



August 22 – August 25, 2024  
Metro Toronto Convention Centre

# OPERATING GUIDELINES

# 2024

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## SHOW MANAGEMENT

Exhibit Sales Manager  
Exhibit Sales Coordinator  
Sponsorship Accounts  
Sponsorship Director  
Operations Support  
Show Director

George Zotti [george.zotti@fanexpohq.com](mailto:george.zotti@fanexpohq.com)  
Jimmy Zhao [jimmy@fanexpohq.com](mailto:jimmy@fanexpohq.com)  
Claudia Wiese [claudia@fanexpohq.com](mailto:claudia@fanexpohq.com)  
Liam Fleming [liam@fanexpohq.com](mailto:liam@fanexpohq.com)  
Breanne Ruskowsky [breanne@fanexpohq.com](mailto:breanne@fanexpohq.com)  
Matt Levitan [matt@fanexpohq.com](mailto:matt@fanexpohq.com)

## SHOW WEBSITE

[www.fanexpocanada.com](http://www.fanexpocanada.com)

## SHOW LOCATION

Metro Toronto Convention Centre

<p>South Building 222 Bremner Blvd. Toronto, ON M5V 3L9 416.585.8000</p>	<p>North Building 255 Front St. W. Toronto, ON M5V 2W6</p>
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[www.mtccc.com](http://www.mtccc.com)

## BEYOND BORDERS LOGISTICS

(Customs Clearance, Freight Services)

Rob Parr  
416.771.4065  
[ops@beyond-bordersLC.com](mailto:ops@beyond-bordersLC.com)  
[www.beyond-bordersLC.com](http://www.beyond-bordersLC.com)

## FIRST AID

South Building – opposite Hall D  
North Building – Level 200, beside Room 203C  
Emergency: 416.585.8160 or 8160 on a facility phone

## SECURITY

MAIN EVENT SECURITY

Shawn Parsons  
416.464.5072  
[hpes1@rogers.com](mailto:hpes1@rogers.com)

## FREIGHT/WAREHOUSE

Material handling by OPS Event Rentals

**ADVANCE WAREHOUSE (Between July 30 – August 15)**

**SHIPPING LABEL:**

(Exhibitor/Company Name)

OPS Event Rentals Inc.

**Loading Dock # 10 & # 11**

500 Carlingview Drive

Etobicoke, ON M9W 5R3

Fan Expo Canada 2024

Booth No. (#)                      (#) of (#) Pieces

**DIRECT TO FACILITY (Must Arrive ON\* your Move-In Day)**

**SHIPPING LABEL:**

(Exhibitor/Company Name)

Metro Toronto Convention Centre

South Bldg., 222 Bremner Blvd., Toronto, ON M5V 3L9

North Bldg., 255 Front St. W., Toronto, ON M5V 2W6

Fan Expo Canada 2024

Booth No. (#)                      (#) of (#) Pieces

\*Packages sent prior to move-in will be refused.

## OFFICIAL SHOW DECORATOR

OPS Event Rentals

Irene Arnolis

905.624.6955

[info@ops-eventrentals.ca](mailto:info@ops-eventrentals.ca)

[www.ops-eventrentals.ca](http://www.ops-eventrentals.ca)

**Early Bird Price Deadline: August 1, 2024**

## EXHIBITOR SERVICES, CLEANING, PARKING, TELECOM, WIFI

Metro Toronto Convention Centre Exhibitor Services

416.585.8387

[exhibitor-services@mtccc.com](mailto:exhibitor-services@mtccc.com)

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

**Early Bird Price Deadline: August 6, 2024**

## ELECTRICAL & LIGHTING

Showtech Power & Lighting

Exclusive provider of electrical, lighting & banner hanging

905.283.0550

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

**Early Bird Price Deadline: July 30, 2024**

<b>June 22, 2024</b>	<b>Full Payment due</b>
July 19, 2024	Corporate Exhibitor Booth Elevation Layout for approval
July 19, 2024	Booth 20'x20' or greater, Floor Plans, Line-of-Sight Variances & Towers submitted
July 19, 2024	Ultimate Bag Promotional Material (Corporate Sponsors)
July 19, 2024	Show Program – Ad Materials due
<b>July 22, 2024</b>	<b>Metro Toronto Convention Centre Fire Safety Reply Form</b>
July 30, 2024	OPS Advance Warehouse opens for Freight delivery
<b>July 30, 2024</b>	<b>Showtech Power &amp; Lighting Early Bird Price deadline</b>
August 1, 2024	Exhibitor Appointed Contract Form due
<b>August 1, 2024</b>	<b>OPS Show Decorator Early Bird Price deadline</b>
August 1, 2024	In-booth Event/Activities/Promotions/Announcements
<b>August 6, 2024</b>	<b>Metro Toronto Convention Centre Early Bird Price deadline</b> (Booth Cleaning Services, High-Speed Internet, Parking Passes, Telecommunication Services)
August 15, 2024	OPS Advance Warehouse closes for Freight delivery
<b>August 15, 2024</b>	<b>OPS Show Decorator – Final Deadline for all Orders (Furniture/Chairs/Carpets)</b>
August 15, 2024	Extra Exhibitor Passes Order Form due
August 22, 2024	Show Opens 2:00 PM
August 25, 2024	Show Closes 5:00 PM
August 24, 2024	2025 Rebook Applications and Payments due for Discounted Rate by 5:00 PM
August 25, 2024	Exhibits and all Material removed by 10:00 PM

**EXHIBIT HALL / SHOW HOURS (NORTH & SOUTH BUILDINGS)**

Thursday	August 22	2:00 PM – 4:00 PM	Preview (for VIP, Ultimate & 4-Day Pass holders only)
Thursday	August 22	4:00 PM – 9:00 PM	General Admission Hours
Friday	August 23	9:30 AM – 7:00 PM	VIP Passholders Head Start
Saturday	August 24	9:30 AM – 7:00 PM	VIP Passholders Head Start
Sunday	August 25	9:30 AM - 5:00 PM	VIP Passholders Head Start

**MOVE-IN/REGISTRATION/RESTOCK****IMPORTANT: VOYAGE CONTROL WILL BE IMPLEMENTED FOR ALL MOVE-IN****South Building Priority Exhibitors only on Tuesday August 20**

Tuesday	August 20	12:00 PM – 8:00 PM	Priority Exhibitor Move-In (400 sqft.+) <b>SOUTH BUILDING ONLY</b>
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**North & South Building Move In based on Zones (specific zones will be provided to you, 3 weeks prior to move in)**

Wednesday	August 21	8:00 AM – 10:00 PM	Exhibitor Move-In (Artist Alley, Corporate, Retailers)
Thursday	August 22	7:00 AM – 1:00 PM	Exhibitor Move-In (Artist Alley, Community, Cosplay, Pro Comic Guests)

**EXHIBITOR RESTOCK HOURS**

Friday	August 23	8:00 AM – 9:00 AM	Exhibitor Restock
Saturday	August 24	8:00 AM – 9:00 AM	Exhibitor Restock
Sunday	August 25	8:00 AM – 9:00 AM	Exhibitor Restock

**INFORMATION WILL BE EMAILED TO YOU REGARDING YOUR MOVE IN TIMES****Voyage Control**

You must register to gain access to the LOADING DOCKS for your setup. No guaranteed access without an appointment. Should you fail to register in advance you will need to wait until a time slot or space in the loading area becomes available. All Exhibitors that have third party contractors, delivery companies, and/or display houses working on your behalf must still be scheduled through Voyage Control.

