

DON'T MISS OUT ON THE "EARLY BIRD" DISCOUNT RATE!



Exhibitors Parking Pass Order Form

CLICK HERE: mtccc.com/order

Exhibitors at the Metro Toronto Convention Centre can pre-purchase a discounted parking pass if parking for two consecutive days or more. Rate inclusive of tax is **\$13.00** per day and allows for in/out privilege. Non-discounted daily rates are \$20.00, 7:00 a.m. to 7:00 p.m.; Day + Evening Maximum is \$25.00 and there are no in/out privileges. Rates subject to change without notice. **Passes are non-refundable and non-transferable. We are not responsible for lost passes.** (HST included.)

"Early Bird" rates applied only up to the first move-in day. On-site rates are in effect once the event move-in has begun. This includes all orders (faxed/emailed/mailed).

There are 1700 garage spaces as follows: 1200 North Building (enter from Simcoe St. south of Front St. W.); 500 South Building (enter off of Lower Simcoe St. south of Bremner Blvd.). There is an internal walkway adjoining buildings. Garage clearance: North Building 1.9m (6'3"); South Building 2.0m (6'6").

Please complete the following: (Please Print Clearly)

Name of Event: _____ Booth #: _____

Billing address

Company: _____

Street: _____ Unit #: _____

City: _____ State/Prov.: _____ Zip/Postal Code: _____

Contact Name: _____ Email: _____

Telephone: _____ Fax: _____

(Please indicate number of passes required)

Advanced Rate "Early Bird" Discount:	On-site rate:	Dates:	License plate:
___ 2-Day @ \$26.00 = \$ _____	___ 2-Day @ \$40.00 = \$ _____	Valid: _____	_____
___ 3-Day @ \$39.00 = \$ _____	___ 3-Day @ \$60.00 = \$ _____	Valid: _____	_____
___ 4-Day @ \$52.00 = \$ _____	___ 4-Day @ \$80.00 = \$ _____	Valid: _____	_____
___ 5-Day @ \$65.00 = \$ _____	___ 5-Day @ \$100.00 = \$ _____	Valid: _____	_____
Other: _____ \$ _____	Other: _____ \$ _____	Valid: _____	_____
TOTAL: _____ \$ _____	TOTAL: _____ \$ _____		

Would you like your passes couriered? (Service charge will apply. Please Contact Exhibitor Services at 416-585-8387.)

All orders must include a method of payment/credit card# or cheque payable to the Metro Toronto Convention Centre
Please retain a copy of your order form as credit card receipts will not be provided.

