



# MTCC Exhibitor Forms Package **2023-24**

## 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. Please visit [www.mtccc.com/order](http://www.mtccc.com/order) for more details. Advance purchase discounted rates are available up to 14 days prior to the first contracted day.

Phone: (416) 585-8387 | Email: [exhibitor-services@mtccc.com](mailto:exhibitor-services@mtccc.com) | [www.mtccc.com/order](http://www.mtccc.com/order)



Order  
online

## 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 up to 14 days prior to the first contracted day.

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



Order  
online

## Booth Cleaning Services

Interior booth cleaning is available from the Metro Toronto Convention Centre (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 up to 14 days prior to the first contracted day.

**Note:** The MTCC 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)



Order  
online

## 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 requires that exhibitors ordering our wireless Internet service use 5 GHz (802.11 a/n ac) capable devices to ensure an exceptional experience. Please contact one of our specialists to discuss your requirements or for any technical questions. Discounted services are available for orders placed up to 14 days prior to the first contracted day.

Phone: (416) 585-3596 | Email: [technology@mtccc.com](mailto:technology@mtccc.com) | [www.mtccc.com/order](http://www.mtccc.com/order)

## 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.

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 – 4:00pm

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.

### 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: [info@showtech.ca](mailto:info@showtech.ca)


## Exhibitor Services Centre

Exhibitor cleaning, parking, internet & telecommunication services.

Email: [exhibitor-services@mtccc.com](mailto:exhibitor-services@mtccc.com)  
Phone: (416) 585-8387  
[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  
[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: [info@showtech.ca](mailto:info@showtech.ca)  
Phone: (905) 283-0550


## Internet & Telecommunication Services

In-house Telecommunications Specialists

Email: [technology@mtccc.com](mailto:technology@mtccc.com)  
Phone: (416) 585-3596  
[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  
[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: [FireSafetyReply@mtccc.com](mailto:FireSafetyReply@mtccc.com)  
Phone: (416) 585-8135

## Emergency Services

For immediate assistance in case of emergency, please contact MTCC Security open 24 /7.

Phone: (416) 585-8160

## 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. The provision, installation and use of wireless routers and access points (including cellular based personal hot spots) by exhibitors, exhibition companies and Audio Video suppliers is strictly prohibited within the Metro Toronto Convention Centre facility. This prohibition applies to all devices that broadcast an 802.11 b/g, a, ac, ax (Wi-Fi) or other signal in 2.4 GHz, 5 GHz and / or 6 GHz radio spectrum regardless of whether the exhibitor has ordered Internet services or not. An application for an exception to the prohibition can be made to Technology Services Department and will be considered on a per case basis. Devices that are discovered within the MTCC that have not been approved will be shut down and / or have their Internet services disconnected.
3. 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.
4. 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/](http://www.mtccc.com/exhibitors-forms-guidelines/)) or please call the Event Manager for authorization form.
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 safety shoes, hard hats, harnesses, high visibility vests, 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.

## Notice to Exhibitors / Display Companies

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.
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.
16. Various areas within the venue are carpeted. Should exhibitors be laying their own booth carpet down over any existing carpet in the venue you are required to protect it before booth carpet is installed ie. a protective sheet of visqueen, tarpaulin or a comparable material to eliminate damages. Labour / repair charges will apply should there be any damages.

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 thrown out.

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.
- Contact an MTCC staff member by email to [donations@mtccc.com](mailto:donations@mtccc.com) to confirm that we can donate the item(s). We will take it from there.

## 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 [www.mtccc.com/green](http://www.mtccc.com/green) for information about the Sustainability Program at the MTCC, including food waste management and energy saving measures.

# Loading Dock Management System

The Metro Toronto Convention Centre (MTCC) has introduced a loading dock management system for booking a loading dock time powered by Voyage Control.

This complimentary service helps you to reserve a time slot for moving your materials directly in/out of the MTCC loading dock. This seamless loading dock management system not only saves you time, but also helps reduce CO2 emissions in the local area. Get started now!

**Please refer to the Exhibitor Manual for move in dates, times and location.**

The MTCC Loading Dock Management System is available for Move-In and Move-Out and will be open to accept registrations two weeks prior to your move in date, unless indicated otherwise in your Exhibitor Manual.

## How to Book:

Please visit: <https://voyagecontrol.com/mtcc> to make your booking on the Metro Toronto Convention Centre portal.

## Important Information about your Loading Dock Management System:

First time users: Click the 'Sign Up' button on the login page to create a unique account.