**Priority Exhibitors**

Will be identified and notified in advance to gain early access into the building for setup. Booths are based on booth size and location on the floor plan and Exhibit Hall.

**Priority set-up for South Building on Tuesday, August 20<sup>th</sup> by appointment only.****North Building Priority will be set for Wednesday, August 21<sup>st</sup> by appointment only.**

Dollies will be available to rent through our Official Show Decorator, OPS Event Rentals, at their service counter near the Exhibitor Help Desk in Hall E (South Building) and Hall A (North Building, near the loading doors).

All Exhibitors that have third party contractors, delivery companies and/or display houses working on your behalf **must be scheduled through voyage control** to gain access to the Exhibit Hall in a timely manner for your setup. No appointment, no guaranteed access - until a time slot or space in the loading area becomes available.

## Artist Alley Exhibitors and Small Retailers

We understand that some of the materials that you might be bringing to the show may not necessitate the need to use the loading area within the Exhibit Hall for your move-in. **If this is the case**, you may enter through the parking level to the freight elevators with materials in hand or hand-carry directly to your booth and begin setup. Please ensure that you follow the prescribed move-in times listed above. If you arrive prior to these times, you will not be able to set-up.

Children: All exhibitor staff must be age 16 or older. For their safety, children will NOT be allowed on the exhibit floor during move-in and move-out hours.

Exhibit space must be paid in full before exhibitors will be allowed to move-in. If you have any questions regarding your account balance, please contact the exhibitor team.

## MOVE-OUT (NORTH & SOUTH BUILDINGS)

### IMPORTANT: VOYAGE CONTROL WILL BE IMPLEMENTED FOR ALL MOVE-OUT

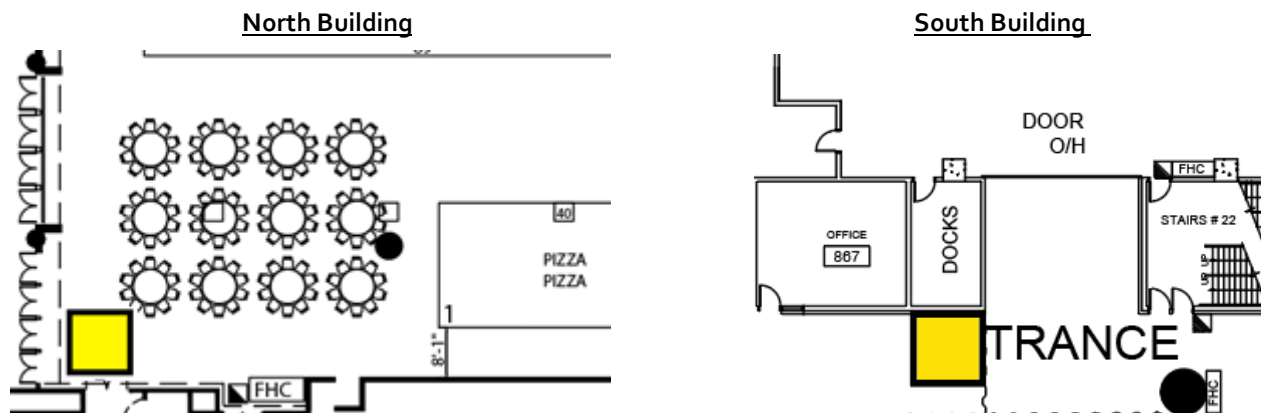
Sunday	August 25	5:01 PM – 10:00 PM	Artist Alley, Retailers
		5:01 PM – 12:00 AM	Corporate & Sponsors only

Please note that extra charges apply for any move-out after 10:00 PM for Retailers or other exhibitors.

### Use of Loading Docks

If you have a vehicle that requires the use of a loading dock, this will be available on a first come, first serve basis based on the following steps & criteria listed below.

- Once the aisles are clear from the visitors, you can begin retrieving your crates and begin load out.
- **When your booth is completely dismantled, packed and ready for loading into your personal vehicle, you will check-in with the Floor Manager (in a high visibility vest) in your section to obtain a MOVE-OUT PASS.**
- Once Move Out pass is granted, fill out all the info on the pass and **proceed to the VOYAGE CONTROL DESK** located near Room 867 in the South Building or near the West Ramp Doors in the North Building (refer to yellow square on map below) where you will be issued a loading dock access time slot and your QR code printed for you.



- **Vehicles of any kind will not gain access to the North or South Loading Docks without a Voyage Control QR booking code for move-out.**
- If your truck or shipping company is in the marshaling yard, advise the staff at the Voyage Control Desk and they can send this QR code to the driver and alert the marshaling yard accordingly.
- Vehicles, smaller than a cube van will be the first to gain access, while cube vans and larger vehicles such as 5 tonnes will not have access until approximately 10 PM.

### **Damage Inspection**

Upon removal of each booth, Facility and Show Management will inspect each space for any damages incurred by the exhibitor and to check that all materials including tape residue left on the floor, are properly removed. Any charges to make good the exhibit space will be passed on to the exhibitor.

### **The following is not permitted during move-out:**

1. Movement of freight on any passenger elevator or escalator within the Metro Toronto Convention Centre (hand-carry items only in these areas). Please use the designated freight elevators in the South Building, located in Hall F.
2. Pedestrian traffic on the South Building Loading Docks Ramp is strictly forbidden.
3. Vehicle parking on Bremner Boulevard or Simcoe Street is not allowed.
4. NO flat-bed dollies or large hand carried items will be allowed through the Exhibit Hall doors.
5. CHILDREN aged 16 and under are STRICTLY PROHIBITED on the Show floor during move-in & move-out.
6. Badges MUST always be worn during move-out.
7. **If you are absent or have not begun tearing down your booth by 10:00 PM Sunday, the show decorator will force freight at your expense.**
8. Please do not leave any tape or bulk garbage on the floor after dismantling your booth or you may incur additional charges. Please make every effort to re-use, remove, and recycle your booth materials.
9. Please visit the Show Office (Room 810) or the Exhibitor Help Desk (in front of Room 810) if you have any questions.

