

the TORONTO  
**CONGRESS**  
**CENTRE**

# Rules & Regulations

# Rules & Regulations

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

## Agreement

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

## Access

TCC, its employees and agents shall at all times have free access to and the right to permit others access to The Toronto Congress Centre (the "**Centre**"), and to use all of its facilities other than the Function Space and to use the Function Space at all times other than that for which a license is granted to the Licensee herein. The Licensor shall provide the Licensee with a list of names of authorized personnel who shall be provided with identification badges at the expense of the Licensee to identify personnel who shall be given access free of charge.

## Additional Rules & Regulations

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

## Adhesive Tape

Signs, banners and similar materials may not be nailed, stapled, hung, or attached to ceilings, walls, or painted surfaces except by permission of TCC. Failure to comply will result in a minimum charge per occurrence to the Licensee. The only tapes authorized for use on exhibit hall FLOORS are;

- Doublestick V (2-sided tape)
- Rainbow (1-sided 7ml vinyl)
- Masking tape
- #618 Suretape (cloth duct tape)
- #174 high-adhesion double-faced tape.

Acceptable wall adhesives are Lepage Fun Tak or similar putty adhesive. All adhesive products must be removable without damage to the surfaces.

All adhesive products must be removable without damage to the building finishes. **Charges will apply for all tape damage and/or adhesive removal at the current labour charge rate listed in the Services at a Glance.**

## Advertising | Publicity

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

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

## Alcohol

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

## Animals

The admission of any animal into the facility without prior written approval by TCC is forbidden. "Seeing Eye" dogs are permitted.

## Building Hours

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

**Capacity**

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

**Concessions**

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

**Damage & Repairs**

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

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

**Default**

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

**Dock Management**

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

**Electrical Services**

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

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

**Event Personnel**

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

|                           |                     |                |
|---------------------------|---------------------|----------------|
| Security                  | First Aid           | Hostesses      |
| Housekeeping              | Parking Attendants  | General Labour |
| Ticket Sellers/Collectors | Photography         | Receptionists  |
| Simultaneous Translation  | Registration Clerks |                |

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

## Exhibits

All exhibits must be brought into the Centre via the designated move-in doors from the loading docks on the west side of the building. Exhibits must not hinder or obstruct any fire equipment, emergency exits, display signage, windows or doors. Exhibits may only be installed in the designated licensed area as laid out in the Event floor plan. TCC will not accept advance exhibit shipment unless arrangements have been made with TCC's official warehouse.

Exhibits left in the premises after the designated move-out period will be removed and put into storage by the designated TCC warehouse official, Lange Ltd, and will only be returned upon receipt of a storage charge. TCC will not be held responsible for the admission of any exhibits which do not come within the dimensions, weight, or loading capacity of the entrances.

## Excluded Areas for Exhibits

Exhibits are prohibited in all lobby areas, designated concession areas, and in all other areas specified by TCC.

## Fire Regulations

- Aisles between display booths shall be a minimum of 8 feet.
- All involved parties with any show exhibit must comply with Federal, Provincial and Municipal building and fire codes.
- All fire & emergency equipment located in the building may not be hidden/obstructed in any way. Emergency exits and aisles must be kept clear and unobstructed. Vehicles parked on fire routes will be removed at the owner's expense.
- All electrical equipment must be CSA or UL approved.
- Draping, table covering, booth partitioning and carpeting used in a show must be of flame-retardant material. All material is subject to inspection and flame-testing at any time by the Fire Department and/or the Director of Fire Safety.
- Plastic fabrics & other materials that are not fire retardant are prohibited from being used at TCC.
- The Licensee shall assume full responsibility in advising and enforcing all fire regulations with their exhibitors.
- Boxes, packaging, and other unused exhibitor material must not be stored on top of, or around any electrical connections, fittings, or transformers.
- Any equipment that uses open flame as part of an exhibit must be approved in writing by TCC.
- Storage safety is the responsibility of the Licensee. Storage piles shall not exceed 12 ft. in height.

