

Guidelines for Exhibitors and Exhibitor Appointed Contractors (EAC's)

1. 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 –Construction Projects and Ontario regulation 851/90 – Industrial Establishments.
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.
2. As per the Ministry of Labour, children under 16 years of age are NOT permitted on the show floor during move-in 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.
3. 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.
4. Internal booth cleaning is an exclusive service provided by the Metro Toronto Convention Centre. No other provider, including the Exhibitor Appointed Contractor, is permitted to provide this service within the facility. Interior booth cleaning exclusive services include, but are not limited to: mopping, vacuuming, dusting, emptying of wastebaskets..., etc. Additional charges may be incurred to show management should exhibitors be found not in compliance with this exclusivity.
5. 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.
6. 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 3 weeks in advance. The Safety Compliance Manager will need a full production schedule including rehearsals and floorplans. Labour charges will apply for a fire watch.
7. You are required to report immediately any unsafe condition or accident of which you have knowledge to a security guard or event management employee.
8. Smoking is NOT PERMITTED anywhere inside the Convention Centre, including e-cigarette and vaporizing.
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.

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11. 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.
12. 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.
13. 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, i.e. a protective sheet of visqueen, tarpaulin or a comparable material to eliminate damages. Labour / repair charges will apply should there be any damages.
14. 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/) on page 5 or please call the Event Manager for authorization form.
15. 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.
16. 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 V.P., Events, 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 minimum 4hr charge at the current labour rate (\$73.50/hr) per occurrence to the client. Labour / repair charges will apply to remove prohibited tapes / decals from Metro Toronto Convention Centre property.
17. 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.