

the TORONTO
**CONGRESS
CENTRE**

Services at a Glance

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The following document outlines those services which may apply to your event. A current list of rates for all services can be found in Schedule C. For events booked outside of the current calendar year an updated Schedule C will be provided in the year prior to the year in which your event is to occur. If you require any additional information please contact The Toronto Congress Centre (TCC).

In-House Services

The following services are provided *exclusively* by The Toronto Congress Centre.

Business Services

Administrative services are available in the Event Logistics Offices at the Client Services Desk. This office is located in the Karen Kain Lobby on the West side of the South building. For a complete list of services and fees please speak with your Event Logistics Manager. Business Services contact information is as follows:

E-Mail: eventlogistics@torontocongresscentre.com

Phone : 416-245-5000 ex. 2264

Fax : 416-245-3046

Carpet & Draping

When carpet and/or draping is required, those items can be provided by your show services provider or purchased from TCC.

Cash & Host Bars

The Toronto Congress Centre provides all bar services for events where alcohol is served. Alcohol services will be in accordance with the rules and regulations as set out by the Alcohol and Gaming Commission of Ontario.

Coat Check

Coat check facilities are available on-site and are provided by The Toronto Congress Centre. A minimum charge will apply to all coat check services.

Congress Café

The designated locations of the Cafes are outlined in your contract, alternative or additional locations may be arranged through your Event Logistics Manager for an additional fee. Mobile Coffee Cart Services are also available.

Food & Beverage

All food and beverage items are supplied exclusively by **TCC**. No other food and beverage items from other suppliers/vendors will be allowed into the facility without the written consent of TCC management. For food and beverage arrangements contact your Event Logistics Manager at (416) 245-5000.

No outside food and beverage is permitted into the Centre. TCC North/South has received Hazard Analysis Critical Control Point (HACCP) Accreditation, thereby meeting one of the highest standards in food safety practices in the world. All food and beverage guidelines must be in compliance with our HACCP requirements. This system identifies every step of the food handling process and controlling them not only within the venue but also at our food supplier establishments. TCC North/South foods can be purchased, prepared and delivered to all locations throughout the building by our HACCP trained personnel. Contact your Event Manager for any further information.

In the event an exhibitor is showcasing food and/or beverage, they must adhere to all City of Toronto health requirements www.toronto.ca/health. It is the show managers responsibility to ensure all health guidelines are enforced and that the appropriate paperwork has been completed.

Housekeeping

Housekeeping provides the in-house cleaning services necessary to provide clean, comfortable and sanitary conditions throughout your event including vacuuming of aisle carpet, removal of all garbage prior to show opening (ie. boxes, etc.), monitoring of all washroom areas in addition to the basic upkeep of your show floor during show times. Your Event Logistics Manager will provide you with a detailed plan based on event days occupied, gross square footage used and the number of move-in/out days. At the completion of your event waste removal charges per 40 cubic foot bin may apply.

Host booth cleaning can also be arranged through your Event Logistics Manager.

Labour

Additional labour can be arranged through your Event Logistics Manager. You are entitled to one set-up per room per 24-hr. period. Additional turnovers can be arranged through your Event Logistics Manager.

Parking

Parking Management provides the mandatory services necessary to ensure the optimal flow of your participant traffic at the facility while coordinating this flow with the other events occurring the same day. Depending on the size and nature of your event, this service includes Parking Attendants and Supervisors, appropriate signage and barricading and post-event lot maintenance. Upon request, services such as valet, reserved VIP areas, parking lot shuttles, etc. are also available for additional fees. Your Event Logistics Manager will provide you with a detailed plan, which covers all aspects of your parking requirements.

Security & Lobby Attendant

Your Event Logistics Manager in consultation with TCC's Director of Security will determine the security requirements appropriate to ensure safety and security of your event. You will be provided with a detailed plan outlining the locations and posts required.

Event security is mandatory for:

- Events attended by children
- Events involving the consumption of alcohol
- Events in multi-function space
- Events deemed of a security concern at the discretion of your Event Logistics Manager

For events in the multi-function space, 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. Whereas Event Security is dedicated strictly to the event space you have contracted, 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.

Exclusive Services

We have selected an outstanding team of exclusive event service providers whose consistency of service and quality are integral to the success of your event. Our *exclusive* on-site suppliers are all acknowledged to be leaders in their areas of specialization and will work with you to ensure that your needs are met.

Dock Manager

For all events requiring access to the loading docks, a dock manager will be supplied by TCC at the Licensee's expense to facilitate the move in/out of the event. The dock manager carries complete authority over the operation of the docking facilities and dock area and is only required during move-in and move-out time periods. The establishment and enforcement of dock schedules remains the responsibility of show management. If applicable, your Event Logistics Manager will provide you with current contact information.

Internet Access

Internet Services (hard-wired) are available throughout the facility and can be arranged through our preferred supplier AVW-TELAV. For further information and costs, please contact the on-site representative at (416) 240-7838.

Paid Duty Officers

At the discretion of your Event Logistics Manager, based on the expected number of attendees at your event and their anticipated arrival and departure pattern, one or more duty paid officers may be required to control the flow of traffic at the Dixon Rd and/or Martin Grove entrances to the Centre. If applicable, your Event Logistics Manager will provide you with a detailed plan outlining the locations and posts required.

Phone Services

Land-line communication connections are available exclusively through Bell Canada and can be arranged at (800) 414-8424.