## Fire Fighting Equipment

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

## Fire Works & Other Pyrotechnics

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

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

## First Aid

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

TCC reserves the right at any time to require the Licensee to use the Building's approved medical and first-aid personnel during the Event at the cost and expense of the Licensee.

## Floor Loads

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

*For shows requiring unusual materials, the licensee must submit a list of required vehicles to the building services supervisor at least 4 weeks prior to move-in date.*

*TCC Management must confirm that all areas affected have been returned to the standards required by TCC. The Licensee will assume all expenses deemed necessary to return the facility to its original state of cleanliness.*

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

## **Floor Plans**

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

- a) Official name of the show, dates, and name of show services company.
- b) All plans should be drawn to a 1/16" = 1' Scale
- c) Aisle widths should be clearly indicated.
- d) Entrance doors and emergency exits should be clearly marked.
- e) Service contractor storage areas should be clearly marked.
- f) Temporary exhibit floor and food and beverage service areas should be clearly marked.

## **Floor Marking**

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

## **Floor/ Wall Protection**

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

## **Food & Beverage**

No outside food and beverage is permitted into the Centre.

## **Garbage**

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

## **Heating & Air Conditioning**

Reduced levels of heating and air conditioning will be in effect during move-in and move-out periods. Full service will be provided 1 hour prior to the Event opening and 1/2 hour after the closure of the Event to the attendees on show days.

## **Housekeeping**

The general cleaning and maintenance of the areas and rooms used for conferences, meetings, and food and beverage functions is included in the daily room rental. Extraordinary requirement for cleaning these areas will be at an additional cost.

## **Indemnification**

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

## **Insurance**

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

The insurance coverage required is:

- a) \$5,000,000.00 bodily injury or death.
- b) \$5,000,000.00 third party property damage and damage to building.

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

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

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

A copy of the insurance policy or certificate of insurance is required not later than one month prior to the Event. The insurance policy will be held by TCC until an inspection of the premises is made after the Event and applied, as required, at the discretion of TCC in order to repair any damage caused by the Licensee, their employees, servants, agents, and/or exhibitors during the license period.

### **Keys**

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

### **Licenses**

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

### **Lighting Levels**

There are two levels of lighting for the Trade Halls:

- a) Move-in/Move-out level
- b) Show level

Reduced levels of lighting will be used at all times for a show move-in and move-out. Full show lighting will be used on open show days from show opening to closing.

### **Loading Docks**

The Centre is equipped with 15 truck level loading docks with automatic dock levelers and trailer lights. The truck docks are fully covered, secured, and heated in winter. In addition, there are 2 pick up level docks and unlimited drive in access. The operation of the loading bays overhead doors is restricted to the dock manager (See section under dock manager and/or TCC management).

### **Materials Handling**

- The Centre's equipment may be operated by TCC personnel **only**.
- All forklifts and heavy loading devices must be operated by a trained operator approved by TCC. Damages resulting from the improper operation of such equipment will be the responsibility of the operator and/or the Licensee.
- Designated Entrances - All persons, articles, exhibits, fixtures, displays and property of any kind shall be brought into and out of the building only at and through those entrances and exits as
- TCC may designate from time to time. Certain aisles may be designated by TCC as non-freight
- aisles during move-in and move-out.

Non-marking, rubber bumper dollies are available for rental through TCC's official supplier. This type of dolly may be used in movement of goods in the trade halls only.

### **Merchandise Removal**

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

### **Motorized Vehicles**

Vehicles powered by an internal combustion engine must not contain more than one quarter (1/4) tank fuel and once in position must not be operable (e.g. battery must be disconnected). Fuel caps must be locked or taped shot.

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

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

### **Preferred Suppliers**

- a) The Licensee shall not employ and shall not permit the employment of any contractor or worker to perform any services in the Function Space unless such contractor or worker has been selected by the Licensee from a list of contractors approved by TCC.

- b) If, in connection with the purpose or use for which the Licensee is renting the space, any seat set-ups, special electrical and utility services including lighting, special additions, or arrangements of the public address system, stage runways, landscaping, or other fixtures, furniture, or equipment are moved or removed or are necessary to be set up or taken down, the Licensee agrees at the conclusion of the Event to pay the cost of moving or removing, setting up, or taking down the same and putting them back in the same condition and places as they were before.
- c) The supplier of electrical services, gas, air, plumbing, and rigging is exclusive to the Licensor and all requirements for these services must be made directly with the Licensor's exclusive supplier at the Licensee's expense.

