



Dear Exhibitor,

We are happy to host you as an Exhibitor for the upcoming **Canada BIM Council – Regional Session – Technology Built Innovation II**. Within this package, you will find information on locations, venue services, scheduling, and shipping details.

Event Location

Metro Toronto Convention Centre
North Building - 203, 205 & 206
255 Front Street West
Toronto,
ON M5V
2W6

Exhibitor Space - Rooms 205ABCD (See attached floor plans)
Presentations/Panels - 206 ABCDEF

Shipping Location (Couriers)

Metro Toronto Convention Centre
North Building – Receiving Department
East Docks
255 Front Street West, Toronto, Ontario M5V 2W6
(Couriers to enter on lower Simcoe Street, south of Front Street)

Exhibitor Entrance

Metro Toronto Convention Centre
North Building – Internal Street (see attached map)
255 Front Street West, Toronto, Ontario M5V 2W6

Exhibitor Move In-Out Times
October 6th, 2016

Exhibitor Move In Start: 6:00AM
Exhibitor's Event start: 8:00AM
Technology Exhibition 8:00AM
Opening Address Start Time: 9:00AM
Exhibitor Move Out Start: 6:30PM
Exhibitor Move Out End: 8:00PM

Inbound Shipments/Access

Exhibitors accessing venue and loading-in should use **Internal Street Entrance**. See map attached in this package to locate Internal street.

MTCC does not provide carts. Exhibitors can ship packages to MTCC at the address listed on the shipping label (see attachment in this package).

Inbound Shipping Costs

There is an additional cost to ship packages to the event, which will be payable from Exhibitor to CanBIM. Each Exhibitor will be billed separately for inbound shipping after the event. The cost will be billed to CanBIM as a group by MTCC, and CanBIM will bill each Exhibitor separately. Each Exhibitor will share the cost of inbound shipping on a pro rata basis. CanBIM will bill Exhibitors and Exhibitors will pay CanBIM. Credit card and cheque payments are acceptable. Invoices will be provided as needed.

Shipping Instructions*

1. There are TWO (2) required documents to be filled out – **CanBIM Shipping Details** and **MTCC Shipping Label**.
2. Fill out and attach an MTCC Shipping Label to EVERY package (see attached MTCC Shipping Label) –
3. Be sure to note the total number of boxes on the shipping label (e.g. 1 of 3, 2 of 3, and 3 of 3 etc).
4. Please also CLEARLY note your **Table Number, Company Name** and **Recipient Name** on each shipping label and each box. (Contact Gerry Lattmann glattmann@canbim.com for Table Numbers)
5. Fill out and send a copy of your CanBIM Shipping Details sheet to glattmann@canbim.com (see below for Shipping Details Sheet). You DO NOT need to attach this to each box, just send this sheet to the email above.

*CanBIM is not responsible for missing or lost packages under any circumstance. Contact MTCC – Business Centre for more details.

Outbound Shipments

Outbound shipments are to be coordinated by exhibitors directly and should have items arranged to be picked up on the move out day of the event via courier. The Business Centre on level 300 is able to assist exhibitors who want to ship out packages via FedEx, UPS or Purolator. Exhibitors can ship out through our business centre for a \$40.00 handling fee, plus the courier's direct shipping cost.

Outbound Shipments After 5PM on October 6th

PLEASE NOTE: MTCC Business Centre Hours of Operation are

Monday – Friday, 8:00am – 5:00pm

CanBIM Event 8:30am – 7:00pm

The MTCC has agreed to extend these hours until 8PM provided there is a **MINIMUM of Four (4) Exhibitors using their services (additional charges may apply)**. If couriers are not able to pick up on **October 5th after 5PM**, MTCC will temporarily store the materials for couriers to pick up the morning after on **October 6th** (full business day hold may apply depending on time of pick up – additional charges may apply). If items are not picked up, all items will be shipped to Canada BIM Council and all charges will be applied to Exhibitor's billing.

All Exhibitors are **REQUIRED** to make prior arrangements to have items picked up after the event regardless of whether it be before 5PM using the Business Services Desk or after 5PM through a courier service (which would have to be confirmed before hand to ensure MTCC extends operating hours). A handling fee will apply per company.

Exhibitors are welcome to bring their packages to the business centre BEFORE 5PM if they would like MTCC to ship them out for them, a \$40 handling fee will apply. MTCC has the paperwork available in the office if Exhibitor does not already have prepared return shipping labels. Please note our business centre is for outbound shipping only.

MTCC Business Services Location

Exhibitor Services will be available in our Business Centre located in the **North Building**, on

Level 300 (beside Hall C). Hours of operation are Monday – Friday, 8:00am – 5:00pm.



At the Business Centre, you may find additional services to meet your needs, for example photocopy, fax and document printing. We also have office supplies available for purchase.

Ordering Exhibitor Services

There are two convenient ways for your exhibitors to order services.

1. Order Online

Save money, paper and time and order the following services on-line! This is the most efficient and not to mention, convenient way for your exhibitors to order their core services and we highly encourage you to share this option with them. It may be most convenient to place the following link directly on to your website.

Exhibitors may order services at: www.mtccc.com/order



2. Order On-site

Orders can also be taken on-site at the Exhibitor Services desk servicing your show. Additional service charges will apply to on-site orders, so be sure to encourage your exhibitors to order online in advance.

Online Orders <http://www.mtccc.com/order>

Exhibitor Forms <http://www.mtccc.com/exhibitors/forms.aspx>

We wish you a successful show, and if you have any questions, please do not hesitate to contact us directly.

Event Contacts

Canada BIM Council

Executive Director – Gerry Lattmann – glattmann@canbim.com - 647-889-3363

QP7 – Audio Visuals

Owner/Operator – Andrew Penttila - ap@qp7events.com - Cell 647-717-3818
www.QP7events.com

Metro Toronto Convention Centre - Venue Details

Exhibitor Services Representative – Jadranka Dragicevic – jdragicevic@mtccc.com - 416-585-8383

Showtech – Power Supply

Lorna Reid – Manager t [416-455-9793](tel:416-455-9793) or at lreid@showtech.ca .