The facility reserves the right to remove, at the owner's expense, any vehicle that is parked in any of the areas listed above. Security will be positioned to help re-direct you to proper move-out areas and we ask for your full cooperation in helping our staff fulfill their responsibilities.



**4.1 Exhibitor Badges (Allotment, Additional Badges, Where to Get Them)**

All exhibitors and their booth personnel must wear their badges during set-up and teardown. Exhibitor badges will be available at the Exhibitor Badge Desk. Security will NOT allow anyone in the loading dock who does not have an exhibitor badge or official set-up credentials. Exhibitor badges are for the use of booth personnel who will be staffing your booth during the convention.

- Two (2) Exhibitor badges come with each Retailer booth, Standard Artist Alley tables, and Premium Artist Alley Endcaps.

Exhibitors are responsible for their booth staff. Exhibitor badges are nontransferable. The exhibitor is responsible for all actions of his or her booth staff or anyone wearing their company exhibitor badge. Exhibitor booth personnel found in violation of policies will be removed, having their badge confiscated. Exhibitor staff misconduct can lead to the removal of the exhibitor from the exhibit floor without refund. Exhibitors removed in this way will NOT be allowed to return to future shows.

**4.2 Purchasing Additional Badges**

If you need to purchase additional badges, please fill out the Extra Exhibitor Passes Order Form available online and send full payment to Informa Canada Inc. Once payment is received you can go online to register your badges to a name. Exhibitor badges are \$90.00 each and a limit of TWO may be purchased. Additional badges may be purchased at the attendee rate.

Any lost badges can be replaced at full price. **Please note that under no circumstances will this fee be waived.** Please remember to keep all badges in a safe place to avoid any onsite problems.

**4.3 Exhibitor Badge Pick-up**

Exhibitors who have paid in full for their space may pick up their badges starting Wednesday, August 21, 2024, at the locations listed below during the specified times.

**South Building**

Wednesday	August 21	8:00 AM – 10:00 PM	Hall E – South Service Desks
Thursday	August 22	7:00 AM – 9:00 PM	Level 500, Room 501
Friday	August 23	8:30 AM – 7:00 PM	Level 500, Room 501
Saturday	August 24	8:30 AM – 7:00 PM	Level 500, Room 501
Sunday	August 25	8:30 AM – 4:00 PM	Level 500, Room 501

**North Building**

Wednesday	August 21	8:00 AM – 10:00 PM	Hall A – North Service Desks
Thursday	August 22	7:00 AM – 1:00 PM	Hall A – North Service Desks

**4.4 Exhibitor Access****Entering the Hall (Daily)**

Exhibitors may enter the hall through the front doors of the Metro Toronto Convention Centre South Building located on Bremner Boulevard, or through the main doors of the North Building on Front Street during scheduled move-in or restocking times. Exhibitors may also enter through the loading dock or freight elevators from the South Parking Garage during scheduled move-in or restocking times. The Exhibit Hall entrance will be staffed by security guards, so please be prepared to show your exhibitor badge.

Tuesday	August 20	9:45 AM – 8:00 PM	Exhibitor Move-In	<b>SOUTH BLDG. ONLY BY APPOINTMENT ONLY BY APPOINTMENT ONLY</b>
Wednesday	August 21	8:00 AM – 10:00 PM	Exhibitor Move-In	
Thursday	August 22	7:00 AM – 1:00 PM	Exhibitor Move-In	
Friday	August 23	8:00 AM – 9:00 AM	Restock	
Saturday	August 24	8:00 AM – 9:00 AM	Restock	
Sunday	August 25	8:00 AM – 9:00 AM	Restock	

**Exiting the Hall (Daily)**

The hall closes to the public at 9:00 PM Thursday, 7:00 PM Friday and Saturday, and 5:00 PM on Sunday. Please make your final transactions before that time. We will begin clearing attendees from the Exhibit Hall at the advertised closing time for the night. No exhibitor will be allowed to remain in the hall after hours.

## SECTION 5 PAYMENT FOR SPACE

### 5.1 General:

All monies paid shall be retained by Show Management and are non-refundable and non-transferable if the exhibitor fails to fulfill or violates their contract. If the exhibitor fails to submit booth payments by the specified times Show Management is handed the right to take possession of the space and sell it to another party.

There will be no refunds for cancellation or no-shows.

### 5.2 Advance Payment:

Exhibitors are required to pay in advance for all space requested. Acceptance of payment with the exhibitor application should not be construed to mean payment has been made in full. Any discrepancies in balance will be billed.

## SECTION 6 SHIPPING, DELIVERIES & STORAGE

### 6.1 Shipping & Deliveries

Direct shipments must be made during the exhibitor's designated move-in day and time.

**Every crate or carton must be marked with appropriate shipping labels.**

Direct shipping exhibit site address:

(Exhibitor/Company Name)  
Metro Toronto Convention Centre  
South Building  
222 Bremner Boulevard  
Toronto, ON, M5V 3L9  
FAN EXPO Canada 2024

**Booth No. (#)                      (#) of (#) Pieces**

(Exhibitor/Company Name)  
Metro Toronto Convention Centre  
North Building  
255 Front Street West  
Toronto, ON, M5V 2W6  
FAN EXPO Canada 2024

**Booth No. (#)                      (#) of (#) Pieces**

Please ensure that a representative from your company is present when your shipment arrives. This will ensure that the material handling on move-in days runs smoothly and efficiently and minimize security hold ups. If an exhibitor's representative is not present, Show Management reserves the right to order equipment and/or move materials from the loading dock to the exhibitor's booth area, or to order the removal of the truck from the loading dock area. Charges for this service will be invoiced to the exhibitor.

### 6.2 Trailer Storage

Available at the Marshalling Yard during event days and can be arranged through the Docks department at [docks@mtccc.com](mailto:docks@mtccc.com). Applicable rates will be applied for all storage.

### 6.3 Indoor On-Site Storage

Due to the size of the show and the number of exhibitors, on-site storage and dock parking options are limited. All exhibitors are expected to make their own parking arrangements. For additional on-site storage, please contact the Show Decorator, OPS Event Rentals, at 905.624.6955.

