

Date: _____ Event Name: _____ Booth Number: _____
month/day/year

Company Name: _____ Contact: _____

Office Phone: _____ Mobile: _____ E-Mail: _____

Address: _____ Prov./State: _____ Country: _____ Postal/Zip Code: _____

Event Room / Hall: _____

Item and purpose of distribution (include quantity, portion size, method of dispensing and food vessel used) Please note the exclusion of any of this information may result in a delayed approval process. Matron service or booth cleaning charges may apply.

MTCC USE ONLY:

Approved: Yes No MTCC Manager's Signature: _____

Business Centre Price List

Services Hours:

North Building (Level 300)

Mon – Fri: 8:00am – 5:00pm

T: (416) 585-8387

South Building (Level 800)

Mon – Fri: 8:30am – 4:30pm

Items	(\$)
2-Way Telephone Duplex Jack*	8.00
Adjustable Wrench*	15.00
Bubble Wrap (various sizes)*	1.00-10.00
Batteries (AA – per battery)	2.00
Batteries (AAA – per battery)	2.00
Batteries 9V*	2.00
Business Cards (perforated sheets, per sheet)*	2.00
Calculator	10.00
Caution tape*	8.00
Clip Boards *	5.00
DVD-R Recordable Disc *	8.00
Envelopes (per envelope)	
Large	2.00
Small	0.50
File Folder	2.00
Fire Extinguisher (rental)*	30.00
Fold Back Clips*	
Large 1" – 25mm	7.00
Medium 1¼" – 32mm	5.00
Small ¼" – 6mm	3.00
Frame (plastic)*	
Large	20.00
Small	10.00
Glass Bowl*	10.00
Glass Square Bowl (small)*	5.00
Glue Stick	3.00
Hammer*	15.00
Hard Hat*	25.00
HDMI Cable*	50.00 - 60.00
Highlighter (yellow, pink, orange, green)	3.00
Index Cards*	5.00
International Travel Adapter*	80.00
Mailing Labels (per sheet)*	2.00
Metal Utility Cutter*	10.00
Name Badge Holders*	3.00
Name Badge Inserts*	2.00
Needle Nose Pliers*	15.00
Notepad*	7.00
Packing Tape	8.00
Paper (one package)	10.00
Paper Clips (any size)	5.00
Pen (per pen)	2.00
Plastic Paper Protectors (10 per pack)*	5.00
Plastic Paper Protectors (per sheet)*	2.00
Post-it Flags*	6.00
Pry Bar*	15.00

Items	(\$)
Push Pins (one box)	5.00
Receipt Book*	5.00
Report Cover*	2.00
Rubber Bands	5.00
Ruler*	2.00
Safety Glasses*	12.00
Scissors	6.00
Scotch Tape	5.00
Screwdriver*	15.00
Screwdriver Set*	10.00
Sharpie Marker	3.00
Stapler	15.00
Staples (one box)	8.00
Staples (one row)	1.00
Stapler Remover*	2.00
Sticky Notes	3.00
Tablecloth*	10.00
Toe Caps (CSA approved)*	50.00
Tent Cards*	
Large (per sheet)	2.00
Small (per sheet)	2.00
Trans-select Rolls*	3.00
USB Adaptor – Wireless N600*	75.00
USB Flash Drive - 2GB*	10.00
USB iPod Extensions*	8.00
Utility Scissors*	10.00
White-Out*	5.00

Fax Service	(\$)
Local	3.00 first page / 1.00 each additional page
Long Distance (Canada & United States)	5.00 first page / 1.50 each additional page
International (Overseas)	8.00 first page / 1.50 each additional page
Incoming Fax	3.00 first page / 1.00 each additional page

Photocopies / Printing	
Black & White – Single-sided	0.30 each
Black & White – Double-sided	0.35 each
Colour – Single-sided	1.00 each
Colour – Double-sided	1.50 each
Document Scanning*	5.00
Small Parcel Service (outbound)	
Letter Handling Fee	15.00
Boxes / Cylinders Handling Fee	40.00

(*) Item or Service that is available ONLY at North Building location



Canada Customs Regulations

Customs Regulations and Customs Bonds

Equipment and exhibits, in most cases, may be brought in free of duties and taxes, provided that, a Customs Broker provides a bond to cover all imports to the show.