Meeting Manager - Lynn Howse - lhowse@mtccc.com - 416-529-3534

www.mtccc.com



Corporate Meetings – Box Delivery Notice

If you are planning to send boxes for storage prior to your event, please ensure the following guidelines are followed in order that the boxes are accepted and delivered to the proper location.

Please note that this procedure does not apply to Exhibitor Shipments.

1. Packages will be received for storage no more than **3 days** in advance of your event day or move-in day. The Convention Centre will accept and store a maximum of **10 boxes** not larger than 1-1/2' x 1' x 1' (size of photocopier paper box). Special arrangements must be confirmed with the Meeting Manager if more than 10 boxes are shipped. **Please note that labour charges will apply for more than 10 boxes to be moved from the storage location to your meeting room.**
2. Deliveries will only be accepted at our **Receiving Department** located in the East Loading Docks, the Metro Toronto Convention Centre, North Building at 255 Front Street West between the hours of 9:00 am to 4:00 pm.
3. Access to the **Receiving Department** at the East Loading Dock is located on the west side of Lower Simcoe Street, south of Front Street. There is a security guard at the top of the ramp, who can also direct you to the East Loading Docks.
4. The courier will be required to off load the boxes and dolly the material along the service corridor to the **Receiving Department**.
5. It is the responsibility of the courier to transport all boxes to the **Receiving Department**. The courier must be equipped with their own dolly or pump truck. Your Meeting Manager will be notified of the acceptance of your boxes and the location of storage.
6. Every effort must be made to have **leftover material** picked up at the end of the event. Arrangements must be made with the Meeting Manager if boxes are to be picked up the following day. All boxes must be properly packaged and labelled by the client. Boxes will be held for one business day, after which the box(es) will be shipped to you at your cost, plus a \$40 handling fee. The handling fee will be added to your final invoice.
7. A shipping label has been included. We ask that you use this label.

Our People are the Centre



Shipping Label

SHIPPER INFO:

Contact Name:	Box	of
Shipper:	Table#	
Address:		
City:	Postal Code:	
Phone:	Contact:	

DELIVER TO:

Attention:	Phone:
Event:	
Event Date:	
Accepted delivery date:	

ADDRESS:

**Metro Toronto Convention Centre
North Building – Receiving Department
East Docks
255 Front Street West, Toronto, Ontario M5V 2W6**
(Couriers to enter on lower Simcoe Street, south of Front Street)

For the Convention Centre internal use only (final delivery locations, special notes)

Our People are the Centre

255 Front Street West, Toronto, Ontario M5V 2W6
T: (416) 585-8000 | www.mtccc.com

CanBIM Shipping Details Sheet

Company Name: _____

Attendee Name (PickUp Person): _____

Admin/Emergency Contact: _____

Admin/Emergency Contact Phone: _____

Table Number: _____ **Number of Items Sending:** _____

Courier Info (Company & Tracking # if available): _____

Ship Date: _____

Description of Items being shipped:

CanBIM Technology Exhibition Table Listing

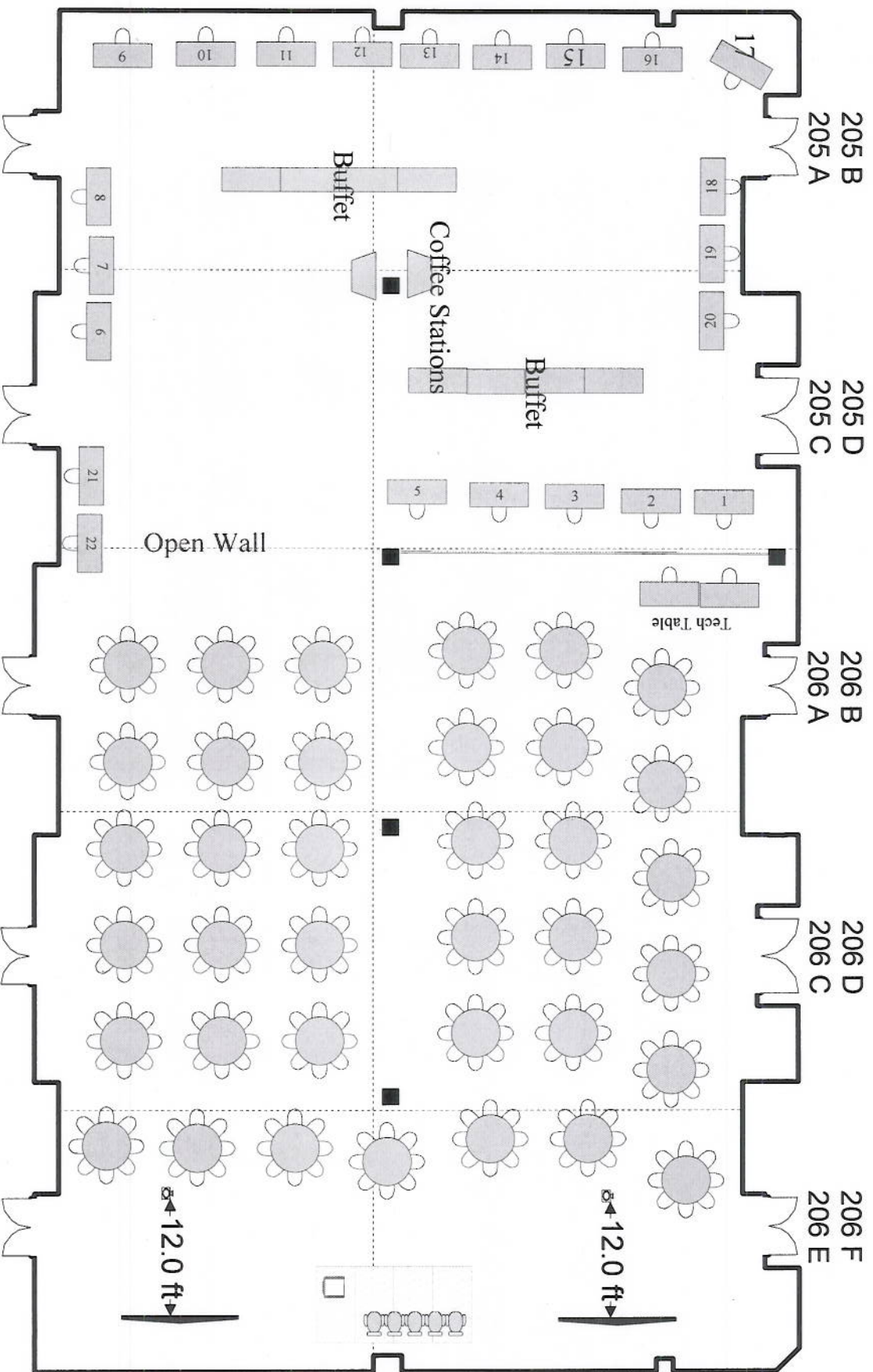
- Table 1 – Servant Dunbrack, Mckenzie & Macdonald (SDMM)
- Table 2 – GenInfo Solutions
- Table 3 – Topcon Sokkia
- Table 4 – Redcage Solutions Inc.
- Table 5 – Brandt Positioning Technologies
- Table 6 – Cansel
- Table 7 - Autodesk
- Table 8 – Global eTraining
- Table 9 – Geoshack
- Table 10 – BIMOne Inc.
- Table 11 – Atlantic CAD Solutions
- Table 12 – BuildingPoint Canada
- Table 13 – SWS Global
- Table 14 – Oasys
- Table 15 – Chaos Group
- Table 16 – IMAGINiT Technologies
- Table 17 – Leica Geosystems
- Table 18 – Innovative Technologies
- Table 19 – Integrated Environmental Solutions (IES)
- Table 20 - Aconex
- Table 21 – NCTech Ltd.
- Table 22 – Hilti Canada