## Customer Support:

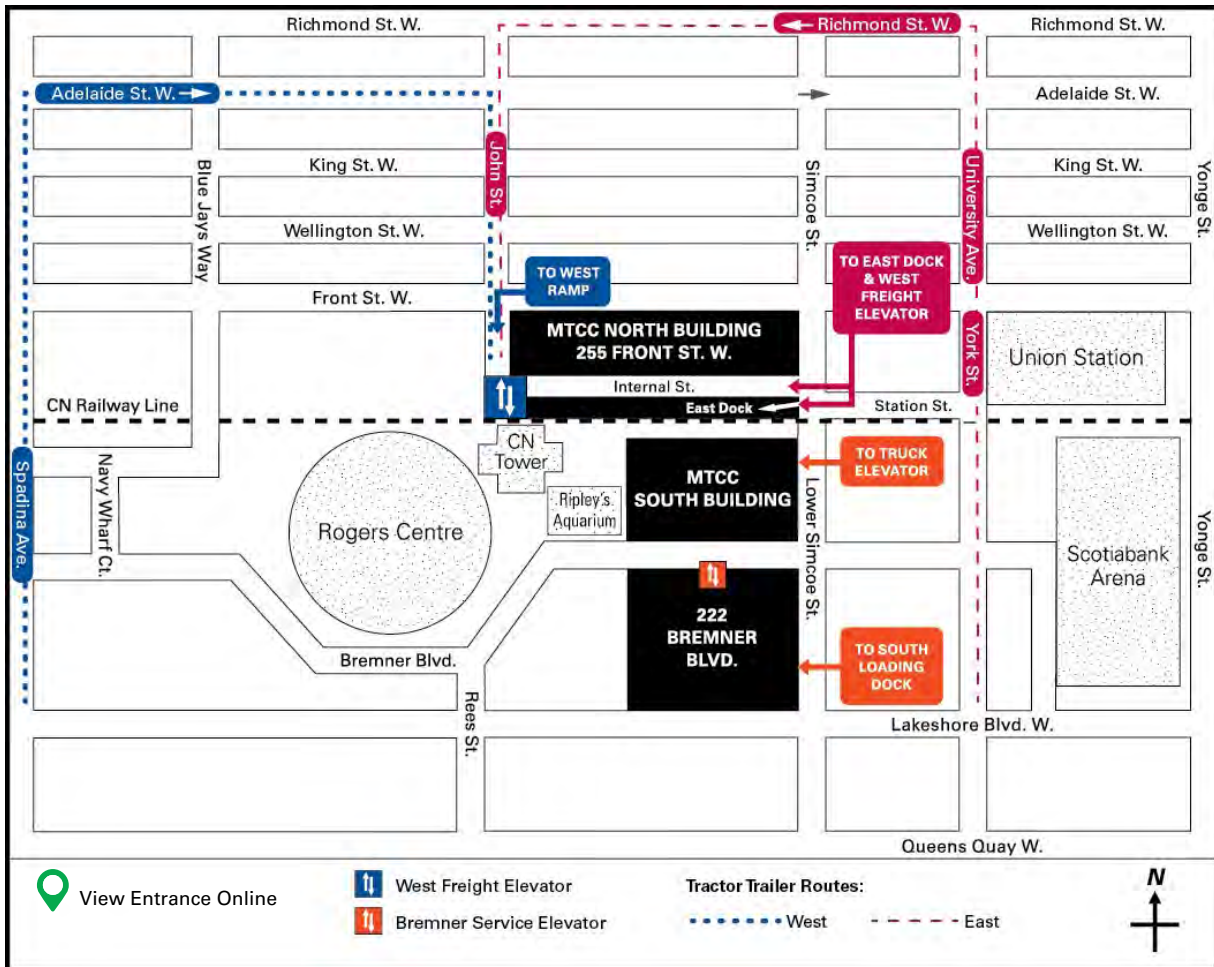
For more information about the system, please contact the Customer Support Team at 416-585-8313 between 9:00 AM – 5:00 PM EST or [DockReservations@mtccc.com](mailto:DockReservations@mtccc.com)

## Mobile Apps:

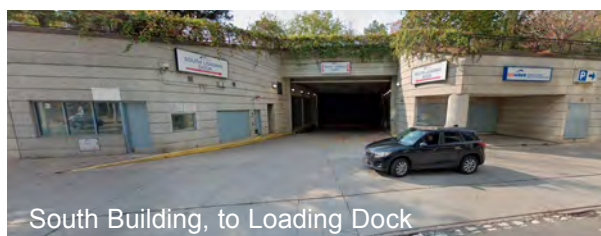
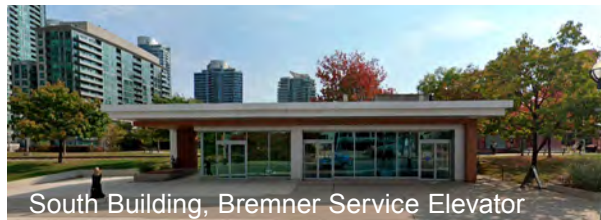
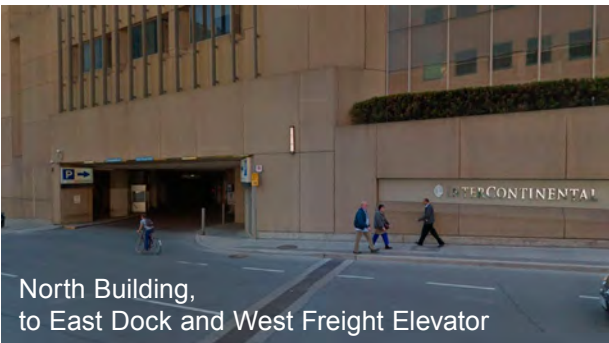
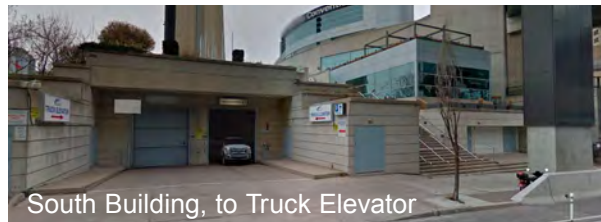
The Voyage Control app can be downloaded on Android or iOS by visiting your app store. You can register, and make, or change your booking from any location, even while enroute with the Voyage Control app.