### **On-Site Pre and Post Event Warehousing**

Exhibitors, event managers and suppliers can pre-ship materials direct to the TCC up to 21 days prior to your event. Goods are stored securely on site, delivered to the booth and can be held in post event storage for up to 5 days after the close of your event. Rate schedule is available upon request.

To avoid unnecessary confusion, Clients must ensure that the "THIRD PARTY BILLING" box has been marked after the TCC address on their Waybill. The company name, client contact name and the function room name must be clearly indicated.

### **Operating Plan**

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

- a) The security schedule and locations
- b) The operating hours of the Event
- c) Special requirements for vehicles, utility services, and rigging
- d) Where applicable, all necessary information and specifications to indicate compliance with all applicable Federal, Provincial and Municipal building and fire codes
- e) Parking schedule and locations

### **Parking**

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

### **Prohibited Acts**

The Licensee and exhibitors shall not;

- a) Allow any article to be brought into nor any act done within the Centre which conflicts with rules of the Toronto Fire Department or any relevant governmental authority, or which will render void or increase the premiums on the insurance policies held by TCC, nor injure or deface any part of the Centre, nor permit anything to be done by their agents or employees by which the Centre may in any manner be injured, marred, or defaced.
- b) Admit or permit any child under the age of 16 into the Centre during any move-in or move-out times of the Event.
- c) Commit any nuisance or knowingly do or permit to be done anything which may result in the creation or commission of a nuisance, or annoy, harass, or interfere with users of any other part of the Centre.
- d) Permit nails, hooks, screws, or tacks to be driven into any part of the Centre or equipment contained therein, nor permit or make any alterations of any kind to the Centre or its equipment.
- e) Cause or produce to be caused or produced therein, or to emanate there from any unusual, noxious or objectionable noises, smells, or lights in any part of the Centre.
- f) Use any part of the Centre for lodging or sleeping.
- g) Do or permit to be done anything which may interfere with the effectiveness or accessibility of utility, heating, ventilation, elevators, electrical, plumbing, gas, compressed air, or air conditioning systems, or portions thereto in the Centre, nor do or permit to be done anything which may interfere with free access to passage thereto or to the public areas adjacent thereto, or to the street or sidewalks adjoining.

## **Propane**

TCC has an exclusive supplier for all propane used on site. This ensures safety and compliance. All service contractors, show managers, exhibitors, etc., must arrange their propane through TCC's exclusive supplier.

## **Responsibility**

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

## **Rigging & Ceiling Hangers**

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

- a) Type of item to be hung
- b) Exact weight
- c) Length of truss or frame dimensions
- d) Number of attachment points and their position
- e) Type of rigging to be used

## **Rolling Stock**

Arrangements for rolling stock may be made directly with the official material handler for the facility. For example: Fork lift/operator/Pallet lifters/Golf carts.

## **Security**

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

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

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

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

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

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

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

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

### **Set-Up/Dismantling Requirements**

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

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

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

All vehicles must be removed immediately, once unloaded.

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

Licensee and exhibitors are requested to bring their own tools, ladders, brooms, dollies, and other required items to erect their exhibits. TCC does not loan any of these items. No metal edged dollies are permitted in the Convention area.

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

### **Shipping & Receiving – During Event**

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

### **Signs & Decorations**

Signs and decoration may not be brought into the Centre without approval from TCC. Given such approval, signs and decorations may only be hung and/or secured by the designated people using the restricted hardware materials.

The client will remove all signs and decorations within the license period at their expense. Failure to remove decorations could result in additional rental fees and/or TCC removing the decorations at the client's expense. TCC reserves the right to remove any signs or decorations that it finds objectionable.

Signage may be posted only on the regular billboards provided by the facility for the period of time designated by TCC.