206 - Oct 6th - Panel - 300 ppl

205 - REVISED - 22 Exhibit Tables plus Buffet

**AIR WALL TO BE OPEN AS PER FLOORPLAN

Reception 17:20h - Remove any extra buffet tables



Business Centre Price List

Services Hours:

North Building (Level 300)

Mon – Fri: 8:00am – 5:00pm

T: (416) 585-8387

South Building (Level 800)

Mon – Fri: 8:30am – 4:30pm

Items	(\$)
2-Way Telephone Duplex Jack	8.00
2GB USB Flash Drive	10.00
Adjustable Wrench	15.00
Bubble Wrap (various sizes)	1.00-10.00
Batteries (AA – per battery)	2.00
Batteries (AAA – per battery)	2.00
Cable Adaptor USB	10.00
Calculator	10.00
Clip Boards	5.00
DVD-R Recordable Disc	8.00
Envelopes (per envelope)	
Large	2.00
Small	0.50
File Folder	2.00
Fire Extinguisher (rental)	30.00
Frame (plastic)	
Large	20.00
Small	10.00
Glass Bowl	10.00
Glue Stick	3.00
Hammer	15.00
Hard Hat	25.00
HDMI Cable	50.00 - 60.00
Highlighter (yellow, pink, orange, green)	3.00
Metal Utility Cutter	10.00
Name Badge Holders	3.00
Needle Nose Pliers	15.00

Items	(\$)
Notepad	7.00
Packing Tape	8.00
Paper (one package)	10.00
Paper Clips (any size)	5.00
Pen (per pen)	2.00
Plastic Bowl	1.00
Plastic Paper Protectors (10 per pack)	5.00
Push Pins (one box)	5.00
Receipt Book	5.00
Report Cover	2.00
Rubber Bands	5.00
Ruler	2.00
Safety Glasses	12.00
Scissors	6.00
Scotch Tape	5.00
Screwdriver	15.00
Screwdriver Set	10.00
Sharpie Marker	3.00
Stapler	15.00
Staples (one box)	8.00
Staples (one row)	1.00
Stapler Remover	2.00
Sticky Notes	3.00
Tablecloth	10.00
Tent Cards (100 cards)	6.00
Transferite Tape (indoor Scotch Tape)	10.00
Trans-select Rolls	3.00
USB iPod Extensions	8.00

Fax Service (\$)

Local	3.00 first page / 1.00 each additional page
Long Distance (Canada & United States)	5.00 first page / 1.50 each additional page
International (Overseas)	8.00 first page / 1.50 each additional page
Incoming Fax	3.00 first page / 1.00 each additional page

Photocopies

Black & White – Single-sided	0.30 each
Black & White – Double-sided	0.35 each
Colour – Single-sided	1.00 each (North Building only)
Colour – Double-sided	1.50 each (North Building only)

Document Printing

From Disk or USB Flash Storage Memory Stick	0.30 per page
Printing from Exhibitor Services Email Address	1.00 per page

Document Scanning

	5.00
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Small Parcel Service (outbound)

Letter Handling Fee	15.00
Boxes / Cylinders Handling Fee	40.00

Exhibitors Parking Pass Order Form

In order to arrange for parking service please complete this form:

SHOW: _____ SHOW DATES: _____

CONTACT NAME: _____ BOOTH #: _____

COMPANY _____ NAME: _____

ADDRESS: _____ CITY: _____

PROVINCE / STATE: _____ EMAIL: _____

POSTAL CODE / ZIP: _____ PHONE #: _____ FAX #: _____

CREDIT CARD #: _____ EXP. DATE: ____/____/____ NAME ON CARD: _____

CARD HOLDERS SIG.: _____ CARD HOLDER'S EMAIL: _____

VISA MASTERCARD AMERICAN EXPRESS

Select one: Mail passes to address above (only orders received 14 days prior to event move-in will be mailed free of charge)
 If alternative address, please contact Exhibitor Services at exhibitor-services@mtccc.com
 Pick up on-site.