Only companies with products and/or services relating to comic, sci-fi, horror, anime, or gaming culture are eligible to exhibit. **No adult materials or illegal weaponry** may be displayed or sold without prior written permission through Show Management. All material must be original or licensed appropriately. Bootleg or copied materials may not be sold.

\*Subletting: The subletting of exhibit space without the prior written permission of Show Management is prohibited.

**7.1 Staff Hours:**

An authorized representative or dealer of the exhibitor must staff each exhibit during all open, public convention hours. This includes all set-up and tear down hours in which the exhibitor has a display in place. Exhibitors are asked to make sure the booth is staffed during these times, as this is when booth theft tends to occur.

**7.2 Breakdown:**

Exhibitors may not break down their display before the Show closes on the last day of the Show without permission from Show Management. **If there is an emergency and you require an early breakdown, please contact: Breanne Ruskowsky, [breanne@fanexpohq.com](mailto:breanne@fanexpohq.com).**

**7.3 Character of Exhibits:**

Character of exhibits is subject to approval from Show Management, and all decisions regarding the display of materials shall rest solely with Show Management.

**7.4 Verbal Agreements:**

All agreements concerning exhibit space must be in writing. No verbal agreements — including those involving space confirmation, placement, and payment — will be honored.

**7.5 Space/Placement Guarantee:**

Filling out an application for exhibit space does not guarantee requested or specific space or placement. Placement of your booth and/or table is at Show Management's sole and absolute discretion although we will do our best to accommodate requests.

**8.1 Neighbouring Exhibits:**

No exhibit may block or interfere with a neighboring exhibit.

**All Corporate Booths 20 ft. x 20 ft. or larger must submit a floor plan no later than 30 days prior to Show start. Please see page 5 for deadline to submit.**

**8.2 Booth Terminology & Configurations:**

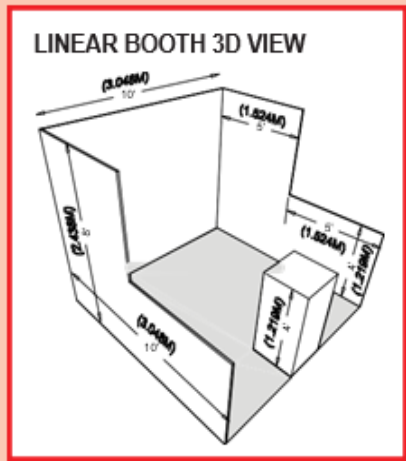
Based on a 10 ft. x 10 ft. exhibitor space.

### LINEAR BOOTH

Linear Booths, also called "in-line" booths, are generally arranged in a straight line and have neighboring exhibitors on their immediate right and left, leaving only one side exposed to the aisle.

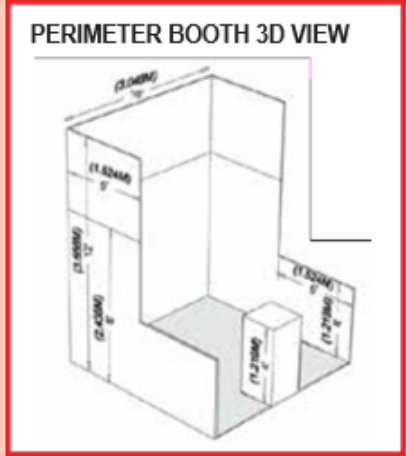
Regardless of the number of Linear Booths utilized, display materials should be arranged in such a manner so as not to obstruct sight lines of neighboring exhibitors. **The maximum height of 8 ft. is allowed only in the back half of the booth space, with a 4 ft. height restriction on all materials in the remaining space forward to the aisle.**

NOTE: When three or more Linear Booths are used in combination as a single exhibit space, the 4 ft. height limitation is applied only to that portion of exhibit space which is within 10 ft. of an adjoining booth.



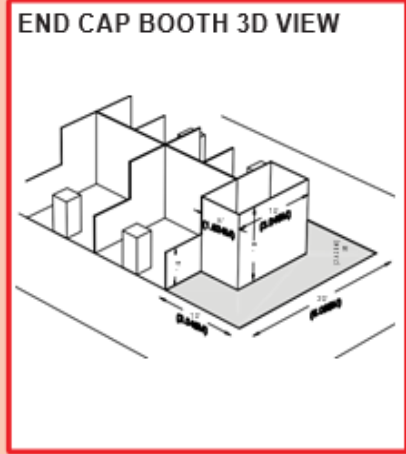
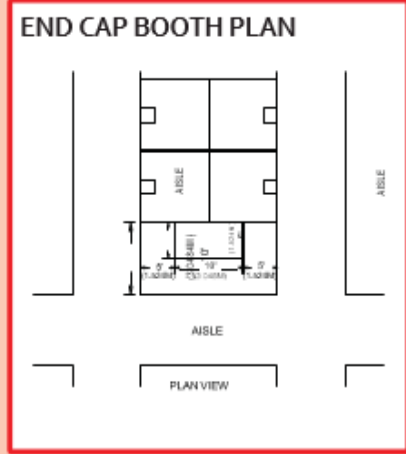
### PERIMETER BOOTH

A Perimeter Booth is a Linear Booth that backs to an outside wall of the exhibit facility rather than to another exhibit. All guidelines for Linear Booths apply to Perimeter Booths except that the typical maximum back wall height is 12 ft.



### END CAP BOOTH

An End-cap Booth is exposed to aisles on three sides and comprised of two booths. The maximum back wall height of 8 ft. is allowed only in the rear half of the booth space and within 5 ft. of the two side aisles, with a 4 ft. height restriction imposed on all materials in the remaining space forward to the aisle.



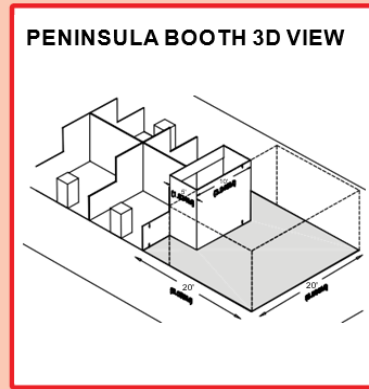
### PENINSULA BOOTH

A Peninsula Booth is exposed to aisles on three sides and comprised of a minimum of four booths. There are two types of Peninsula Booths:

- (a) one which backs to Linear Booths
- (b) one which backs to another Peninsula Booth and is referred to as a "Split Island Booth."

When a Peninsula Booth backs up to two Linear Booths, the back wall is restricted to 4ft high within 5ft of each aisle, permitting adequate line of sight for the adjoining Linear Booths.