Exhibitors not using a Customs Broker may be required to post a deposit, or pay duties and taxes, with Canada Customs.

It is recommended that associations contact a customs broker to have their event recognized with Canada Customs, providing them and their exhibitors an opportunity to obtain maximum benefits.

Material accompanying exhibitors

Hand baggage

If exhibitor staff bring any equipment or display material with them via aircraft, the exhibitor must have with them an equipment list showing description, country of origin and value.

When going through customs at the airport, the exhibitor will declare their goods. If the show is recognized, customs will give them documentation (Customs C6 Form) to give to the customs broker when they arrive at the show. If the show is not recognized, the exhibitor will be required to pay full duties and taxes or post a deposit with customs (direct to customs).

When leaving Canada with the equipment, documentation must be validated by Canada Customs at the airport prior to leaving the country.

Private Vehicle

The United States and Canada have now adopted a mandatory advanced electronic notification system. For this reason, it is recommended that any exhibitors wanting to drive their goods across the border contact a customs broker.

Imported Advertising Material (including give-away samples)

Advertising material including give-away items are free of duties and taxes, provided your event meets certain Canada Customs requirements. Please contact your customs broker to further assist.

Bonded Goods Sold at the Show

Customs Brokers are prepared to handle any release of this type of transaction. The exhibitor or their client must issue payment for duty, taxes and brokerage fees before material can be cleared from the show site.

If the above has not been complied with at the end of the show move-out period, the goods must be removed at the exhibitor's expense to a Bonded Warehouse for subsequent duty and tax payment and clearance.

Exhibitors wishing to contact Canada Customs directly may call:

Canada Border Services Agency
International Exhibitions & Convention Services Program
1980 Matheson Boulevard East
P.O. Box 7000, Station "A"
Mississauga, Ontario L5A 3A4
T: (905) 803-5261
F: (905) 803-5388
E: IECSP-PSEIC_GTA@cbsa-asfc.gc.ca



Rigging / Overhead Work Policy

This policy applies to all overhead work at the Metro Toronto Convention Centre. This policy is also supplementary and/or to complement other relevant and applicable legislation (such as OHSA), other existing building health and safety policies, and the contractors own policies given to their workers.

- **Rigging installation affixed to any Centre structure is an exclusive service provided by SHOWTECH Power & Lighting**

Worker Competency, Training, and Certification

Workers must have appropriate training and certification in the use of specialized equipment, tools, and the acceptable techniques employed for working at high levels.

- Boom Lifts / Scissor Lifts operation
- Fall Arrest System, safety lines
- Propane handling (if machine is propane powered)
- Chain falls, hoists, winches, rigging apparatus, attachments, load cells etc.
- General knowledge of the Metro Toronto Convention Centre structure, load capacities, attachment points / methods

Workers engaged in any Overhead work activity must be properly outfitted with Personal Protective Equipment (P.P.E.). These may include safety footwear, hard hat, safety glasses, gloves, and fall protection to be used as demanded by the tasks being accomplished.

Workers participating in lifting operations, or in the vicinity of materials handling operations or other mobile equipment, are at all times required to wear safety footwear.

Equipment, Tools and Hanging Components

At all times, small hand tools should be connected via a safety cable that prevents accidental dropping. Portable radios / phones must be sheathed in a secure holster with similar safety hook-up.

Lifting Equipment, such as Booms and Scissor lifts must have current certification demonstrating regular inspection and maintenance.

Chain Hoists, chain falls, steel cables, slings, chokers and all other Rigging equipment are to be regularly maintained, inspected and certified according to governing legislation, manufacturers' recommendations, and good industry practice.