(Please indicate number of passes required in the table below) Prices below are in effect as of April 1, 2016 to March 31, 2017.

Advanced Rate "Early Bird" Discount	Regular / On-site rate	Dates	License plate
"Early Bird" Rates End:	On-site Rates Start:	Please list dates for parking pass.	Please advise plate #. If unknown enter TBA
1-Day @ \$18.00 = \$ _____		Valid: _____	_____
2-Day @ \$32.00 = \$ _____	2-Day @ \$50.00 = \$ _____	Valid: _____	_____
3-Day @ \$48.00 = \$ _____	3-Day @ \$75.00 = \$ _____	Valid: _____	_____
4-Day @ \$64.00 = \$ _____	4-Day @ \$100.00 = \$ _____	Valid: _____	_____
5-Day @ \$80.00 = \$ _____	5-Day @ \$125.00 = \$ _____	Valid: _____	_____
Other: _____ \$	Other: _____ \$	Valid: _____	_____
TOTAL: \$ _____	TOTAL: \$ _____	GRAND TOTAL: _____	

- All orders with **more than one pass** must be picked up by one main contact person.
- **Multiple** day parking pass rates are available for two or more consecutive days. Multiple day parking passes allow for in / out privileges, starting at 7:00am until 7:00am the following day.
- **One day** parking pass does not allow in / out privileges; one time use only. One day passes are only available to purchase during the early bird time period, no purchase available on-site.
- Parking passes are **non-refundable** and **non-transferable**. **The Convention Centre is not responsible for lost passes.**
- **Regular parking rates** can be found online at www.mtccc.com/attendees/parking.aspx. There are no in / out privileges.
- Rates are subject to change without notice.

There are 1700 garage spaces as follows:

1200 North Building – enter from Simcoe St., south of Front St.W. (clearance 6'3", 1.9 m.)

500 South Building – enter from Lower Simcoe St., south of Bremner Blvd. (clearance 6'6", 2.0 m.)

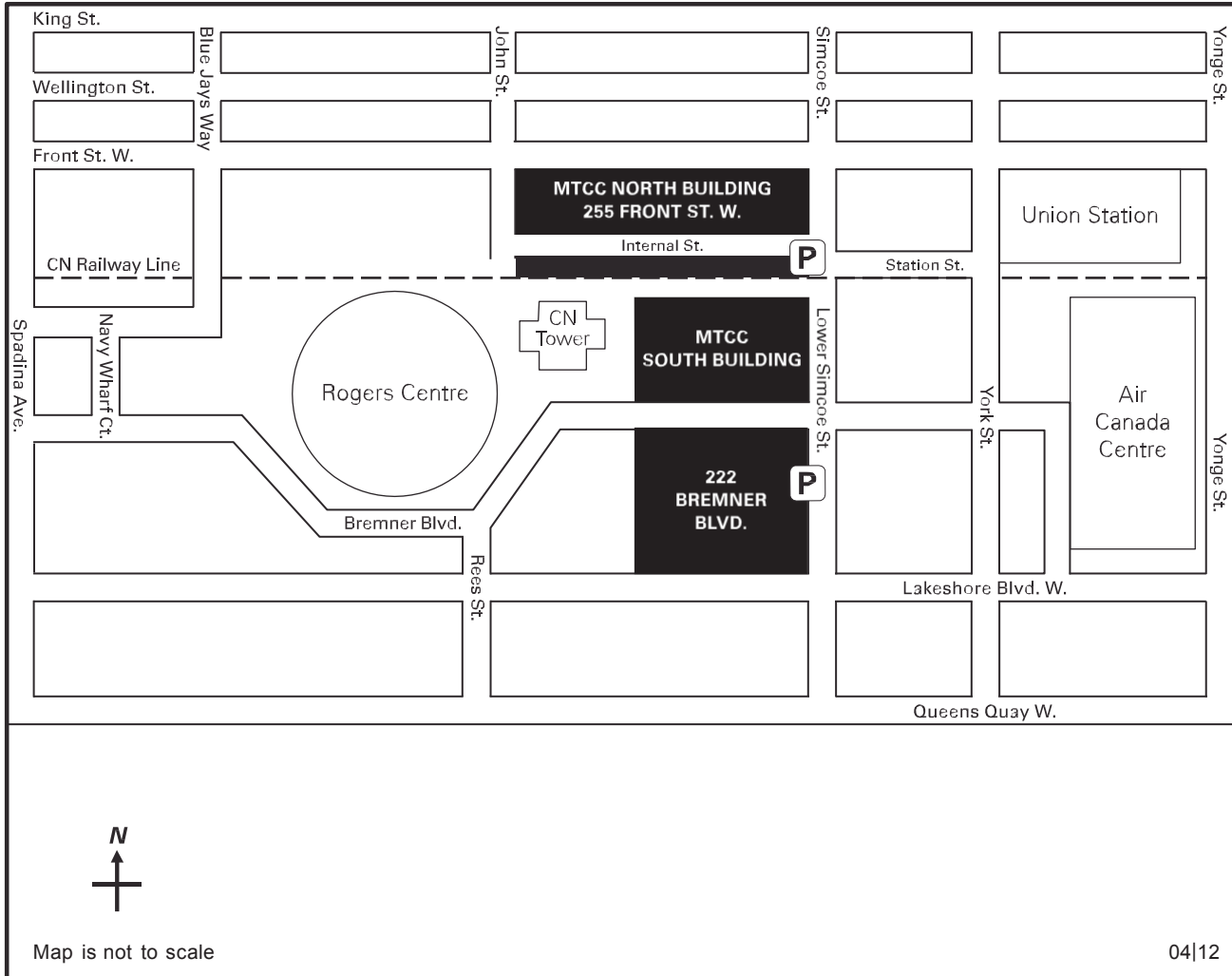
There is an internal walkway adjoining the buildings.