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

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

### **Smoking**

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

### **Sound System**

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

### **Space Allocation**

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

### **Storage**

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

**Telephones**

There are a number of pay telephones located throughout the facility as well as on the show floor. The pay telephones on the show floor are permanent fixtures that move within a 60 foot radius of their position. Payphones in the convention area are fixed in the Atwood lobby and selected phones offer computer hook up capability.

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

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

**Vehicle Marshalling**

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

**Water**

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

# Contractors & Event Suppliers

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

## General Rules

- All service vehicles must be parked in the West "Hydro" parking lot.
- All equipment is to be cleared, moved in and moved out through Door 4, Security.
- Suppliers must sign in and out at Door 4.
- No outside food and beverage may be consumed on TCC property.
- All show services staff must be in uniform when on-site.
- All workers must carry themselves in a professional manner & refrain from using coarse language, spitting or boisterous behavior; no loitering.
- Show services are not to approach guests or staff unless for business matters.
- All contractors must abide by Ontario Safety Standards on site. Anyone found operating equipment in an unsafe manner will be asked to leave the premises immediately.
- All TCC construction or repair contractors must be supervised by Director of Building Services while working on site.
- A strict no smoking policy is in effect. This includes the loading dock area.
- All contractors must use the washroom located at Door #4. There is a public phone located at Door #4 for contractors.
- No leaning of equipment/objects against walls (cinder block or drywall) in the trade halls or convention area. No equipment may be placed within 6 inches of a wall. This includes boxes, crates, pallets, drapery poles, tables, chairs, etc. This rule will be strictly enforced.
- Any contractor found in restricted areas will be asked to leave the property.
- Most TCC doors are magnetically locked. An access card may be signed out at Door 4 Security.

Any contractors found tampering with or propping open mag locked doors will be asked to leave TCC property immediately.

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

## Meeting Rooms

- Only Door #53 & #55 (Atrium), #58 (Pinsent), #59b (Courtyard) can be used for move in/out of goods. (See attached floor plan)
- No pump trucks, skids or metal dollies are allowed in Convention area (front of the house).
- No posters, pictures, banners, flyers, etc. to be attached to walls or windows.
- No tape permitted except for floor cable & wire in which case black tape is to be used.
- No pins, tacks, hook permitted in Convention area. Beige/white adhesive putty (Sticky Tack) may be used in meeting rooms only to apply items to the walls.
- No garbage, packing materials or storage cases may be left in the Convention area at any time. Contractors must leave a clean work site; otherwise charges will be billed for clean up. (Please check with TCC staff for allocated storage space.)

## Trade Halls

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

## Show Decorator

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

**ShowTech**

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

**Lange**

- Lange is responsible for providing Dock Master services during move in/out.
- If the exhibitor or show management company is requesting a shipment of goods prior to the event, the Centre requires a 24 hour contact name & phone number from both Lange & the client.
- Lange offers for rent dollies with rubber bumpers to reduce damage to TCC.
- Lange offers on-site pre and post show storage service for exhibitors and show managers who wish to have materials delivered or picked up outside of the licensed move in/out hours.

**Telecom – Bell & Rogers**

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

**Freeman Audio Visual Canada**

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

- AV equipment must be set up & ready 1 hour prior to meeting start time.
- A Freeman Audio Visual Canada representative will remain on site to greet clients & instruct them in the use of their equipment. (Courtesy cards will be left at every set up for the client outlining equipment usage and a Freeman Audio Visual Canada Clearnet number for assistance).
- The Freeman Audio Visual Canada set up technician will check in & out with the TCC Event Manager (Shows) and/or TCC Banquet Manager (conventions).
- Convention doors are to be opened fully before moving goods through. In the case of large events, door pads must be used to protect the door finish.
- No equipment is to be placed within 6 inches of a wall. No equipment is to be propped up against a wall. No equipment is to be placed on TCC tables, chairs or furniture.
- For all AV ceiling mounts, a representative from Showtech is to supervise. Only the Showtech electronic lift is to be used with proper safety equipment.
- No boxes or equipment will be left in sight or in the convention hallways.
- Pot lights must not be used during set-up & tear down; please ensure staff use only fluorescents.

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