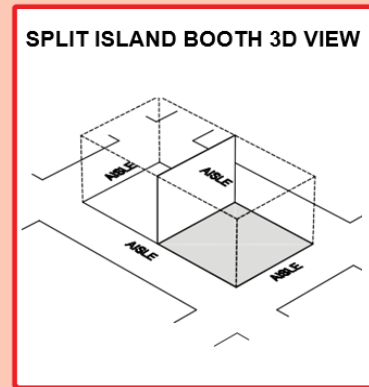
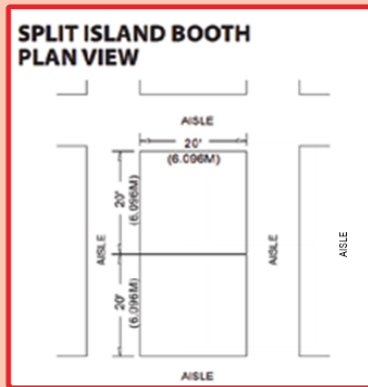
Double-sided signs, logos and graphics shall be set back 10ft from adjacent booths.



### SPLIT ISLAND BOOTH

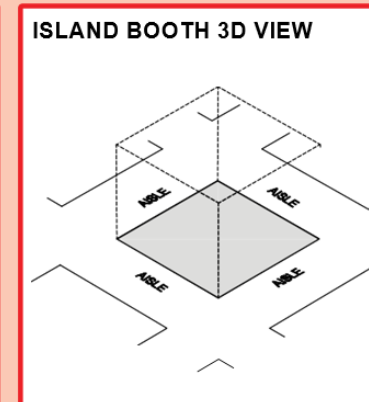
A Split Island Booth is a Peninsula Booth, which shares a common back wall with another Peninsula Booth. The entire cubic content of this booth may be used, up to the maximum allowable height, without any back wall Line-of-Sight restrictions.

The entire cubic content of the space may be used up to the maximum allowable height. Double-sided signs, logos and graphics shall be set back 10ft from adjacent booths.



### ISLAND BOOTH

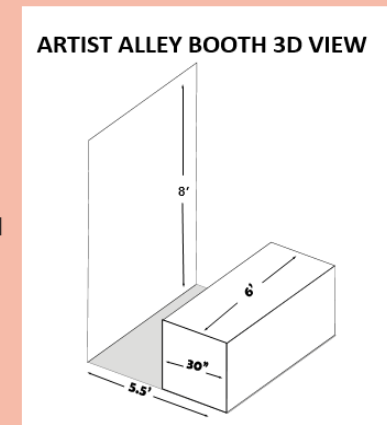
An Island Booth is any size booth exposed to aisles on all four sides. The entire cubic content of the space may be used up to the maximum allowable height.



### ARTIST ALLEY

Artist Alley spaces include a 6 ft. by 30 inch skirted table. The entire Artist Alley space provided is 5 ft. x 6 ft. including the table. Artist Alley exhibit spaces must be set up so that the long edge of the skirted table remains parallel to the aisles and 5 feet from the front of the space. Exhibit fixtures, components, and identification signs will be permitted to a **MAXIMUM HEIGHT OF 8FT**. Artist Alley spaces may not be set up like booth space. No sidewalls are allowed. No overhead arches or display space for merchandise will be permitted. No portion of the table may protrude into any aisle during show hours.

**Please Note:** Premium Artist Alley spaces are 12 ft. wide x 5 ft. deep, including 2 skirted tables and a 3 ft. pipe and drape across the rear of the space.



## TOWERS

A Tower is a free-standing exhibit component separate from the main exhibit fixture. The height restriction is the same as that which applies to the appropriate exhibit space confirmation being used. Towers in excess of 8 ft. must have drawings available no later than July 24, 2018 (along with floor plan) for approval from Show Management. Fire and safety regulations in many facilities strictly govern the use of towers. A building permit or safety lines may be required.

### 8.3 Cleaning of Exhibit Hall:

Your exhibit merchandise and ALL other items must be out of the aiseways **1 hour prior to Show opening.**

Trash should not be placed in the aisles; it must be placed in one of the large gray wheeled receptacles located throughout the Show floor, not in trashcans. Aisles of the Exhibit Hall will be cleaned each night. The exhibitor is responsible for placing all trash in the appropriate container.

### 8.4 Booth Floor Plan:

**Floor plans for spaces larger than 20 ft. x 20 ft. (400 sq. ft.) must be submitted 30 days prior to Show start.**

Plans received after this deadline may be disallowed by the Fire Marshall with no recourse. Floor Plans must note any vehicles (functioning cars, motorbikes, etc.), lighting structures, canopies or covered portions of the booth. Booths will require Show Management's final approval. Some booth elements and designs may not be approved even though they meet Fire Marshall codes and regulations.

### 8.5 Flooring:

Painting, nailing, or drilling of floor is not permitted. If two-sided tape is used, it must be completely removed by the exhibitor during move-out. Exhibitors must not use masking tape, clear packaging tape or duct tape to adhere the covering to the Show floor. The recommended tape is Scapa Tape which is a high-adhesion double-sided cloth tape commonly used at trade shows; it leaves almost no residue upon removal. Scapa Tape is available from Pillar Tapes Ltd. (487 Norfinch Drive, North York, ON, M3N 1Y7, Tel. 416.665.4646) or National Hardware Sales Ltd. (500 Alden Road, Unit 5, Markham, ON, L3R 5H5, Tel. 905.513.3994 / [www.nhsmedia.com](http://www.nhsmedia.com))

**NOTE:** Upon removal of each booth, Facility Management and Show Management will inspect each space for any damages incurred by the exhibitor and to check that all materials, including tape residue left on the floor, are properly removed. Any charges to make good the exhibit space will be passed on to the exhibitor.

### 8.6 Lights:

No strobe or flashing lights are permitted as part of any exhibit display. Flash photography is permitted.

### 8.7 Draping:

Drape must hang at proper length and may not be pulled up to sell or display merchandise. No drape on an aisle table may be removed during the Show. It is suggested that all aisle tables are draped.

### 8.8 Display Safety:

All materials, displays, and products must be safe, stable, and resistant to collapse and fire. Show Management reserves the right and sole discretion to decide whether an exhibitor meets this definition.

### 8.9 Covered Booths:

No exhibit space may incorporate a tent, partial or full roof or overhead covering of any kind without prior written approval. Partially covered booths must submit a Height and Line-of-Sight Variance request, please see Section 10. All partially covered booths are subject to additional rules and regulations.