Parking passes are available on a first come first serve basis.

Where do I pick up my Parking Pass?

Parking passes are to be picked up at the Exhibitor Services counter in the exhibit hall during event move-in / set up. If you are unable to pick up your parking passes during regular service hours, they may also be picked up at the closest Parking Office after the service desk has closed or up to one hour prior to the end of the event. Parking Offices are located at the entrance / exit of the parking garages in the North Building (Level 5A) or the South Building (off of Level 600). The parking passes are required to exit the garage.

Exhibitors Parking Pass Order Form



The map shows the area around the Metro Toronto Convention Centre. Key features include:

- Streets:** King St., Wellington St., Front St. W., Spadina Ave., Blue Jays Way, John St., Simcoe St., Yonge St., Internal St., Station St., Lower Simcoe St., York St., Lakeshore Blvd. W., Queens Quay W., Bremner Blvd., Rees St.
- Buildings:** MTCC NORTH BUILDING 255 FRONT ST. W., MTCC SOUTH BUILDING, 222 BREMNER BLVD., Rogers Centre, CN Tower, Union Station, Air Canada Centre.
- Other:** CN Railway Line, Navy Wharf Ct.
- Parking:** Two 'P' icons are located on Internal St. and Lower Simcoe St.
- Orientation:** A north arrow points upwards.
- Scale:** Map is not to scale.
- Date:** 04/12

Wired Internet Access Form

Please read the entire form carefully. By completing this form, you have understood and agreed to the terms and conditions set out on page 3. Failure to comply with the terms and conditions will result in termination of ordered services without refund.

SHOW: _____ SHOW DATES: _____
 CONTACT NAME: _____ BOOTH #: _____
 COMPANY _____ NAME: _____
 ADDRESS: _____ CITY: _____
 PROVINCE / STATE: _____ EMAIL: _____
 POSTAL CODE / ZIP: _____ PHONE #: _____ FAX #: _____
 CREDIT CARD #: _____ EXP. DATE: ____/____/____ NAME ON CARD: _____
 CARD HOLDERS SIG.: _____ CARD HOLDER'S EMAIL: _____
 VISA MASTERCARD AMERICAN EXPRESS

For your convenience we will use this order form as authorization to charge your credit card for any additional amounts incurred.

Please indicate the approximate location of service placement within the booth with an X and any neighbouring booth numbers. If available, please attach additional documentation / floor plans to ensure accurate placement of services. If no location is provided within 2 days before the show move-in date, our services will be placed in the most convenient location and the customer is then responsible for the placement of services. A charge of 20% of the standard rate will be applied per services ordered for any changes, moves or cancellations 7 days prior to show opening



BACK	
LEFT	RIGHT
FRONT	

Customer provided wireless routers / access points, DHCP Servers, Nat Devices, or Proxy Servers on the MTCC Network are strictly prohibited. Installation of such Devices will result in immediate termination of services ordered.

<p>Wired Internet Access \$895 + 13% HST (Two Devices) Advanced rate "Early Bird" discount - \$795 Early Bird rate ends 14 days prior to event moving into the building / contracted space and is <u>not</u> specific to exhibitors move-in.</p> <p>\$150 + 13% HST (Additional Devices) There is no advanced rate for Additional Devices Client is responsible for running any additional cables to provide multiple connections</p> <p>Please specify DHCP ("Private") IP addressing or Static ("Public") IP addressing. The MTCC requires that clients have administrative rights to all devices that will be connected to the network</p>	<ul style="list-style-type: none"> Wired Internet access includes one Cat5 cable installed in the clients booth and includes access for two devices: # Required – Private <input type="text"/> OR <input type="text"/> # Required – Public Additional devices (one IP address needed per device): # Required – Private <input type="text"/> OR <input type="text"/> # Required – Public 				
<p>Equipment Rental</p>	<table border="1"> <tr> <td>10/100mb 16 Port Switch \$65.00 ea. +13% HST</td> <td># Required:</td> </tr> <tr> <td>Data Cable (50 foot) \$20.00 ea. +13% HST</td> <td># Required:</td> </tr> </table>	10/100mb 16 Port Switch \$65.00 ea. +13% HST	# Required:	Data Cable (50 foot) \$20.00 ea. +13% HST	# Required:
10/100mb 16 Port Switch \$65.00 ea. +13% HST	# Required:				
Data Cable (50 foot) \$20.00 ea. +13% HST	# Required:				
<p>Please indicate any special services required:</p>					

Important Information:

- Wired internet orders must be received at least 48 hours prior to event move-in.
- Wired Internet access provides only one network connection into a booth. The customer must provide or rent a hub or switch and cables for additional device connections.
- There are no refunds for orders cancelled after event has commenced, or services installed and not used during an event (no exceptions).
- Prices are based on current rates and are subject to change without notice.
- Claims will not be considered unless submitted by customer prior to the end of the event.

See reverse of this form for full list of terms and conditions.

Metro Toronto Convention Centre Use Only

Date Received:	Payment Received:	Payment by: Credit Card: _____ Cheque #: _____ PO#: _____
Network:	Assignment:	Required services



Wireless Internet Access Form

Please read the entire form carefully. By completing this form, you have understood and agreed to the terms and conditions set out on page 3. Failure to comply with the terms and conditions will result in termination of ordered services without refund.

SHOW: _____ SHOW DATES: _____
CONTACT NAME: _____ BOOTH #: _____
COMPANY _____ NAME: _____
ADDRESS: _____ CITY: _____
PROVINCE / STATE: _____ EMAIL: _____
POSTAL CODE / ZIP: _____ PHONE #: _____ FAX #: _____
CREDIT CARD #: _____ EXP. DATE: ____/____/____ NAME ON CARD: _____
CARD HOLDERS SIG.: _____ CARD HOLDER'S EMAIL: _____
VISA MASTERCARD AMERICAN EXPRESS

For your convenience we will use this order form as authorization to charge your credit card for any additional amounts incurred.