# Loading Docks Map



Map is not to scale | 11/22



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 Convention 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.

## 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 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 firearms (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 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 building permit.

## 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.

All fabrics should meet the requirements of CAN/ULC-S109 "Flame Tests of Flame-Resistant Fabrics and Films" or equivalent

## 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 ½ 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:
  - (a.) *Removing the battery, or*
  - (b.) *Disconnecting both battery cables and covering them with electrical tape or other similar insulating material.*
4. Tanks containing propane shall be maintained less than ½ 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.

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, except shows using Voyage Control for scheduled Move-In. 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.

## 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.
4. Rigging installation affixed to any Centre structure is an exclusive service provided by SHOWTECH Power & Lighting.

Rigging Plots to be submitted to:  
Metro Toronto Convention Centre,  
Engineering Department  
255 Front Street West, Toronto, ON M5V 2W6  
(416) 585-8182

## 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 (416) 585-8160.

**The Metro Toronto Convention Centre is a smoke-free environment. All public areas, rental space, corridors, loading docks, exhibit halls and parking lots are designated as non-smoking. In addition, 9 meters (30 feet) surrounding any entrance and exit, is designated as non-smoking areas. Electronic cigarettes and vapors are also prohibited indoors.**

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 hard wall ( <i>in-line booths N/A</i> )	<input type="checkbox"/>	<input type="checkbox"/>
10. Exhibit has motorized vehicle / combustion engine	<input type="checkbox"/>	<input type="checkbox"/>
11. Exhibit contains liquid fuels / natural gas / propane ( <i>six weeks notice to process request</i> )	<input type="checkbox"/>	<input type="checkbox"/>
12. Exhibit contains cooking appliances	<input type="checkbox"/>	<input type="checkbox"/>
13. Exhibit contains hazardous material	<input type="checkbox"/>	<input type="checkbox"/>
14. Does your electrical equipment that will be displayed, offered for sale, or used at your booth have recognized certification markings for Ontario? ( <i>see an <u>Approval Mark - Electrical Safety Authority (ESA)</u> (<a href="http://www.esasafe.com">www.esasafe.com</a>) for more details</i> )	<input type="checkbox"/>	<input type="checkbox"/>
15. Exhibit has suspended signs / banners / lights ( <i>All fabrics should meet the requirements of CAN/ ULC-S109 "Flame Tests of Flame-Resistant Fabrics and Films" or equivalent</i> )	<input type="checkbox"/>	<input type="checkbox"/>
16. Food Truck operational ( <i>will require approval prior to move-in from the Safety Compliance Officer</i> )	<input type="checkbox"/>	<input type="checkbox"/>

**IMPORTANT !!!** A) If questions 1 to 4 are answered "Yes" specific floor plans must be submitted.  
 B) If questions 5 to 13 are answered "Yes" specific details must be included below.  
 C) if question 15 is answered "Yes" a flame test report must be submitted.

Details:

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

**Email completed form and necessary floor plans to Metro Toronto Convention Centre, Operations Department, at [FireSafetyReply@mtccc.com](mailto:FireSafetyReply@mtccc.com)**

Exhibitor / Company Name: \_\_\_\_\_ Booth #: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Address: \_\_\_\_\_ Postal Code: \_\_\_\_\_

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: [FireSafetyReply@mtccc.com](mailto:FireSafetyReply@mtccc.com) | [www.mtccc.com](http://www.mtccc.com)

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

## **In case of FIRE EMERGENCY**

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**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**

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**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**

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- 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 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.



# Guidelines for Securing Your Exhibit

In an effort to assist exhibitors in prevention of asset loss, the Metro Toronto Convention Centre (MTCC) offers some useful guidelines that can be applied during any event.