### 8.10 Motorized Display Vehicles:

All vehicles must abide by the move-in and move-out schedules and procedures established by Show Management and are subject to inspection by the Fire Marshall prior to move in on the floor. Exhibitors will be billed for such inspections.

Any vehicle that drips oil or other staining solutions may not be operated within the venue without a drip pan or dry absorption powder. Exhibitors will be charged cleaning costs for staining solutions not removed.

No motorized vehicle may be operated on carpeted areas under any circumstances. Exceptions may only be authorized by Show Management.

All vehicles being displayed in the venue must have drip pans underneath them and pads under all tires.

Fuel tanks containing fuel, or which have ever contained fuel shall be maintained less than 1/4 full. Caps for fuel tanks fill pipes shall be of the locking type and be maintained locked to prevent viewer inspection. If they cannot be locked, they shall be taped shut to prevent escaping vapors.

The electrical system shall be de-energized by either:

- a) removing the battery or
- b) disconnecting both battery cables and covering them with electrical tape or other similar insulating material.

- Tanks containing propane shall be maintained less than 1/2 full. Vehicles may be driven in and positioned. Engine should remain running, with valve shut off. Allow engine to run until all the fuel line is used up. Turn ignition off. Vehicle keys must always remain within the building.

#### 8.11 Signage:

The minimum exhibit space allowed for hanging banners is 20 ft. x 20 ft. (400 sq. ft.). All signs that will hang 10 ft. or higher from the floor must be approved by Show Management prior to installation. All exhibitors must order banner hanging through the venue (Showtech Power & Lighting – 905.283.0550). Nothing may be hung from the ceiling without prior written permission of Show Management. Please see Section 9 for more information. If you feel that your display does not conform to the display rules, please contact the Operations team.

#### 8.12 Maintenance:

The exhibitor shall maintain their display in a clean and orderly manner and shall take such action as may be necessary to prevent injury or damage to any person or exhibits in the Exhibit Hall.

## SECTION 9 BANNERS & BOOTH SIGNAGE

**All signs must be single-sided.** The only exception will be for signs hung from the ceiling. Banners that are above and attached to your booth must be single-sided. Only exhibitors with a booth greater than or equal to a 20 ft. X 20 ft. island or peninsula exhibit may hang signs from the ceiling. Exhibitors with 10 ft. X 20 ft. end caps **MAY NOT** hang signs.

Nothing may be hung from the ceiling without prior written permission from Show Management. All signs greater than 10 ft. high must be approved by Show Management prior to installation. Show Management must approve all banners hung from the ceiling for content and size. Please email an example or mock-up of your banner to Breanne Ruskowsky at [breanne@fanexpohq.com](mailto:breanne@fanexpohq.com) prior to installation. All banners **MUST** be hung through the venue (Showtech Power & Lighting – 905.283.0550).

## SECTION 10 EIGHT & LINE-OF-SIGHT VARIANCE

As a courtesy to you and your exhibiting neighbors, we try to keep all linear booths at a consistent height. This is to allow all exhibitors equal opportunity to have their booth seen and to conduct business on the floor.

In a linear booth, exhibit fixtures, signs and all components, are permitted a maximum height of 8 ft. If you do not comply with the line-of-sight rules, you will be asked to adjust on-site.

If you need to request a height and/or line-of-sight variance, you must do so no later than 30 days prior to move-in. Please send a copy of your floor plan, including elevation, and a brief description of the variance to the Operations team, Breanne Ruskowsky at [breanne@fanexpohq.com](mailto:breanne@fanexpohq.com). Please include your company and contact info.

## SECTION 11 ELECTRICAL COMPLIANCE

### 11.1 Code:

Electrical wiring and equipment must meet the CSA Code. Please see the venue's electrical forms for information and conditions of electrical services.

### 11.2 Noise:

Any electrical or other mechanical apparatus must be muffled so that the noise does not bother the other exhibitors.

## SECTION 12 LIABILITY

Exhibitor will hold harmless Show Management and Host Facility, or any of their respective officers, agents, employees, representatives or affiliates, from any liability, damage, loss, harm, claim, or injury to property or person of the Exhibitor, Exhibitor officer, agents, employees or other persons, whether caused by the negligence of the Show Management or Host Facility, or from theft, fire, water, accident or any other cause whatsoever.

## SECTION 13 FORCE MAJEURE

If, due to circumstances beyond the reasonable control of Show Management:

- (a) Event is postponed, canceled (in whole or in part) or moved to a different location
- (b) The venue or its exhibitor area is unavailable (in whole or in part)
- (c) The installation, exhibition or move-out time for exhibit booths is reduced. There will be no refunds (in whole or in part) of exhibitor or advertisement fees.

For purposes of this Section, the term circumstances beyond the reasonable control of Show Management shall include, but is not limited to: power outage, fire, earthquake, flood or other weather conditions, labour dispute or strike, war, riot, act of public enemy, acts of violence by third parties, governmental and municipal acts or ordinances, and other acts of God.

## SECTION 14 SOUND

### 14.1 Levels:

Exhibitors must monitor their own booths to be sure that noise levels from sound systems or any other device/activity are kept to a minimum and do not interfere with others. Show Management will be monitoring the sound levels of all booths and may require that an exhibitor turn down the sound level in their booth. Failure to comply may result in any sound system in the booth being turned off.



#### 14.2 Interference:

Speakers and sound systems must be turned to the inside of the booth. The use of sound systems or equipment producing sound is an exception to the rule, not a right. Show Management reserves the right to determine at what point sound constitutes interference with others and must be discontinued.

#### 14.3 Devices:

No megaphones, bullhorns, or microphones will be allowed. Exceptions may be made on a case-by-case basis. Please contact Show Management for more details.

## SECTION 15 EXHIBITOR OFF-SITE EVENTS

Exhibitor off-site events that conflict with Show or conference hours must have the approval of Show Management.

## SECTION 16 IN-BOOTH EVENTS

Celebrity Signings can be a great way to get the attendees to your booth. However, because of the crowds at the event, we need to make sure these signings are as safe and well organized as possible. All Celebrity Signings must be coordinated with Show Management in advance. Not all booths will be able to accommodate all signings. The best way to get approval for your signing is to have a plan for controlling the lines in your booth during any signings. Please note that you may be required to hire security for high traffic events. To inquire about booking private security, please contact Main Event Security at [hpes1@rogers.com](mailto:hpes1@rogers.com).

#### 16.1 Signing Events:

Exhibitors must space at least 30 minutes between signing events. Exhibitors may not have more than one signing event going on in their booth at any given time. All in-booth signings must be coordinated with Show Management. Certain restrictions will apply. Not all signings may be allowed on the exhibit floor. Please contact Show Management for information pertaining to individual exhibitor specifics.