Customer provided wireless routers / access points, DHCP Servers, Nat Devices, or Proxy Servers on the MTCC Network are strictly prohibited. Installation of such devices will result in immediate termination of the services ordered.

Wireless Internet Access
\$395 + 13% HST (First Access Code)

\$150 + 13% HST (Additional Access Codes)

Connection to the MTCC internal wireless network requires a wireless enabled device

One wireless access code is required per device

Codes can only be used by one device at time.
Codes are transferable.

Wireless should not be ordered for devices that will be contained within an enclosed structure

Due to general interference in the 2.4 Ghz (b/g/n) radio band, it is required that devices be set to use the Wi-Fi protocols in the 5 Ghz (a/n, ac) radio band.

Required

Important Information:

- Wireless Internet access utilizes a shared medium and an unlicensed radio spectrum. As such, contention and interference can have a significant impact on connection rates. The MTCC requires clients to use 5 Ghz (a/n, ac) devices to mitigate these problems. The MTCC does not guarantee service levels on the 2.4 Ghz (b/g/n) radio band.
- The MTCC requires that clients have administrative rights to all devices that will be connected to the MTCC network
- Use of Wi-Fi rebroadcasting devices (such as Mi-Fi devices) is strictly prohibited.
- Use of routers is not permitted without permission from the Telecommunication Department
- Do not activate hotspots from personal devices as this adds to general interference in the area

Equipment Available for Purchase
(if required and subject to availability)

5 Ghz Wireless Adapter \$75.00 ea. +13% HST

(must have administration rights to device)

Required:

Please indicate any special services required:

There are no refunds for orders cancelled after show has commenced, or services ordered are not used during an event (no exceptions). Prices are based on current rates and are subject to change without notice. Claims will not be considered unless submitted by customer prior to the end of the event.

See reverse of this form for full list of terms and conditions.

Metro Toronto Convention Centre Use Only

Date Received:	Payment Received:	Payment by: Credit Card: _____ Cheque #: _____ PO#: _____
Network:	Assignment:	Required services

HST #12140 3141 RT0001

Return completed forms to: Metro Toronto Convention Centre, Telecommunications Department
255 Front Street West, Toronto, Ontario M5V 2W6

Internet Services Terms and Conditions

1. **Payment Terms:**
 - Standard rates will be applicable to all Service Order Forms received at the Metro Toronto Convention Centre (MTCC) less than fourteen (14) days for Internet – Network Services **PRIOR** to the show / event move-in.
 - Payments must accompany all service orders. No service order will be processed without payment. Exhibitors with outstanding balances from prior shows must satisfy the payment requirement or service(s) will not be provided. Current show balances and / or charges incurred for additional service(s) must be paid in full prior to show opening or service(s) will be disconnected. **NO EXCEPTIONS.**
 - Cheque, money orders, American Express, VISA or Master Card transactions are accepted.
 - Refunds for overpayment will be processed by the MTCC Accounting Department 15-30 days after the show closing date.
2. Prices are subject to change without notice.
3. The MTCC reserves the right to require a deposit for certain Telecommunications service(s) / equipment, **PRIOR** to installation.
4. It is the client's responsibility to ensure safe return of rented equipment to the MTCC Technology Services Department. **DO NOT LEAVE EQUIPMENT UNATTENDED IN BOOTH.**
5. All claims / disputes must be brought to the attention of the Technology Services Department **PRIOR** to the move-out of the show / event. Refunds will not be issued for defective services not reported. **NO EXCEPTIONS.**
6. Rates listed for all connections include bringing the service(s) ordered to the booth in the most convenient manner, and **DO NOT** include any additional equipment, special wiring, computer hardware / software / set-up / configuration and / or special placement of communications service(s).
7. Notification of cancellation must be received a minimum of seven (7) days **PRIOR** to show / event scheduled opening date.
8. A charge of 20% of the standard rate will be applied per service(s) for any changes, moves or cancellations to orders within seven (7) days of show / event scheduled opening date.
9. There are no refunds for orders canceled after show opening has commenced or for services installed and not used during the event.
10. Internet – Network service(s) is contracted for actual show days only. Internet – Network service(s) will be disconnected on the last day of the show / event, within one (1) hour after the official closing time. Please inform the Technology Services Department of any special requirement(s).
11. The MTCC will not be held responsible for any cutting or altering of floor coverings in order to provide service to a booth. Services are provided from floor boxes on twenty-eight (28) foot centres in the exhibit halls.
12. Only an authorized MTCC Technician is permitted to do any wiring in the facility (excluding in-booth cabling). Delivery of ALL telephone / data transmission lines ordered from an outside vendor will only be allowed to a demarcation point specified by the Technology Services Department. Additional fees will apply to extend service(s) to booth.
13. All materials and equipment furnished by the MTCC remain the MTCC's property, and shall be removed **ONLY** by MTCC Personnel.
14. Any equipment that is found to be causing disruptions to any part of the MTCC infrastructure will be removed and not reinstated until the problem has been rectified to the satisfaction of the MTCC Technology Services Department.
15. The Technology Services Department does not provide technical support for computer hardware or software related issues.
16. The Technology Services Department does not provide technical support on any issues related to the configuration of your computer equipment.
17. All devices that are used on the network for Internet Access shall require either a wireless code, IP address, or per device fee that is assigned by the MTCC Technology Services Department.
18. The MTCC does not allow the use of routers, proxy servers, DHCP servers or Wireless Access Points on the Standard High Speed Internet Connection. Installation of such devices will result in the immediate termination of services ordered without refund.
19. Due to the dynamic nature of the Internet, the MTCC cannot guarantee any level of performance or accessibility beyond our gateway. The MTCC does, however, monitor traffic and bandwidth usage in order to maintain an acceptable level of performance from the Ethernet for all users.
20. **Wireless Services:**
 - Wireless / System performance, battery life and functionality may vary depending on your specific hardware and software configurations.
 - Wireless Access Points are strictly prohibited unless authorized by the Metro Toronto Convention Centre.
 - Client must provide their own 5 Ghz 802.11 a/n or ac.
 - Wireless Internet access utilizes a shared medium and an unlicensed radio spectrum. As such, contention and interference can have a significant impact on connection rates. The MTCC requires using 5 Ghz (a/n, ac) devices to mitigate these problems. The MTCC does not guarantee service levels on the 2.4 Ghz (b/g/n) radio band.
 - The MTCC requires that clients have administrative rights to all devices that will be connected to the network.
 - Use of Wi-Fi rebroadcasting devices (such as Mi-Fi devices) is strictly prohibited.
 - Use of routers is not permitted without permission from the Telecommunication Department.
 - Do not activate hotspots from personal devices as this adds to general interference in the area.
21. **Internet service requirements / client responsibilities – It is the responsibility of the client to provide the following:**
 - Computers, workstations, etc.
 - Standard Ethernet Network Interface Card (RJ45 Interface or wireless adapter) for each computer.
 - Proper configuration of computer equipment for TCP/IP connection.
 - Electrical services for your booth, room, or service location.
 - Up to date Virus Protection Software (i.e.: Norton or McAfee) must be installed and active on all computers connected to the Internet. Failure to have Virus Protection Software installed and running may result in your connection being temporarily suspended until software is installed or activated.
 - Internet services are provided without any warranties. The MTCC and its' Internet service provider are unable to guarantee uninterrupted service, or that the information accessed through the Web will be free from worms, viruses, Trojan Horses, or other harmful malware. The MTCC shall have no liability whatsoever for claims, losses, actions, damages, suits, or proceedings resulting from other users accessing your hardware; security breaches; eavesdropping; interception of traffic being sent or received. Nor shall the MTCC hold any liability for the loss or deletion of files, errors, defects, delays in operation and transmission. The service speed can vary depending on location, line quality, inside wiring, Internet traffic, and other factors beyond the control of the MTCC. The MTCC provides the service on a "best effort" standard and does not guarantee upload or download speeds. Users agree not to post or transmit any unlawful, threatening, abusive, libelous, defamatory, profane, obscene, pornographic, or racist information, or malware of any kind.

