



A to Z PREVIEW

The following information is an alphabetical listing of the most common matters regarding HITEC.

BADGES

Refer to the Badge Policies form for exhibitor registration instructions. Badges ordered in advance may be picked up at Level 600 (at the registration booth) of the Metro Toronto Convention Centre. Badges will not be mailed.

CATERING - FOOD & BEVERAGE

All requests to serve food and beverages in your booth must be approved by Show Management. Submit the Booth Activity Approval Form. If approved, the Catering Department of Metro Toronto Convention Centre, the exclusive caterer, must provide any food and beverages. Contact the Catering Department for Metro Toronto Convention Centre at catering@mtccc.com.

CHILDREN

Children under the age of 16 are not permitted in the exhibit hall at any time.

COLORS

Drapery, where required, will be gray. Aisle carpet throughout the exhibit hall will be gray. Booth spaces are not carpeted. You may rent booth carpet from GES, the official general service contractor, or provide your own floor covering.

The floor of all booths must be fully carpeted or covered per the Exhibitor Guide's Display Rules and Regulations. Show Management reserves the right to order carpet installation for any booths without floor covering and bill the exhibitor accordingly.

DECORATOR

GES (Global Experience Specialists) has been appointed the exclusive decorator and general service contractor for HITEC.

DISMANTLING DO'S & DON'T'S

- DO NOT dismantle before 2:00 p.m. on Thursday. All exhibits must remain intact until this time.
- Stay in your booth with your product until the shipper has picked it up. Neither HFTP/HITEC nor GES can assume responsibility for lost or stolen products or property.
- Return your lead retrieval reader to SmartSource in the Exhibitor Service Center.
- Confirm scheduled labor for dismantling.
- DO NOT block "No Freight" aisles.
- DO NOT enter the crate storage area.
- DO NOT take rented plants and flowers as these are rental-only and must be returned.
- Arrange for return shipping prior to leaving for HITEC.

DISPLAY RULES & REGULATIONS

Refer to the Exhibitor Guide for all rules and regulations. Contractually, failure to comply with show rules may result in loss of priority points, additional charges, and/or expulsion from the exposition without refund. Please ensure you and your booth personnel have read and understand these regulations.

DRESS CODE

The dress code for HITEC is business casual.

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ENCLOSED & MULTI-LEVEL DISPLAYS

Detailed plans of multiple-story or enclosed booths must be submitted at least two months prior to move in to Metro Toronto Convention Centre, Facility Management. Plans must indicate if the exhibit is multiple-story and/or enclosed with a ceiling. Booth plans must specify the maximum number of occupants, and must have a structural engineer's stamp certifying the maximum occupant load capacity. Certain booths may require Fire Watches, electrical ventilation, smoke detection devices, fire extinguishers, multiple exits, etc. as required by Fire Prevention Officials. Contact Show Management and the City of Toronto (+1 (416) 338-0700) for specific requirements for your exhibit.

EXHIBITOR SERVICE CENTER

HITEC service contractors will operate staffed counters at the back of the exhibit hall during move-in, show days and move-out for audio/visual and computer rental, decorator (carpet, furnishings, rigging, labor, freight), electrical, Internet and phone, lead retrieval scanners and floral.

FIRST AID/EMERGENCY

Medics will be on duty daily to handle first aid needs. For fire and medical emergencies, the number is (416) 585-8160 or 8160 from the nearest house phone. DO NOT CALL 911 as responding emergency staff (Police, Ambulance, and Fire Department) will not know the precise location required. Emergency numbers are posted at all house phones. The First aid room in the south building is located on Level 800 across from Hall D.

FOOD & BEVERAGE

Refer to "Catering - Food & Beverage."

HANGING SIGNS

All rigging is performed by GES (Global Experience Specialists).

HITEC MOBILE EXPERIENCE LISTING

Exhibitors will be listed in the HITEC Mobile Experience App. To guarantee inclusion, the exhibit space must be paid in full and you must complete your online Company Profile by May

10. Instructions and password will be emailed to your designated booth contact.

HOTELS

Special conference rates are available at twelve nearby hotels. Reservations must be made through the HITEC Housing Bureau by **May 26**.

LABOR

Full-time employees of an exhibiting firm may install and dismantle their own company displays. Any outside or additional labor required is to be performed by local union personnel under contract with GES. Exhibitors may hire labor from GES, which provides trades people to perform exhibit installation and dismantling, freight handling, and carpentry.

Show Management allows exhibitors to appoint firms other than GES as long as they comply with HITEC regulations and do not disrupt the orderly installation and removal of the exposition. HITEC Show Management and GES must be notified in advance and evidence of proper insurance must be provided.

MEETING/FUNCTION SPACE REQUESTS

A limited number of meeting rooms may be available at the convention center and official HITEC hotels. All requests for function space and offsite exhibitor events must be approved by HITEC Show Management.