Power, Lighting, Ceiling Hangers and Plumbing

When additional power supply and specialty lighting are required, SHOWTECH Power & Lighting is the exclusive supplier for electrical, feature lighting, air, gas and plumbing, as well as the hanging of signage and use of the electronic message board at TCC. As the leading show electrical contractor in Canada, TCC customers benefit from both SHOWTECH experience and personalized service in providing a comprehensive range of equipment and services. For service costs please contact SHOWTECH at their on-site TCC office at 416-244-4899.

Propane

Lange Transportation is the exclusive supplier of all propane used at The Toronto Congress Centre. This ensures safety and compliance on-site. All service contractors, show managers, exhibitors, etc., must arrange their propane through Lange.

Vehicle Marshalling

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

Preferred Partners

Through your planning process you may require the services of various organizations. Let us help you by recommending some of the best in our industry. We take great care in selecting our Preferred Partners to ensure that you – our client – remain the focus of everyone involved in the execution of your event. We have selected only those who share our GEM™, philosophy and our commitment to make your event an unforgettable *Great Experience*.

If there are any services not listed that you need help in locating please don't hesitate to contact your Event Logistics Manager. All outside service providers must be approved by The Toronto Congress Centre prior to being given access to the facility. For information on rates or services of any listed provider please contact them directly.

Audio Visual

AVW-TELAV
650 Dixon Road
Toronto, ON M9W 1J1
P: 416.240.7838
F: 416.240.1750
dsouza@avwtelav.com
www.avwtelav.com

Computer Rental

AVW-TELAV
650 Dixon Road
Toronto, ON M9W 1J1
P: 416.240.7838
F: 416.240.1750
dsouza@avwtelav.com
www.avwtelav.com

Customs Brokerage

The Commerce Trade Show Logistics Group
3405 American Drive
Mississauga, ON L4V 1T6
P: 905.673.5445
F: 905.673.2574
info@commerctradeshows.com
www.commerctradeshows.com

Event Services & Design

Décor & More
1171 Invicta Dr.
Oakville, ON L6H 4M1
P: 905.844.1300
F: 905.844.1778
sales@decorandmore.com
www.decorandmore.com

Rainbeau Creative Concepts
P: 416.385.2945
jslapcoff@rainbeaucreative.com
lgoogh@rainbeaucreative.com
www.rainbeaucreative.com

Showmakers Inc.
30 Titan Road, Suite 28
Toronto, ON M8Z 5Y2
P: 416.362.3353
F: 416.362.0000
info@showmakers.net
www.showmakers.net

First Aid

GSS Security
1219 Main Street East
Hamilton, ON
P: 877.696.5552
F: 905.547.5556
www.gss-security.ca

Hotels

Crowne Plaza Hotel, Toronto Airport
P: 416.675.1234
www.cptayyz.com/

Radisson Suite Hotel, Toronto Airport
P: 800.395.7046
www.radisson.com/torontoca_airport

Sandman Signature Hotel Toronto Airport
P: 416.798.8840
www.sandmansignature.com

Sheraton Toronto Airport Hotel & Conference Centre
P: 416.675.6100
www.starwoodhotels.com

Limousine Services

Business Class Limo
3-1750 The Queensway
Etobicoke, ON M9C 5H5
P: 416.622.6625
info@businessclasslimo.ca
www.businessclasslimo.ca

Materials Handling

See your Event Logistics Manager

Photography

John Anthony Photography P: 905.851.8802 japictures@sympatico.ca
F: 905.851.8050 www.johnanthonyphotography.com

Pre & Post Event Warehousing

See your Event Logistics Manager

Registration Services

CONEXSYS Registration
34-7050B Bramalea Road P: 905.405.8415 info@conexsysregistration.com
Mississauga, ON L5S 1S9 F: 905.405.9870 www.conexsysregistration.com

Restaurants

Canyon Creek Chophouse P: 416.213.1162 www.canyoncreekchophouse.com

Milestones Grill + Bar P: 416.245.6262 www.milestonesrestaurants.com

Security

GSS Security
1219 Main Street East P: 877.696.5552
Hamilton, ON F: 905.547.5556 www.gss-security.ca

Leader Security Services
407- 255 Duncan Mill Road P: 416.848.3766 info@leadersecurityservice.com
Toronto, ON M3B 3H9 F: 416.840.6218 www.leadersecurityservice.com

Show Decorator

Freeman
61 Browns Line P: 416.252.3361
Toronto, ON M8W3S2 F: 416.252.7750 www.freemanco.com

GES Canada
5675 McLaughlin Road P: 905.283.0500 toronto@ges.com
Mississauga, ON L5R 3K5 F: 905.283.0501 www.gesexpo.ca

Stronco Group of Companies
1510-B Caterpillar Road P: 905.270.6767 communications@stronco.com
Mississauga, ON L4X 2W9 F: 905.270.6771 www.stronco.com

Taxi

City Taxi P: 416.241.1400 www.citytaxitoronto.com

Best Choice Taxi P: 1.866.459.4343 www.bestchoicetaxi.com

Transportation & Shuttle Services

Toronto Tours
259 Lakeshore Blvd. East, 1st Fl. P: 416.869.1372 ttours@torontotours.com
Toronto, ON M5 A 3T7 F: 416.869.0284 www.torontotours.com

Wireless Internet Access

AVW-TELAV
650 Dixon Road P: 416.240.7838 dsouza@avwtelav.com
Toronto, ON M9W 1J1 F: 416.240.1750 www.avwtelav.com

For additional resources please contact the Canadian Society of Exposition Managers (CAEM) at 416.787.9377 or on the web at www.caem.ca.