Return completed forms to: Metro Toronto Convention Centre, Telecommunications Department
255 Front Street West, Toronto, Ontario M5V 2W6

Show Move-In/ Out Procedures

(A) GENERAL NOTICE

1. Move-in shall not commence prior to the "Occupancy Period" specified on the License Agreement.
2. The Metro Toronto Convention Centre cannot accept advance freight shipments for the exhibitors or Licensee. Freight must be consigned or delivered directly to the exhibitor or Licensee. Due to the nature of the building, the usual policy of first in/last out will be in effect.
3. The Licensee will be required to fully co-ordinate and interface move-in and out of this agreement with that of others for the expeditious completion of the work. The MTCC offers this service. Contact the event floor manager for details.
4. The Licensee shall abide by the provisions of all legislative enactments, by-laws and regulations in regard to fire and safety in the Province of Ontario.
5. Individuals working in the Convention Centre must wear approved identification badges issued by their respective employer for each event.
6. All show personnel in the building after hours (either service/exhibitor) must sign in upon entering and sign out upon exiting the building and must use the "24 hour" access route. Also, a list of these employees must be submitted to the Convention Centre Security Office.
7. The Convention Centre does not provide for exhibit crate storage. Licensee and Licensee's service contractor are expected to make arrangements for storage of all crates and packing materials.
8. Move-out shall not commence until one (1) hour after the official show closing and shall be completed prior to the end of the "Occupancy Period" specified on the License Agreement.
9. Proper security arrangements must be put into effect for move-in and out.
These include;
 - i) Show security personnel on the loading dock
 - ii) Show security personnel at truck access ramp door
 - iii) Show security personnel at Exhibit Hall unloading area
 - iv) Floor Manager for Exhibit Area
 - v) Off-duty Police at street access points to the Convention Centre, as necessary
10. During inclement weather all vehicles must be washed down as required, prior to entering the Exhibit Hall.
11. The flow of vehicles on and off the Exhibit floor must be controlled by Floor Management with maximum number set at the direction of the Convention Centre for any on time.
12. The Licensee shall be liable for all personal injuries or property damage caused by all operations of his employees, contractors, and sub-contractors engaged in all operations connected with the contract. He shall indemnify and save harmless, the Convention Centre from all suits and actions resulting from any cause whatsoever in the performance of work. The Licensee shall provide proof of insurance coverage.
13. The Licensee is responsible to see that all Convention Centre property or equipment is not damaged, lost or removed from the premises. Any damages should be reported immediately to Convention Centre security. Licensee is invited to inspect licensed areas prior to move-in and following move-out.

Our People are the Centre

255 Front Street West, Toronto, Ontario M5V 2W6

Telephone: (416) 585-8199 | Facsimilie: (416) 585-8388 | Website: www.mtccc.com

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Show Move-In/ Out Procedures

14. The Convention Centre does not provide furniture equipment for exhibit booths. Arrangements for such must be made through a service contractor.
15. The Convention Centre personnel only, are permitted to move partition walls.
16. Minimum lighting, ventilation, temperature will be provided during move-in and out periods. Rehearsals and similar pre-event activities may be assessed a utility charge for special requirements.
17. Exterior, exit and loading dock doors are not to be propped open. Automatic closing devices are not to be tampered with or removed.
18. The Licensee is responsible for service charges resulting from the removal of bulk trash, crates, pallets, packing materials etc., prior to show opening and following move-out in conjunction with the exclusive Convention Centre Cleaning Services.
19. Independent or sub-contractors are subject to the guidelines set out in "Guidelines for Independent Contractors".
20. HAZARDOUS WORK AREAS

Exhibit Halls, display rooms and areas during move-in and move-out, loading dock areas, the marshalling yard and the "back of the house" service areas are considered HAZARDOUS WORK AREAS. As such, the following guidelines will be strictly enforced;

- i) Absolutely no drinking of alcoholic beverages
- ii) No horseplay, practical jokes, etc.
- iii) Use or possession of illegal or controlled substances of any kind is prohibited; violators will be prosecuted.
- iv) No speeding or reckless use of vehicles or equipment will be permitted.
- v) No gasoline, kerosene, diesel fuel, or other flammable liquids may be stored, permanently or temporarily, in hazardous work areas.
- vi) No re-fuelling activity of any kind permitted. Re-fuelling must be accomplished a minimum of fifty (50) feet beyond the exterior of the building.
- vii) Exit doors may not be blocked with freight, equipment, display material, etc.
- viii) In general, any unsafe condition or activity is to be corrected promptly. Safety is of primary concern in designated hazardous work areas.
- ix) Dock area must be kept clear.