UPDATE YOUR COMPANY PROFILE

The profile is used to gather your company's information used in the HITEC Website and mobile app. If your company information is not updated, the information we have on file will be used, which may not be how you want to be viewed by attendees. Complete your profile by May 1 in order to guarantee inclusion of correct information in all show materials including the mobile app.

PARKING

The Metro Toronto Convention Centre is located at 255 Front Street West Toronto, ON M5V 2W6. [Click here](#) to see a map of the different locations for parking.

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PERSONAL PROTECTIVE EQUIPMENT (PPE):

On May 28, 1998 the Ministry of Labour conducted a site tour of the Metro Toronto Convention Centre facilities & determined that the exhibit levels during a move-in and move-out are considered construction sites, therefore, all workers must wear protective footwear as stipulated in the Occupational Health & Safety Act. The Occupational Health & Safety Act states "A worker exposed to the hazard of a foot injury shall wear foot protection appropriate in the circumstances".

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 Provincial Ministry of Labour Occupational Health and Safety Act, Ontario regulation 213/91 and 851/90 Industrial.

Safety in the workplace is an important issue for all of us and the Convention Centre appreciates your full co-operation and support with this important issue.

PRESS ROOM/PRESS CONFERENCES

The Press Room will be open to media personnel for press-related activities. Journalists can pick up exhibitor press materials here.

PRIVATE APPOINTMENT HOURS

Special access hours are available for exhibitors to make appointments with HITEC attendees for private demonstrations in their booth on Wednesday, June 28 and Thursday, June 29, 8:00-10:00 a.m.

To gain access, an exhibitor must meet the client at the marked show entrance. The exhibitor and client must wear their official HITEC badge and have it scanned before entering. For security reasons, exhibitors must escort clients to and from their booth and are not permitted to walk the aisles unescorted before the show officially opens.

REGISTRATION

Online exhibitor badge registration will open in April. Onsite registration for attendees and exhibitors will be located in the 600 Level of Metro Toronto Convention Centre.

SECURITY

General security service will cover the exhibit hall 24-hours a day during set-up, show days, and dismantle. However, exhibitors are responsible for the security and protection of their displays and personal belongings at all times.

Exhibitors are strongly encouraged to have sufficient insurance on their exhibits and equipment. Arrangements can be made for private security in your booth by completing the MCCNO Exhibitor Security Order Form.

SERVICE CONTRACTORS

Official HITEC service contractors will be represented in the Exhibitor Service Center to provide on-site support. For a complete list of official HITEC service contractors and those whose services are exclusive please refer to the Directory of Services/Contractors.

Note: Non-official service contractors may attempt to solicit your business. Please be aware they are not endorsed by HFTP and will have no access or very limited access to the show.

SET UP HOURS

Sunday, June 25 8:00 a.m. – 5:00 p.m.
Monday, June 26..... 7:00 a.m. – 5:00 p.m.

All booths must be set and ready for inspection by 8:00 a.m. on Tuesday, June 27.

SHIPPING

Advance shipments can be sent to the GES warehouse beginning Tuesday May 23 through Friday, June 16, 2017. All shipments sent to the GES warehouse by the deadline will be delivered to your exhibit space by Sunday, June 25. Advance warehouse receiving hours are 9:00 a.m. – 4:00 p.m. Monday through Friday.

Direct shipments to show site at the Metro Toronto Convention Centre must arrive no earlier than 8:00 a.m. Saturday, June 25 and by no later than Monday, June 26 by 4:00pm. Shipments arriving before June 25 will be refused.

SHOW HOURS

Tuesday, June 2710:00 a.m. – 4:00 p.m.
Wednesday, June 2810:00 a.m. – 3:00 p.m.
*(Private Appt. Hours8:00 – 10:00 a.m.)**
Thursday, June 2910:00 a.m. – 2:00 p.m.
*(Private Appt. Hours8:00 – 10:00 a.m.)**

** See previous page under Private Appointment Hours for more information.*

SHOW MANAGEMENT

HITEC Show Management will staff a counter in the registration area in at Level 600. All staff will carry two-way radios and be in constant communication with GES and facility personnel. Please let us know if we can assist you.

SMOKING POLICY

Smoking is not permitted inside the Metro Toronto Convention Centre including the exhibit areas, meeting rooms, lobbies and restrooms.

SOCIAL EVENTS

The Opening Party will be held on Monday, June 26, 6:30 – 9:00 p.m. at Muzik Event Centre. Admittance to the reception is included with all exhibitor badges.

SPEAKING OPPORTUNITIES

Refer to [HITEC Speaking Opportunities page](#) for more oppotunities including Exhibitor Technology Showcases, Exhibitor Tutorials and TechTalks.