#### 16.2 Aisle Interference:

Giveaway tables, autograph tables, video viewing tables, or demonstration tables must be placed a minimum of 2 ft. back from the aisle. Video games should be installed at the back of the booth to accommodate persons playing as well as onlookers. Should participants and/or onlookers interfere with the normal traffic flow of the aisle or overflow into the neighboring exhibits, Show Management may discontinue the activity.

#### 16.3 Prizes:

No drawings for prizes may be held that require the winner be present to win. This includes trivia contests, audience participation events, and scavenger hunts. Absolutely no games or contests where a fee is charged to participate are allowed. This includes bingo-type games, wheels of fortune, card picks, raffles, and grab bags as well as video games and other arcade style games. No contest will be allowed that involves the consumption of any food or beverage. Contests must comply with applicable provincial and federal regulations.

#### 16.4 Giveaways and Flyer Distribution:

Giveaways and flyer distribution must take place from within an exhibitor booth only, and never in aisles, lobbies, outside Show site, or in any other part of the venue.

#### 16.5 Stickers:

No exhibitor may give away or distribute stickers. Exhibitors will be charged for removal of stickers found adhered to walls, furnishings, or any part of the venue.

#### 16.6 Security:

Exhibitors will be responsible for providing security from Show Management's official security service provider. Please contact Show Security at least 2 weeks prior to such in-booth events to ensure crowd safety and flow. If you have any questions, please contact the security team, Main Event Security at [hpes1@rogers.com](mailto:hpes1@rogers.com).

**17.1 Clear Aisles:**

No walls, drapes, hooks or fixtures of any kind shall be permitted on or protruding into the aisle without prior written consent. All product/boxes/trash must be clear of the aisles 60 minutes prior to Show opening.

**17.2 Fasteners:**

No nails or screws may be driven into the floor. No damage of any nature may be done to any part of the Exhibit Hall. Never staple, tape, or deface drapes, materials, or walls belonging to the venue or Show Decorator.

**17.3 Damages:**

Any damage caused to the building by an exhibitor, or their employee is the sole responsibility of the exhibitor and will be billed accordingly.

**17.4 Food and Drink:**

Alcohol is not allowed at the venue during move-in or move-out. In compliance with the Alcoholic Beverages and Tobacco laws, no alcohol may be brought on to or removed from the venue during the event except by the exclusive provider to the venue. No food or beverage may be sampled, sold, or given away from any exhibit at any time without prior written permission from the Show Management and the venue. No chewing gum will be allowed for sale or as a giveaway.

Food sampling (2 oz or less) and non-alcohol beverage sampling (2 oz or less) requires approval from the MTCC and must comply with all local, provincial, and federal regulations on transport, storage, preparation, and distribution.

For any on-site sampling, please see the Sampling Authorization Request Form on our website or call the MTCC's Food & Beverage Department at 416.585.8144.

**17.5 Booth Cleaning & Garbage Disposal:**

Trash should not be placed in the aisles; it must be placed in one of the large, wheeled receptacles located throughout the show floor, not in trashcans. Please break down all cardboard boxes.

Exhibitors must take care to keep their booths always clean. The Metro Toronto Convention Centre is an exclusive provider of all cleaning services. Exhibitors and external companies (including display houses) are prohibited from performing any janitorial services within the building or their booth. Please refer to the MTCC online ordering tool for rates. To arrange Metro Toronto Convention Centre Cleaning Services, please visit [www.mtccc.com/online-ordering-tool](http://www.mtccc.com/online-ordering-tool) or call 416.585.8387.

You must break down all cardboard boxes. Show Management will assess a cleaning charge to any exhibitors who do not break down their boxes. To avoid unexpected cleaning charges or if you expect a high volume of empty boxes and need assistance breaking them down, please call the Metro Toronto Convention Centre.

**17.6 Smoking/Vaping:**

The venue is a non-smoking facility. Vaping and electronic cigarettes are also prohibited. Therefore, all public areas and rental space, including corridors, registration area, meeting rooms, the Exhibit Halls, parking garage, and the loading docks are designated non-smoking areas. The exhibitor is required to enforce no-smoking rules.

**17.7 Handcarts/Dollies:**

At no time when the Exhibit Hall is open to the public is any type of handcart allowed on the Exhibit Hall floor. No handcarts are allowed in the lobby at any time. When off-loading heavy objects during move-in/out, the use of floor protection and extreme care are required outside the Exhibit Hall.

**17.8 Helium:**

Helium balloons are not allowed, including distribution and sale.

**17.9 Pyrotechnics and Lasers:**

A special permit is required for the use of pyrotechnics and/or lasers and must be pre-approved by the Fire Marshall. Stand-by personnel may be required at the cost of the exhibitor.

**17.10 Fog/Smoke Machines:**

No fog/smoke machines will be permitted in the Exhibit Hall. Any device that produces smoke or any other airborne particulate will not be allowed.

**17.11 In-booth Storage:**

Exhibitors may store a maximum of one day's worth of stock in their booth. Additional on-site storage is available at a cost through the Show Decorator, OPS Event Rentals, at 905.624.6955.

**PLEASE NOTE:**

To arrange in-booth cleaning services, please visit [www.mtccc.com/online-ordering-tool](http://www.mtccc.com/online-ordering-tool) or contact the MTCC Exhibitor Services at 416.585.8387.

## SECTION 18 LICENSING/ANTI-BOOTLEG

Show Management does not permit or condone the sale of bootleg or unauthorized merchandise at the Show.

The sale and/or display of ANY merchandise shall ONLY BE ALLOWED where the merchandise has been approved by the license holder for the property depicted and does not infringe on copyright or trademark laws.

By attending as an exhibitor, you are agreeing to follow these guidelines and any violation may result in immediate expulsion from the event without refund.

Show Management works with law enforcement authorities, licensees, and rights holders to act against the sale of bootleg and unauthorized merchandise at this event. Any exhibitor caught selling any bootleg or otherwise unauthorized material or merchandise may additionally be subject to prosecution by local, provincial, and federal authorities who will be given full access to this event.

## SECTION 19 EXHIBITOR STAFF

**19.1 Appearance:**

The exhibitor's staff personnel shall always during the Show hours be dressed neat and clean and maintain proper hygiene. To be courteous to co-workers and patrons, volunteers will practice clean personal hygiene. Please avoid using excessive amounts of perfumes, colognes and/or hairspray that may cause a problem for allergy sufferers.

Please note that any specialty personnel hired for in-booth promotions must be appropriately dressed and that partial nudity is not permitted. Please remember that this is a family event.