B) MATERIALS HANDLING

1. All material must be delivered/received through the appropriate loading areas. No equipment or materials shall be transported via the public passenger elevators or escalators.
2. Movement of materials and operation of equipment must be done by properly qualified personnel and proper preventative measures used as required to preserve the building.
3. Compressed gas cylinders shall conform to CSA standards and be handled according to regulations. Lifting devices and their use (including cranes etc.) are regulated. Gasoline engines on mobile equipment shall be re-fuelled outdoors.
4. Only one forklift, unloaded, may be placed on an elevator at one time.

Show Move-In/ Out Procedures

5. Freight is not to be left unattended on the elevator. It is to be removed immediately upon arrival on the floor.
6. Heavy equipment displays, lifting devices, and their use, including cranes require approval as per Convention Centre floor loading limits and regulations.

C) EVENT PERSONNEL

1. All show, service contractor, temporary help and other workers affiliated with an event taking place within the Centre shall enter and leave the Convention Centre by way of the employees' entrance or by way of event-designated "show entrance" when applicable.
2. All Convention Centre show, exhibitor, service contractor, etc., personnel are subject to inspection of cartons, packages or containers bought into or taken from the Convention Centre.
3. Individuals working in the Convention Centre must wear an identification badge obtained from their respective employer or from the Convention Centre Security office. All badges must be approved by Convention Centre Security. Events which generate large working crews may be handled by means of a list, which shall be furnished by show management or their service contractor to Convention Centre Security.
4. Normal working hours are 7:00 a.m. until 11:00 p.m. For all show, service contractor, exhibitor, or stage hand personnel working past normal business hours, a supervisor shall be in charge, who will be responsible to report to the Convention Centre Security office to inform building management of the approximate working hours of his or her crew.
5. Restricted areas of the Convention Centre, labelled "Authorized Personnel Only" are off limits to all personnel except employees of the Licensor.
6. Show managers and service contractors are responsible for the conduct of their personnel. Employees under their supervision who do not comply with the Rules & Regulations will be subject to dismissal from the Convention Centre and may be restricted from the premises as deemed appropriate by Convention Centre management.
7. Delivery, loading and unloading of all materials to and from the exhibit floor or loading dock shall be handled by the approved material handling contractor or an approved qualified appointee of show management under the direction of the Convention Centre's personnel or show managements' appointed floor manager.
8. Possession or use of liquor or drugs, abusive language, threats, assault, vandalism, theft, and other inappropriate actions will result in immediate removal from the premises and prosecution if appropriate.
9. Soliciting for tips or gratuities is not permitted in the Convention Centre.
10. Safety of all occupants of the Convention Centre is of the utmost concern. Any and all unsafe conditions or activities will be brought to the attention of the responsible parties and corrective measures are to be made immediately.

Show Move-In/ Out Procedures

ELEVATING DEVICES ACT

1. “attendant” means a person who, as the whole or a part of his normal duties,
 - ii) actively engages in or supervises the loading, passage or unloading of persons or freight on an elevating device;
2. “freight” means any substance, article or thing;
3. “operator” means a person who in the normal course of duties,
 - ii) has direct and full control of any movement of the load-carrying unit of the elevating device;
4. (1) Every person who,
 - a) contravenes or fails to comply with any provision of this Act or the regulations; is guilty of an offence on conviction is liable to a fine of not more than \$10,000 or to imprisonment for a term of not more than a year, or to both.
5. “freight elevator” means an elevating device used to transport persons;
6. “passenger elevator” means an elevating device used to transport persons;
7. Every owner of an elevating device shall ensure that,
 - (a) there is clear access to the elevating device;
8. (1) Every attendant or operator shall have such knowledge of an experience in operating or attending the elevating device that,
 - a) he is able to attend or operate the elevating device safely without supervision; and
 - b) he is aware of the hazardous situations that are likely to occur with respect to persons using the elevating device or to materials being carried on it.
9. An attendant shall,
 - a) only be responsible for the safe operation and use of the elevating device that is within the scope of this employment;
 - b) be stationed (in close proximity to the elevating device) in a location designated by the owner of the elevating device;
 - c) ensure that persons and materials move with safety to or from the elevating device in the area that is under his supervision;
 - d) ensure that all doors or gates are closed or other safety measures are taken, as the case may be, before the elevating device is operated or a signal is given to an operator to operate it; and
 - e) not operate the elevating device, knowing or having reason to believe that the maximum capacity as shown on the licence is exceeded where he is assisting in the testing of the elevating device.
10. An operator shall,
 - a) be responsible for the safe operation of the driving unit of the elevating device that he is operating;
 - b) not operate the driving unit unless he has been given a signal by an attendant to operate it or he has otherwise satisfied himself that all doors or gates are closed, the device is not overloaded and that all safety measures have been taken to ensure the safe operation of the elevating device;
 - c) satisfy himself each day that the elevating device that he is operating is safe for normal operation before operating it on that day; and
 - d) not leave the driving unit unattended without taking measures to prevent the unauthorized use of the elevating device.
11. (1) No person other than an attendant or a designated freight handler or both or more than one of each of them shall ride or be permitted to ride in a freight elevator.