Production components (to be hung in the ceiling from approved Load points or structural framing) including grids, trusses, speaker assemblies etc. must be inspected prior to installation. Annual inspection certificates must be available for load-carrying components.

Rigging Plot submit to:
Metro Toronto Convention Centre, Engineering Department
255 Front Street West, Toronto, Ontario M5V 2W6
T: (416) 585-8148 | www.mtccc.com

Rigging / Overhead Work Policy

Control of the Work Area

During the installation / removal of production components onto the Ceiling space, the work area below must be clear of people at all times. A 'ground rigger' must be in place to protect the area using both physical elements (signage, barricades, traffic cones etc.) and vigilance to ensure no one gains access.

Once production components are at 'trim' height (final show position - no more movement) and the remaining overhead work is related to minor adjustments (aiming lights, tying up cable etc.), or when the installation is of lightweight components such as signs / banners, the required level of control of the work area is contingent on the presence of other activity in the area. As a minimum, both signage and traffic cones must be used to warn people of the immediate work area around the lift. If there is significant activity in the vicinity, a 'ground person' must be used to keep people and mobile equipment away from the work area and lift.

Under no circumstances should people be working directly under a boom arm or bucket.

Production Schedule / Rig Plot Approval

A key requirement of a successful and safe workplace is the appropriate scheduling of the work activity.

The Client, its Service Supplier(s) in partnership with the Metro Toronto Convention Centre, must ensure that there exists a detailed production schedule for both Technical set-ups and tear-downs.

The schedule must define both start / stop times of each work group, and also the predecessor / successor relationships. As can be expected, the start of a tear-down schedule may be affected by a late event end and in this case we must always maintain the scheduled activity relationships.

All groups must have the appropriate resources (both people and equipment) on hand to accomplish the work in the allotted timeframe, and abide by the scheduled order of activity.

All groups must provide contact names and mobile telephone numbers for key on-site personnel, for both the set-up and tear down.

Prior to rigging any significant loads in the Metro Toronto Convention Centre structure, the Riggers must verify that a rig plot has been submitted and approved. Rig Plots must be submitted a minimum of 4 weeks prior to move in dates. For additional information, please contact your Event Manager.

Rigging Plots are not required for banners, signs or other small loads that will be installed by SHOWTECH Power & Lighting. Please contact SHOWTECH Power & Lighting at (416) 585-8500 or email Rick Green, Technical Producer, at rgreen@showtech.ca



Helium Authorization Request

_____ agrees to accept full responsibility for all helium filled products used as part of our display or decorations.

It is agreed that no helium balloons will be handed out. All balloons must be secured to a firm base within the display or assigned space.

This responsibility includes the cost to remove all helium products from the show as well as the retrieval of any that escape.

Helium tanks used for this purpose must be removed from the Centre prior to the opening of the show.

Particulars

Event/Show Name: _____

Size of each balloon: in diameter _____

Number of balloons: _____

Description of set up: _____

Please return completed form (signed by Show Manager) to the Event Manager, Metro Toronto Convention Centre.

Company: _____ Booth Number: _____

Contact Name: _____

Address: _____

Telephone Number: _____ Fax Number: _____

Authorized Signature Date

Show Manager Authorization Date

Metro Toronto Convention Centre Authorization Date



Propane Cylinders & Gas Appliances

Rules & Regulations for the Indoor Use of Propane Cylinders and Gas Appliances

Written permission must be received from the Metro Toronto Convention Centre 30 days prior to show date.

Mr. Michel Genier
Operations Manager
255 Front Street West
Toronto, ON
M5V 2W6

Phone: (416) 585-8278
Fax: (416) 585-8125
Email: mgenier@mtccc.com

The following guidelines must be adhered to:

1. Appliances must be approved for indoor use (CSA / UL / ULC);
2. Cylinder capacity must not exceed 5 lbs of propane;
3. A person knowledgeable in the safe operation of the appliance must remain in attendance whenever the appliance is operating;
4. Regular or continuous monitoring (not to exceed 1 hour) that carbon monoxide in the vicinity of the appliance does not exceed 10 ppm;
5. Means shall be provided to protect the public from contact with hot surface or open flames;
6. Proper signage to caution public of hot surface required;
7. A 5 lb ABC fire extinguisher must be provided;
8. Main shut off valve to be accessible. Valve to be turned off during non-show hours;
9. Permission must be obtained from the Show Manager;
10. 20' separation between appliances (Natural Gas appliances to follow manufacturer guidelines);
11. 5 million liability insurance including the Convention Centre as additionally insured.