- A. Ship products in secured crates or boxes.
- B. If boxes are used, be sure they are securely taped or banded for extra protection. Under no circumstances, mark on the outside of the box what the contents are inside. Exhibitors must ensure the name of the show, booth number, complete address and telephone number are shown on the boxes.
- C. Ship with a qualified freight forwarder, courier or material handling company. Review the Exhibitor Manual from the event organizer for the contact information of the material handling provider for the event.
- D. Be sure to provide your shipping company with accurate and complete bills of lading. Ensure you have the proper shipping address. Some material handling providers offer shipment to their advanced warehouse, which is a different address than the MTCC.
- E. Do not leave your booth unattended during the set up/take down period.
- F. If you do need to leave your booth unattended for extended periods and have valuables on display or stored within the booth, consider hiring event security to monitor your booth during those times. Speak with event organizers to obtain additional information.
- G. After set up, cover your display each night before you leave. Do not leave valuables in plain sight.
- H. Do not leave excess merchandise in open boxes under tables or displays. Secured or on-site storage can most often be arranged through event organizers.
- I. Small or one-of-a-kind items which are particularly prone to theft should be specially protected at night.
- J. At the close of the show, be sure that you pack as quickly as possible and under no circumstances leave your space unattended during this period. Move out is a particularly hectic time with added opportunity for products to be misplaced or taken.
- K. If at all possible, have one of your employees remain in your space with your shipment until it is turned over to your shipping company/courier.

While each event organizer strives to provide a reasonable level of security for the show, it remains everyone's responsibility to ensure they are doing their part to prevent asset loss. Exhibitors remain responsible for securing any products or materials that they bring into the facility.

Should you witness any suspicious behaviour or asset loss, please contact Event Security or MTCC Security at (416) 585-8360.

# EXCLUSIVE IN-HOUSE SERVICES

**Let us handle all your needs!**



**Parking**



**Cleaning**



**Telecommunications**



**Internet Access**

## **Hours of Operation:**

Monday to Friday: 8:00am – 4:00pm

## **Contact Us:**

North Building, Level 300 (outside Hall C)  
(416) 585-8387 | [exhibitor-services@mtccc.com](mailto:exhibitor-services@mtccc.com)

## **Order Online:**

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

## EXCLUSIVE IN-HOUSE SERVICE RATES

### PARKING PASSES

Rate Type / Service	Advance Rate Valid until:	Standard / On-Site Rate As of:
Exhibitor Parking Pass	\$18.00 / day	\$30.00 / day

**\*\*NOTE:** Rates are subject to HST and are subject to change

### BOOTH CLEANING SERVICES

Rate Type / Service	Advance Rate Valid until:	Standard / On-Site Rate As of:
<b>ONE-time Booth Clean</b> (minimum \$42.00)	\$0.27/sq.ft	\$0.34/sq.ft
<b>DAILY Booth Cleaning</b>		
Under 1000 sq.ft	\$0.21/sq.ft	\$0.25/sq.ft
1001 - 2500 sq.ft	\$0.20/sq.ft	\$0.24/sq.ft
2501 - 5000 sq.ft	\$0.19/sq.ft	\$0.23/sq.ft
5001 - 10,000 sq.ft	\$0.18/sq.ft	\$0.22/sq.ft
Over 10,000 sq.ft	\$0.17/sq.ft	\$0.21/sq.ft
Steam Cleaning	\$0.23/sq.ft	\$0.29/sq.ft
Large Waste Receptacle	\$15.00	\$15.00
Additional Waste Removal (upon Request)	Custom Quote	Custom Quote
Additional Exhibit Cleaning Labour (minimum 4 hours)	\$63.50/hr	\$63.50/hr

**\*\*NOTE:** Rates are subject to HST and are subject to change

**Order Online:**

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

## EXCLUSIVE IN-HOUSE SERVICE RATES

### TELECOMMUNICATION SERVICES

Rate Type / Service	Advance Rate Valid until:	Standard / On-Site Rate As of:
<b>Basic Analog Telephone Service</b> - Local Calling Only	\$200.00	\$225.00
<b>Basic Analog Telephone Service</b> - Long Distance Allowed	\$225.00	\$250.00
<b>Basic Telephone Handset*</b>	\$15.00	\$15.00
<b>Hands-free Telephone*</b>	\$60.00	\$60.00
<b>Polycomm Conference Unit*</b>	\$160.00	\$160.00
<b>Voicemail Box</b>	\$20.00	\$20.00

\*Require additional purchase of Basic Phone Line

\*\*NOTE: Rates are subject to HST and are subject to change

### HIGH-SPEED INTERNET

Rate Type / Service	Advance Rate Valid until:	Standard / On-Site Rate As of:
<b>Wired Internet Access</b>	\$795.00	\$895.00
Additional Wired Devices	\$150.00	\$150.00
<b>16 Port Mini-switch (Hub)</b>	\$65.00	\$65.00
<b>Cat5 Ethernet Data Cables—50 feet</b>	\$20.00	\$20.00
<b>Wireless Internet Access</b>	\$395.00	\$395.00
Additional Wireless Access Codes	\$150.00	\$150.00

