



## 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, booth cleaning 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](http://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](mailto:exhibitor-services@mtccc.com)

Fax: (416) 585-8388      Website: [www.mtccc.com/order](http://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](http://www.mtccc.com/order) OR complete the fillable PDF form included in this package.

### JANITORIAL SERVICES

Interior booth cleaning is available from the MTCC on an exclusive basis from our highly efficient Cleaning Services Department. Interior booth cleaning services include: vacuuming, dusting, emptying wastebaskets and cleaning of tables. Additional exhibit booth cleaning options are available upon request. Please speak to one of our knowledgeable Exhibitor Services Representatives for further information. Discounted cleaning rates are available for orders placed ONLINE ONLY up to 14 days prior to the first contracted day.

\*Note: The Metro Toronto Convention Centre is the exclusive provider of all cleaning services. External companies (including display houses) are prohibited from performing any type of janitorial services within the building.

To order: visit [www.mtccc.com/order](http://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](http://www.mtccc.com/order) OR complete the fillable PDF form included in this package

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



## Service Excellence - Your MTCC Team

### **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](mailto:catering@mtccc.com)

### **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](mailto: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. Non emergency contact for security (416) 585-8360

### **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](http://www.showtech.ca)

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

## Your MTCC Team Contacts

### Exhibitor Services Centre

Exhibitor cleaning, parking, internet & telecommunication services

Email: [exhibitor-services@mtccc.com](mailto:exhibitor-services@mtccc.com)

Phone: (416) 585-8387

Fax: (416) 585-8388

Website: [www.mtccc.com/order](http://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](mailto:exhibitor-services@mtccc.com)

Phone: (416) 585-8387

Fax: (416) 585-8388

Website: [www.mtccc.com/order](http://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](mailto: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](mailto:businesscentre@mtccc.com)

Phone: (416) 585-8387

### Showtech Electrical

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

Email: [sales@showtech.ca](mailto:sales@showtech.ca)

Phone: (905) 283-0550

### Internet & Telecommunication Services

In-house Telecommunications Specialists

Email: [telecommunications@mtccc.com](mailto:telecommunications@mtccc.com)

Phone: (416) 585-3596

Fax: (416) 585-8275

Website: [www.mtccc.com/order](http://www.mtccc.com/order)

### Booth Cleaning / Janitorial Services

Interior booth cleaning services (vacuum, dust, mop, wastebasket removal) are exclusive to the MTCC.

Email: [exhibitor-services@mtccc.com](mailto:exhibitor-services@mtccc.com)

Phone: (416) 585-8387

Fax: (416) 585-8388

Website: [www.mtccc.com/order](http://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](mailto: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

### Vehicle Marshalling / Move-In / Move-Out / Voyage Control / Loading Dock Access

Resources are available to facilitate move-in and move-out of Events.

Email: [#Docks@mtccc.com](mailto:#Docks@mtccc.com)

Phone: (416) 585-8345