Should you agree to abide by these requirements, permission will be granted, provided a signed copy of this letter along with proof of proper liability insurance as outlined in #11, to be returned prior to show move-in.

I agree to the conditions outlined in the Metro Toronto Convention Centre rules and regulations for indoor use of propane cylinders and gas appliances.

Signature: _____ Print Name: _____ Date: _____

Event Name: _____ Company: _____ Booth #: _____



Animal Authorization Request

In accordance with the Metro Toronto Convention Centre Operating Guidelines:

This is to certify that _____ will not hold the Convention Centre financially liable for any damages or injuries resulting from a _____ (animal) in the _____ (event/location).

The following rules must be abided by:

1. Final approval will be at the discretion of Licensee.
2. Insurance on behalf of _____ covering minimum comprehensive general liability of \$5,000,000 containing a cross liability clause with Metro Toronto Convention Centre named additionally insured. Approval by the Licensor is subject to receipt of proof of insurance.
3. The animal must be in the building only during the public/trade show times and removed from the Convention Centre property daily.
4. The animal must remain within the booth and must not wander down aisles or in public areas.
5. The animal must be kept in a cage or otherwise held by a leash within the booth and be under full supervision of a keeper at all times while in the Centre.
6. Animals must be treated in accordance with the guidelines of the Ontario Humane Society.
7. _____ assumes full responsibility for all costs related to extra cleaning or damages resulting from the animal.

Please return completed form (signed by Show Manager) to the Event Manager, Metro Toronto Convention Centre.

Company: _____ Booth #: _____

Contact Name: _____

Address : _____

Telephone #: _____ Fax #: _____

Authorized Signature

Date

Show Manager Authorization

Date

Metro Toronto Convention Centre Authorization

Date



Electrical
Safety
Authority

Ontario's Electrical Product Approval Requirements

Before an electrical product or piece of electrical equipment is used, sold, displayed or advertised for sale in Ontario, it must be approved by an accredited certification or inspection body. The item must carry the official mark or label of the agency which indicate that the product has been independently assessed for safety. *See the list of recognized marks and labels on the back of this card.*



LOOK FOR THE MARK OR LABEL

before you buy, install or
use an electrical product.



REPORT an unsafe
electrical product to ESA
at [www.esasafe.com/
electricalproducts](http://www.esasafe.com/electricalproducts) or
call **1-877-ESA-SAFE**.

THE LAW

The Ontario Electrical Safety Code and Ontario Regulation 438/07 both require that all electrical products, devices and equipment be approved before they can be sold. These rules define the standards for safe electrical products and electrical installations in Ontario, and when followed, protect the public, workers, contractors and business owners.

Failure to comply with the Code and Regulation is an offence and upon conviction a corporation may be found liable to a fine up to \$1 million and a person or director/officer of a corporation could be fined up to \$50,000 and/or imprisonment of not more than one year.

Installation and connection of unapproved electrical equipment is against the law, puts people at risk and is liable to prosecution.



ONTARIO PROVINCIAL REQUIREMENTS FOR EXHIBITING ELECTRICAL EQUIPMENT AT TRADE SHOWS

The Ontario Electrical Safety Code (Ontario Regulation 10/02) is the provincial regulation that defines the minimum requirements for electrical installations and electrical products in Ontario. The Electrical Safety Authority is responsible for enforcement of the Ontario Electrical Safety Code.