\*\*NOTE: Rates are subject to HST and are subject to change

**Order Online:**

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

**Questions? Contact Us:**

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

# BUSINESS CENTRE

**Let us handle all your needs!**



**Photocopying**



**Printing**



**Office Supplies**



**Outbound FedEx**

### **Hours of Operation:**

Monday to Friday: 8:00am – 4:00pm

### **Contact Us:**

North Building, Level 300 (outside Hall C)  
(416) 585-8387 | [exhibitor-services@mtccc.com](mailto:exhibitor-services@mtccc.com)

# EXCLUSIVE IN-HOUSE SERVICES

**We will handle all your catering needs!**



**Exhibitor Catering /  
Booth Samples**



**Catering**



**Retail Food Operations /  
Concessions**

**Contact Catering Department:**

(416) 585-8144  
[catering@mtccc.com](mailto:catering@mtccc.com)



# Exhibitor Catering Menu 2023

## 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.
- To ensure availability of menu items, all orders must be confirmed and paid in full two (2) weeks 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) weeks are subject to a 25% surcharge.
- Should any orders be cancelled with less than two (2) weeks 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 two (2) weeks prior to the first scheduled food function.
- Event pre-payments of less than \$5,000 can be processed by credit card. All other payment must be by 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 \$125 per delivery.
- All prices are quoted in Canadian dollars, subject to 18% administrative charge, 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 \$64.50 / 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** Download and save this PDF to your work station.
- Step 2** Complete the Contact and Billing Information form as well as credit card information (page 2)
- Step 3** Set the quantity for the desired menu items to calculate totals for each item, and to generate a grand total (Page 3-5)

- Step 4** Save the completed file electronically.  
**OR**  
Print, complete manually and scan the form.
- Step 5** Email the completed form to [catering@mtccc.com](mailto:catering@mtccc.com)

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



## Exhibitor Catering – Contact and Billing Info.

Booth #: \_\_\_\_\_

Show: \_\_\_\_\_

Company Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

Province / State: \_\_\_\_\_ Postal Code / ZIP: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

**BILLING INSTRUCTIONS:** ☐ Credit Card\* ☐ Wire Transfer

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

☐ VISA ☐ MASTERCARD ☐ AMERICAN EXPRESS

CREDIT CARD #: \_\_\_\_\_ EXP. DATE: \_\_\_\_\_ / \_\_\_\_\_  
mm yy

NAME ON CARD: \_\_\_\_\_

CARD HOLDERS SIG.: \_\_\_\_\_

CARD HOLDER'S EMAIL: \_\_\_\_\_

ONSITE CONTACT NAME: \_\_\_\_\_

PHONE #: \_\_\_\_\_

Delivery Date:	Delivery Time:	Number of People:
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

### Special Instructions:

# Exhibitor Catering – Daily Order Form

<b>A-la-Carte Beverages</b> (minimum order of \$500 before tax & administrative charge)	Quantity	Price	Total
Freshly brewed Starbucks regular coffee (gallon; 20 servings)			
Tea Squared specialty teas (gallon; 20 servings)			
Freshly brewed Starbucks decaffeinated coffee (gallon; 20 servings)			
Chilled soft drinks/ iced tea (each)			
Still water (each)			
Sparkling water (each)			
Bottled juices (each)			

<b>Specialty Coffee Service</b>	Quantity	Price	Total
Professional Cappuccino Machine with 1 Barista* (Max. 500 cups per day, 8 hours max)**			
Professional Cappuccino Machine with 2 Barista* (Unlimited cups per day, 8 hours max)**			
<b>*NOTE:</b> power & labour <u>not</u> included in the above pricing. <b>**Must supply:</b> floorplan of booth indication location for set up, countertop or table, set up 3 hours prior to the scheduled start time.			

<b>Bakery &amp; Pre-Packaged Items</b> (minimum order of \$500 before tax & administrative charge and minimum 2 dozen per selection, per order)	Quantity	Price	Total
Breakfast loaf (loaf, minimum 2 loaves per order) - Rhubarb strawberry & kamut flour			
Scones (dozen) - Red fife scone, Devonshire cream & berry compote			
Mini breakfast pastries (dozen)			
Muffins - Stone fruit cinnamon crumble (dozen)			
Muffins - Chocolate espresso (dozen)			
Decadent chocolate brownies & blondies (dozen)			
Homestyle cookies (dozen)			
Chewy homestyle powers bars (dozen)			
Whole fruits (each)			
Breakfast bundle (croissant / danish / juice / coffee & tea) (each, minimum 24 guests)			
Individual bag of popcorn (dozen)			
Granola & cereal bars (dozen)			
Individual bag of chips & pretzels (dozen)			
Individual bag of dried fruits & nuts (dozen)			
Individual yogurt (dozen)			