**19.2 Exhibitor Badges:**

Show Management will provide the exhibitor's staff personnel with identification passes as they will be required for entrance to or exit from the Exhibit Hall. Exhibitor badges are non-transferable.

**19.3 Compliance:**

The exhibitor and their staff will be required to obey reasonable requests of Show Management.

**19.4 Responsibility:**

The exhibitor is responsible for all actions of their staff/personnel.

**19.5 Transferability:**

Exhibitor badges are non-transferable. They may not be sold or used as prizes or giveaways.

## 19.6 Children:

During move-in and move-out, only persons over the age of 16 will be permitted on the Show floor.

## SECTION 20 ADDITIONAL SECURITY

### 20.1 Management Security:

Show Management will provide at least one security guard overnight after the Exhibit Hall closes to exhibitors but assumes no responsibility for the loss or damage to any items. Exhibitor must arrange for any desired extra security through Show Management and must hire from our designated security company.

### 20.2 Security Staff:

No exhibitor is permitted to employ security officers for services within the Exhibit Hall without prior written permission from Show Management. Unauthorized security personnel shall not be permitted into the Show.

### 20.3 Authorized Security Officers:

An exhibitor who requires admission to the Exhibit Hall outside normal exhibitor access hours must hire a security officer contracted through Show Management.

### 20.4 Off-hours Set-Up and Tear-Down:

The exhibitor must hire at least one show contracted security officer for every four staff personnel permitted into the Exhibit Hall outside normal exhibitor access hours. Exhibitors who are permitted access to the Exhibit Hall outside these hours shall vacate the Exhibit Hall with the rest of the exhibitors and shall then be permitted to re-enter the Exhibit Hall under the escort of a Show Management contracted security officer.

### 20.5 Security Tips:

Show Management will take all reasonable security precautions to safeguard the premises. While we provide security, exhibitors must be vigilant and aware of your possessions. We strongly suggest you take the following precautions:

- Wear your badge during set-up and tear-down to help us identify anyone who does not belong in the Hall.
- Do not leave your keys or valuables (such as purses, cash boxes, or stock) in your vehicle at anytime.
- During Show hours, keep personal items like purses and briefcases locked up and out of sight from the public. DO NOT leave them behind drapes or underneath tables. This is the first place that is targeted.
- Do not leave any cash or credit card slips in your booth. Take them with you and make daily bank deposits.
- We strongly recommend that you close off the front of your booth each night with a cloth, mesh, netting, etc. that will prohibit anyone from entering your booth when you are not there.
- Walk to and from the Exhibit Hall with someone, especially if carrying large sums of money.
- Report suspicious behavior to the Show Office immediately!

## SECTION 21 DISPLAY REVIEW

- Do not leave your booth unattended. Be sure to be at your booth before Show opening. At Show closing do not leave immediately; wait until the public clears the floor.
- Always Keep fire doors closed. Never prop open a fire door.

### 21.1 Standards of Conduct:

The exhibitor shall not utilize any fixture, device, merchandise or activity that is illegal, in poor taste or detrimental to Show Management. Show Management reserves the right to disapprove the display of any item that is not in keeping with the nature, character, or orderly conduct of the Show.

### 21.2 Enforcement Procedure:

If Show Management determines that the exhibitor is in violation of these rules and regulations, Show Management will immediately notify the exhibitor. Failure to remedy or remove the item or activity in question may result in expulsion.

### 21.3 No Refund:

In the event an exhibitor is removed from the Show for failure to abide, all monies paid by the exhibitor will be retained by Show Management and no refund will be made.

## SECTION 22 GENERAL SAFETY

Show Management's first priority is the safety of the attendees, exhibitors, staff, and visitors to our event. As an exhibitor, you are responsible for keeping your area safe for attendees, exhibitors, staff members, and visitors. If any situation or activity is deemed to be unsafe by Show Management, the venue, the Fire Marshall or the Police, you agree to immediately make all necessary changes and corrective actions.

**IF YOU DO NOT DO SO IMMEDIATELY, SHOW MANAGEMENT RESERVES THE RIGHT TO HAVE YOU AND YOUR MATERIALS REMOVED FROM THE FACILITY AT YOUR EXPENSE. IN SUCH CASE, YOU WILL NOT BE ENTITLED TO ANY REFUND.**

## SECTION 23 AMENDMENTS

Show Management has full power in the enforcement and amendment of all contract regulations.

## SECTION 24 SHOW MANAGEMENT'S EXCLUSIVES POLICY

All limited-edition giveaways and/or Show Exclusives must be approved by Show Management. The exhibitor will be allowed to set the parameters of the Limited-Edition Giveaway and/or Show Exclusive: for example, every attendee may enter only once, a certain amount will be given away and/or purchased each day, etc.

No lines will be allowed to form outside of the exhibitor's booth and/or table. If a line impedes on aisle traffic or a neighbouring exhibitor, the Show Exclusives sale will not be allowed to continue, and the exhibitor must stop all sales immediately.

Show Management will work with you to reschedule the sales of your Show Exclusives at a time when it will no longer impede traffic or other exhibits. No sales will be allowed either before or after public Exhibit Hall hours.

## SECTION 25 EXHIBITOR APPOINTED CONTRACTORS

An Exhibitor Appointed Contractor is any non-official company you choose to utilize for move-in/set-up/move-out. Exhibitors are responsible for informing their appointed contractors of the below information/requirements to ensure a smooth transaction.

All outside contractors must fulfill the following:

- Current Workers Compensation Insurance Certificate
- A certificate showing general liability and property damage coverage
- An Exhibitor Appointed Contractor Form signed by the exhibitor

Failure to fulfill the above requirements will jeopardize the contractor's ability to obtain proper badges/admission to the Show floor.

If you plan to use an Exhibitor Appointed Contractor, you must fill out the form found on our website and return it to Show Management by the deadline date as indicated on the form.

Show Management can be easily identified by the Show t-shirts with the FAN EXPO Canada™ logo. It is their job to make sure everyone complies with all rules and regulations so that you, the exhibitor, are not negatively impacted by your neighbors and that you have a great experience at FAN EXPO Canada™.

Metro Toronto Convention Centre requires Show Management and their exhibitors to adhere to all collective agreements in place between the MTCC and its unions. These agreements impact the way in which work needs to be done on-site. To save costs, all booth construction and painting should be done off-site prior to move-in. Assembly can take place on-site, although some of the assembly may be deemed union work, in which case, the hiring of such labour is the responsibility of the exhibitor. Exhibitors should be sure that all personnel working their booths are familiar with all union regulations.