Rule 2-022 of the Ontario Electrical Safety Code requires that any electrical equipment that is being displayed, offered for sale, or used in any show/convention/or similar exhibition SHALL BE APPROVED. At Trade or Consumer shows, unapproved electrical equipment will only be permitted to be displayed (not energized) when the Electrical Safety Authority gives permission through the Permission to Show. Failure to comply with the Ontario Electrical Safety Code could result in charges under the Electricity Act

Electrical equipment is considered approved if it bears the certification mark or Field Evaluation label of an organization that has been accredited by the Standards Council of Canada to approve electrical equipment. If these markings are missing, the equipment is considered to be unapproved. Bulletin 2-7-*22 (*indicates latest version) shows all approved certification marks or Field Evaluation markings accepted in Ontario. Since markings are updated regularly visit our web site at www.esasafe.com (electrical product safety section) for a current listing.

Note - Electrical equipment shall be approved as an assembled unit. The exhibitor is expected to make every reasonable effort to have electrical equipment approved prior to the show.

Permission to Show:

Exhibitors with unapproved electrical equipment that wish to display but not to connect or provide electricity to the equipment, must complete the application for Permission to Show and pay the fee indicated for unapproved electrical equipment that will be displayed but not energized. Exhibitors will be provided with a sales receipt which must be available to inspectors on show site at all times.

The “Permission to show” application does not permit the connection/energization of unapproved electrical equipment.

Permission to Energize – Trade Shows only:

Exhibitors that wish to connect and energize (provide electricity to) unapproved electrical equipment, must complete the application for Permission to Energize and pay the Permission to Energize fee indicated for each piece of unapproved electrical equipment. Exhibitors are not required to complete the application for Permission to Show for the same piece of equipment. The following conditions apply:

1. If no imminent hazards are present, ESA will permit the equipment to be energized “for demonstration purposes only”.
2. A sign/notice will be affixed to the equipment (prominently displayed) indicating “This equipment is not approved for sale in Ontario and is “Energized for demonstration purposes only”. Our ESA Inspectors will provide exhibitors with this notice.
3. The permission to energize is only valid for the duration of the show, and cannot be carried forward or extended for subsequent shows in other cities.
4. The “Permission to Energize” notification allows the equipment to be wired to an available junction box or disconnect as provided by the on-site electrical contractor.
5. Permission to Energize is available for Trade shows only, **not** Consumer shows.



APPLICATION FOR PERMISSION TO SHOW

This application does not permit the connection/energization of unapproved electrical equipment

Please send your completed Application form, together with payment information to:

Fax: 1 (800) 667-4278
Email: esa.cambridge@electricalsafety.on.ca

Mail to: Electrical Safety Authority
400 Sheldon Drive, Unit 1
Cambridge, Ontario N1T 2H9

For more information call: 1 (877) ESA-SAFE (372-7233)

Please provide the following information			
COMPANY INFORMATION			
COMPANY NAME: _____		ATTENTION: _____	
MAILING ADDRESS: _____			
CITY: _____		PROVINCE: _____	
POSTAL/ZIP: _____		COUNTRY: _____	
PHONE: _____		FAX: _____	
SHOW INFORMATION			
NAME OF SHOW: _____			
SHOW LOCATION: _____			
ADDRESS: _____			
SHOW DATES: Starting: _____		Ending: _____	
BOOTH #: _____		CONTACT AT SHOW: _____	
LIST OF UNAPPROVED ELECTRICAL EQUIPMENT TO BE SHOWN			
Quantity	Manufacturer	Description	Model

The fee is \$60.00 + \$7.80 HST = \$67.80 per booth payable by CHEQUE or CREDIT CARD
Cheques must be in Canadian funds and made payable to: Electrical Safety Authority

If you are paying by credit card please provide the following:

_____ **Visa** _____ **MasterCard** _____ **American Express**

Card Number: _____ Expiry Date: _____

CardHolder Name: _____ Signature: _____

By submitting personal information to the Electrical Safety Authority, or its agents and service providers, you agree that ESA may collect, use and disclose such personal information in accordance with its privacy policy, applicable laws or pursuant to our administrative agreement with the Province of Ontario. If you provide us with the personal information on behalf of another individual, you represent that you have all necessary authority and/or have obtained all necessary consents from such individual to enable us to collect, use and disclose such personal information for the purposes set forth in our Privacy Policy. A copy of our policy is located on our website at www.esasafe.com



APPLICATION FOR PERMISSION TO ENERGIZE TRADE SHOW ONLY (Not Applicable to Consumer Shows)

Please send your completed Application form, together with payment information to:

Fax: 1 (800) 667-4278
Email: esa.cambridge@electricalsafety.on.ca

Mail to: Electrical Safety Authority
400 Sheldon Drive, Unit 1
Cambridge, Ontario N1T 2H9

For more information call: 1 (877) ESA-SAFE (372-7233)

Please provide the following information			
COMPANY INFORMATION			
COMPANY NAME: _____	ATTENTION: _____		
MAILING ADDRESS: _____			
CITY: _____	PROVINCE: _____		
POSTAL/ZIP: _____	COUNTRY: _____		
PHONE: _____	FAX: _____		
TRADE SHOW INFORMATION			
NAME OF SHOW: _____			
SHOW LOCATION: _____			
ADDRESS: _____			
SHOW DATES: Starting: _____ Ending: _____			
BOOTH #: _____		CONTACT AT SHOW: _____	
LIST OF UNAPPROVED ELECTRICAL EQUIPMENT TO BE ENERGIZED			
Quantity	Manufacturer	Description	Model

The fee is \$139.00 + \$18.07 HST = \$157.07 per piece of equipment
payable by CHEQUE or CREDIT CARD

Cheques must be in Canadian funds and made payable to: Electrical Safety Authority.

If you are paying by credit card please provide the following:

_____ *Visa* _____ *MasterCard* _____ *American Express*

Card Number: _____ Expiry Date: _____

CardHolder Name: _____ Signature: _____

By submitting personal information to the Electrical Safety Authority, or its agents and service providers, you agree that ESA may collect, use and disclose such personal information in accordance with its privacy policy, applicable laws or pursuant to our administrative agreement with the Province of Ontario. If you provide us with the personal information on behalf of another individual, you represent that you have all necessary authority and/or have obtained all necessary consents from such individual to enable us to collect, use and disclose such personal information for the purposes set forth in our Privacy Policy. A copy of our policy is located on our website at www.esasafe.com



Your MTCC Team Contacts

Exhibitor Services Centre

Parking, internet & telecommunication services

Email: exhibitor-services@mtccc.com

Phone: (416) 585-8387

Fax: (416) 585-8388

Website: www.mtccc.com/order

Parking Services

Parking passes available for 2 MTCC lots

1,700 spaces available, open 24/7

Email: exhibitor-services@mtccc.com

Phone: (416) 585-8387

Fax: (416) 585-8388

Website: www.mtccc.com/order

Catering Services

Catering services available for your booth, exclusively by the MTCC. Consult one of our experienced Catering Specialists to place your order.

Email: catering@mtccc.com

Phone: (416) 585-8144

Business Centre Services

Available services include: Printing, photocopying, outbound courier services, stationary supplies and faxing.

Email: businesscentre@mtccc.com

Phone: (416) 585-8387

Showtech Electrical

Exclusive provider of electrical services, display lighting and banner hanging.

Email: sales@showtech.ca

Phone: (905) 283-0550

Internet & Telecommunication Services

In-house Telecommunications Specialists

Email: telecommunications@mtccc.com

Phone: (416) 585-3596

Fax: (416) 585-8275

Website: www.mtccc.com/order

Fire Safety Officer

Exhibits are to meet the Ontario Building & Fire Code as outlined in the enclosed forms.

Email: fsr@mtccc.com

Phone: (416) 585-8135

Emergency Services

For immediate assistance in case of emergency, please contact MTCC Security open 24 hours a day, 7 days a week

Phone: (416) 585-8160