## Exhibitor Catering – Daily Order Form

Lunch (minimum 30 per option, per order)	Quantity	Price	Total
<b>Working Lunch Option #1</b> 1 salad selection, 3 sandwich selections, dessert, coffee & tea			
<b>Working Lunch Option #2</b> 2 salad selections, 3 sandwich selections, dessert, coffee & tea			
<b>Working Lunch Option #3</b> 2 salad selections, 4 sandwich selections, dessert, coffee & tea			
<b>Boxed Lunch</b> 1 salad selection, 3 sandwich selections, dessert			

Stationary Presentations (minimum 30 portions, per order)	Quantity	Price	Total
Selection of Canadian cheeses (30 portions)			
Seasonal market vegetable platter (30 portions)			
Antipasto platter (30 portions)			
Rustic bread display (30 portions)			

Cold Reception Items (minimum order of \$500 before tax & administrative charge and minimum 4 dozen per selection)	Quantity	Price	Total
Local blue cheese, roasted apple & onion confit, toasted focaccia (dozen)			
Mini open face Atlantic smoked salmon, lemon scone, Boursin cheese (dozen)			
Beef carpaccio, Parmesan feather, caramelized onion & truffle paste on crostini (dozen)			
Mini capresse tomato salads, fior di latte, basil dressing (dozen)			
Shrimp Caesar, spicy clamato mayo, celery salt (dozen)			
Fresh figs, prosciutto cracklings, chocolate dipped walnuts, mascarpone cheese and honey drizzle (dozen)			
Vegan forest mushroom salad, white bean hummus, grain wasa (dozen)			

Hot Reception Items (minimum order of \$500 before tax & administrative charge and minimum 4 dozen per selection)	Quantity	Price	Total
Braised short rib, leeks & smoked Gouda micro Yorkie, pepper scallion salsa (dozen)			
Indian beef kebabs, curry mayo dip (dozen)			
Mini Hogtown peameal slider, red pepper salsa, Jack cheese, herb mayo (dozen)			
Vegetarian spring rolls, Thai chili sauce (dozen)			
Vegetable samosas, tamarind chutney (dozen)			
Local smoked duck skewer, five spice orange maple glaze (dozen)			
Buttermilk fried chicken bite with Creole mayo (dozen)			
Dim sum: Shrimp har gow (dozen)			
Dim sum: Shumai (dozen)			
Dim sum: Vegetarian Pot stickers (dozen)			
Asian chicken ball pops, roasted sweet & sour plum sauce (dozen)			
Vegan mini fish & chips, vegan tartar sauce (dozen)			

## Exhibitor Catering – Daily Order Form

Stations	Quantity	Price	Total
<b>Gourmet Snack Bar</b> (minimum 100 guests per order) Fresh kettle chips, salts & dips, Muskoka firewood honey bar nuts, wasabi peas, pretzel rods <i>3x2 feet counter space required</i>			
<b>Carnival Popcorn Cart</b>			
Machine rental: 1 machine plus 100 bags (1 day show)*			
Machine rental: 1 machine plus 100 bags (2 day show)*			
Machine rental: 1 machine plus 100 bags (3 day show)*			
Popcorn kernels (up to 100 bags x 20 g servings)			
<b>*NOTE:</b> power & labour <u>not</u> included in the above pricing. Requires 110V - 20amp power.			

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

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.			
<b>Featured spirit brands (1 oz)</b>			
<b>Local craft beer (473ml)</b>			
<b>Wine by the glass</b>			
<b>Sparkling water (300 ml)</b>			
<b>Soft drinks</b>			
Based on a maximum of 2 hours service time. A minimum host bar revenue of \$1,500 net (before HST & administration charge) per bartender is required. Below this minimum, the difference will be paid by the client in catering surcharge.			

### Special Instructions:

Subtotal (Admin. Charge applicable) \_\_\_\_\_

18% Administrative Charge \_\_\_\_\_

Subtotal (Admin. Charge not applicable) \_\_\_\_\_

**Subtotal** \_\_\_\_\_

**13% HST** \_\_\_\_\_

**Total (\$CAD)**

For dietary indicators please refer to our Catering Menu [www.mtccc.com/food-beverage/menu/](http://www.mtccc.com/food-beverage/menu/)

Totals are estimates only. Please submit to your Catering Manager for approval and final pricing.

# Food and/or Beverage Distribution Sampling Request Form

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 to the Metro Toronto Convention Centre and adherence to **ALL** of the conditions outlined below.

For those exhibitors that produce or bring to market a food and/or beverage product and wish to provide sampling at your booth, please complete this form to request authorization from the Metro Toronto Convention Centre.

## Conditions for Sampling Food & Beverage

**NOTE: Please carefully review the conditions that apply to food & beverage sampling at the Metro Toronto Convention Centre.**

1. Exhibitor that are permitted to apply for food and/or beverage sampling is limited to exhibitors that **produce or bring to market** a food and/or beverage product. Such exhibitors are limited solely to specific food and/or beverage products that they actually produce or bring to market.
2. Food and/or beverage product(s) for sampling purposes will be limited to size parameters below.
3. Exhibitors providing and attendees receiving food and/or beverage sampling items from an exhibitor must adhere to all provincial regulations and Toronto Public Health policies at the time that the show occurs. It is the **responsibility of the exhibitor and show organizer** to ensure all provincial regulations and Toronto Public Health policies are followed at all times within the Metro Toronto Convention Centre.
4. All items are limited to **SAMPLE SIZE**;  
*(a.) Sample or promotional non-alcoholic beverages must be approved by the Catering Department and will be limited to a maximum 3 oz / 89 ml sample size.*  
*(b.) Sample food items must be approved by the Catering Department and will be limited to a maximum of 4" x 2" inches / 10cm x 5cm or 4oz / 114gr portions.*
5. For sampling questions regarding alcoholic beverage, please contact the Catering Department at the MTCC at **catering@mtccc.com** or call us at **(416) 585-8144**.
6. For those exhibitors that do not produce or bring to market food and/or beverage products yet still wish to provide sampling, the requirements above still apply and exhibitors are requested to apply for approval to the MTCC using the form below. A **Loss of Revenue Fee** for and approved food and/or beverage products distributed will apply. This charge is determined based on the product(s), size and quantity. You may contact us at **catering@mtccc.com** or **(416) 585-8144** to discuss further.
7. Approved sampling 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.

## Food and/or Beverage Distribution Sampling Request Form

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: \_\_\_\_\_ Booth #: \_\_\_\_\_ Event Room/Hall: \_\_\_\_\_

Event Name: \_\_\_\_\_

Company Name: \_\_\_\_\_

Contact: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

Prov./State: \_\_\_\_\_ Postal/Zip Code: \_\_\_\_\_

Country: \_\_\_\_\_

**Please list below** all food and/or beverage item(s) requested for sampling approval. As well as the purpose of distribution. Include quantity and portion. Please note the exclusion of any of the information may result in delayed request and approval process.

**Exhibitor Signature:** \_\_\_\_\_

### MTCC USE ONLY:

Approved: ☐ Yes / ☐ No

MTCC Manager's Signature: \_\_\_\_\_

## Customs Regulations and Customs Bonds

Equipment and Exhibit materials, in most cases, may be brought in free of duties and taxes, provided that a bond is in place to cover all imports to the Event/Trade Show.

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

It is recommended that Associations contact a Customs Broker to have their Event/Trade Show recognized with Canada Customs, providing them and their Exhibitors an opportunity to obtain maximum benefits.

A list of our Official Service Providers are available on our website [www.mtccc.com/services-suppliers/](http://www.mtccc.com/services-suppliers/) or by request.

## Material accompanying exhibitors

### Hand Baggage

If Exhibitor staff bring any equipment or display material with them via Aircraft, the Exhibitor must have with them a detailed list of their items showing description, country of origin and value..

When going through Canada Customs at the Airport, the Exhibitor must declare their goods. If the Event is a CBSA recognized Event/Trade Show, you will give them your Canada Customs clearance documentation as prepared by your Customs Broker. If the Event/Trade Show is not recognized, the Exhibitor will be required to pay full duties and taxes or post a deposit with Canada Customs directly.

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 may be imported free of duties and taxes, provided your event meets certain Canada Customs requirements. Please contact your Customs Broker for further assistance.

### 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 duties and taxes on anything that is intended for sale at an event. Your customs clearance provider will assist you in making these payments for these respective clearances.

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](mailto: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 compliment other relevant and applicable legislation (such as OHSA), other existing building health and safety policies, and the contractor's 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.



## 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 time frame, 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 e-mail Ralph Scali, SHOWTECH Manager, at [rscali@showtech.ca](mailto:rscali@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 Event Coordination Department at the Metro Toronto Convention Centre: [coordination@mtccc.com](mailto:coordination@mtccc.com)**

Company: \_\_\_\_\_

Booth Number: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Show Manager Authorization

\_\_\_\_\_  
Date

\_\_\_\_\_  
Metro Toronto Convention Centre Authorization

\_\_\_\_\_  
Date

## 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.

Metro Toronto Convention Centre, Safety Compliance Manager

255 Front Street West, Toronto, ON M5V 2W6

Phone: (416) 585-8249

Email: FireSafetyReply@mtccc.com

### The following guidelines must be adhered to:

- |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ol style="list-style-type: none"><li>1. Appliances must be approved for indoor use (CSA / UL / ULC) and shall be used for demonstration purposes only;</li><li>2. Cylinder capacity must not exceed 20 lbs of propane;</li><li>3. A person knowledgeable in the safe operation of the appliance must remain in attendance whenever the appliance is operating;</li><li>4. Regular or continuous monitoring (logged every hour) that carbon monoxide in the vicinity of the appliance does not exceed 10 ppm. If carbon monoxide exceeds 10ppm, the appliance should be shut down;</li><li>5. Means shall be provided to protect the public from contact with hot surface or open flames;</li><li>6. Proper signage to caution public of hot surface required;</li><li>7. A 10 lbs BC fire extinguisher must be provided;</li></ol> | <ol style="list-style-type: none"><li>8. Main shut off valve to be accessible. Valve to be turned off during non-show hours;</li><li>9. Permission must be obtained from the Show Manager;</li><li>10. There must be a 20 ft. separation between each propane cylinder (Natural Gas appliances to follow manufacturer guidelines);</li><li>11. Shall not be used within 50 feet of an exit or exit stairwell. Cylinder to be secured in such a way to prevent tripping, falling and tampering;</li><li>12. Five million dollars (\$5,000,000) liability insurance for bodily injury and/or property damage in any one occurrence, shall include a cross-liability clause and shall name Metropolitan Toronto Convention Centre Corporation as additional insured.</li></ol> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

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 #12, to be returned prior to show move-in.

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*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 #: \_\_\_\_\_

Type of Appliance: \_\_\_\_\_

# 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 \_\_\_\_\_ Five million dollars (\$5,000,000) liability insurance for bodily injury and/or property damage in any one occurrence, shall include a cross-liability clause and shall name Metropolitan Toronto Convention Centre Corporation as additional insured.
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 Event Coordination Department at the Metro Toronto Convention Centre: [coordination@mtccc.com](mailto:coordination@mtccc.com)**

Company: \_\_\_\_\_ Booth #: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Address : \_\_\_\_\_

Telephone #: \_\_\_\_\_ Fax #: \_\_\_\_\_

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Show Manager Authorization

\_\_\_\_\_  
Date

\_\_\_\_\_  
Metro Toronto Convention Centre Authorization

\_\_\_\_\_  
Date



## 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-\* (\*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](http://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 Permission to Show Notification 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” Notification 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 Permission to Energize Notification and pay the Permission to Energize fee indicated for each piece of unapproved electrical equipment. Exhibitors are not required to complete the Permission to Show Notification 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.



## PERMISSION TO SHOW NOTIFICATION

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

Please send your completed notification with payment information to:

Email: [esa.cambridge@electricalsafety.on.ca](mailto: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)

ESA Account #: \_\_\_\_\_

Date: \_\_\_\_\_

Payment Method	
<input type="checkbox"/> <b>Charge to ESA Account</b>	<b>Credit Card</b> <b>ESA Account customer</b> – provide the last 4 digits of the card _____ saved on file with ESA
<input type="checkbox"/> <b>Cheque / Money Order</b> Attach the cheque / money order to the completed form and mail to the address noted above.	<b>Non-account customer</b> – <b>DO NOT</b> submit this form to pay by credit card. To comply with Credit Card Payment security requirements, an ESA representative will contact you during regular business hours Mon-Fri 7:00AM-4:30PM to process your credit card payment. Please <b>DO NOT</b> include any credit card information on this form.

The fee is \$62 + \$8.06 HST = \$70.06 per booth

### 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: _____	
CONTACT cell #: _____		CONTACT email: _____	
LIST OF UNAPPROVED ELECTRICAL EQUIPMENT TO BE SHOWN			
Quantity	Manufacturer	Description	Model

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](http://www.esasafe.com)



# PERMISSION TO ENERGIZE NOTIFICATION TRADE SHOW ONLY

(Not Applicable to Consumer Shows)

Please send your completed notification with payment information to:

Email: [esa.cambridge@electricalsafety.on.ca](mailto: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)

ESA Account #: \_\_\_\_\_

Date: \_\_\_\_\_

Payment Method	
<input type="checkbox"/> <b>Charge to ESA Account</b>	<b>Credit Card</b> <b>ESA Account customer</b> – provide the last 4 digits of the _____ card saved on file with ESA
<input type="checkbox"/> <b>Cheque / Money Order</b> Attach the cheque / money order to the completed form and mail to the address noted above.	<b>Non-account customer</b> – <b>DO NOT</b> submit this form to pay by credit card. To comply with Credit Card Payment security requirements, an ESA representative will contact you during regular business hours Mon-Fri 7:00AM-4:30PM to process your credit card payment. Please <b>DO NOT</b> include any credit card information on this form.

The fee is \$143 + \$18.59 HST = \$161.59 per item of equipment

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: _____	
CONTACT cell #: _____		CONTACT email: _____	
LIST OF UNAPPROVED ELECTRICAL EQUIPMENT TO BE ENERGIZED			
Quantity	Manufacturer	Description	Model

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](http://www.esasafe.com)