Credit Card: _____ Visa _____ Mastercard _____ American Express _____

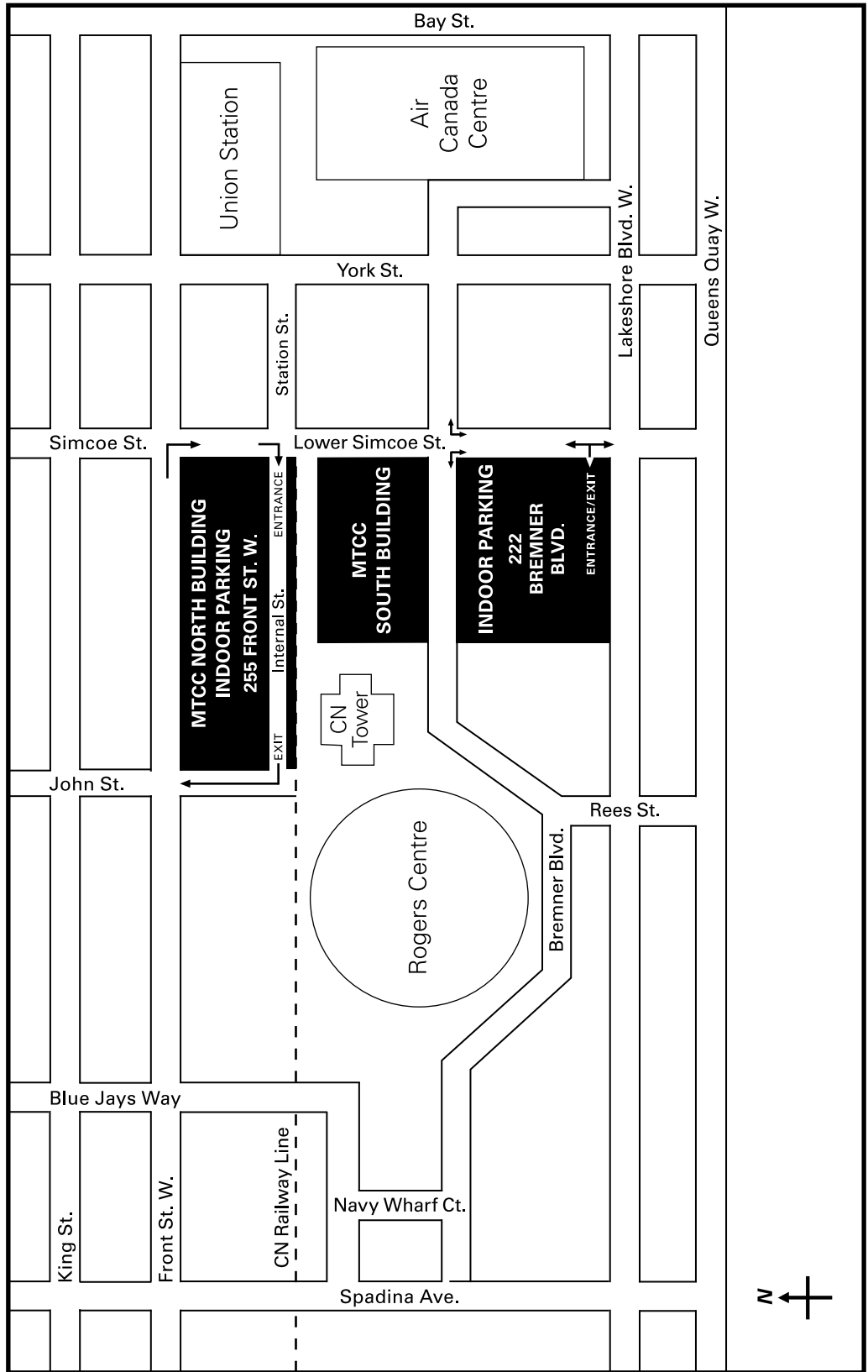
Card Number: _____ Expiry Date: _____

Name on Card: _____

Authorized Customer Signature: _____

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.



Map is not to scale



CLICK HERE:
mtccc.com/order

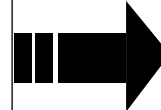
High-Speed Internet Access Form

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

Show:		Show Dates:		Booth#:	
Company Name:			On-site Contact Name:		
Address:		City:	Prov./State:	Postal/Zip Code:	
Telephone No:		Fax No:	Email:		
Credit Card No:		Expiration:	Cardholder Signature:	Print Cardholder Name:	

For your convenience we will use this order form as authorization to charge your credit card for any additional amounts incurred. Please retain a copy of your order form as credit card receipts will not be provided.

Please indicate the approximate location of primary 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	

Wireless Access Points, DHCP Servers, Routers, 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 style="text-align: center;">Wireless Internet Access \$395.00 + 13% HST</p> <p style="font-size: small;">Connection to the MTCC internal wireless network requires a wireless enabled device</p> <p style="text-align: center;">No advanced rate for wireless orders</p>	<p style="text-align: right;"># Required</p> <p style="font-size: small;">One wireless access account per device. Account can only be used on one device at a time. Client is responsible for Wi-Fi (802.11) compliant device.</p> <div style="border: 1px solid black; width: 60px; height: 20px; margin: 0 auto;"></div> <p style="font-size: small;">Wireless should not be ordered for devices that will be contained within an enclosed structure.</p>
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<p style="text-align: center;">Wired Internet Access \$895.00 + 13% HST</p> <p style="font-size: small;">Client is responsible for running any additional cables to provide multiple connections</p> <p style="font-size: small;">Advanced Rate – Orders that are received with full payment 21 calendar days (no exceptions) prior to the first day of the show will be eligible for a \$100.00 discount.</p>	<p style="text-align: right;"># Required</p> <p style="font-size: small;">One Cat 5 cable with 2 IPs installed in booth</p> <div style="border: 1px solid black; width: 60px; height: 20px; margin: 0 auto;"></div> <p style="text-align: right;"># Required</p> <p style="font-size: small;">Additional IP address – \$150.00 + 13% HST One IP address needed per device</p> <div style="border: 1px solid black; width: 60px; height: 20px; margin: 0 auto;"></div>
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Equipment Rental	<p style="text-align: center;">10/100mb 16 Port Hub \$65.00 ea. + 13% HST</p> <p style="text-align: right;"># Required</p> <div style="border: 1px solid black; width: 50px; height: 20px; margin: 0 auto;"></div>
	<p style="text-align: center;">Data Cable (30 foot) \$20.00 ea. + 13% HST</p> <p style="text-align: right;"># Required</p> <div style="border: 1px solid black; width: 50px; height: 20px; margin: 0 auto;"></div>

Please indicate any special services required (e.g. Cable TV, Demarcation Extension, ISDN etc.):

Wired Internet Access provides only one network connection into a booth. The customer must provide or rent a hub and cables for additional IP connections. There are no refunds for orders cancelled after show 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:	



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 twenty one (21) days for Internet – Network Services **PRIOR** to the show/event opening.
 - 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 an IP Address 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 802.11 compliant wireless device.
21. **Internet service requirements/client responsibilities – It is the responsibility of the client to provide the following:**
 - Computers, workstations, etc.
 - Standard 10/100 baseT Ethernet Network Interface Card (RJ45 Interface) for each computer.
 - Network Driver: TCP/IP.
 - 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.

Return completed forms to:

Metro Toronto Convention Centre, Telecommunications Department
255 Front Street West, Toronto, Ontario M5V 2W6
Telephone: 416-585-3596 Facsimilie: 416-585-8275
Email: telecommunications@mtccc.com Website: www.mtccc.com



Janitorial Service Order Form

CLICK HERE:
mtccc.com/order

In order to arrange for janitorial 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 #: _____ EXPIRY DATE: _____
 CARD HOLDERS SIG: _____ CARD HOLDERS NAME: _____
 VISA MASTERCARD AMERICAN EXPRESS

RATES (includes vacuuming, dusting, cleaning of tables and emptying wastebaskets)

One Clean Only (minimum charge \$42.00)	22¢/sq.ft. x _____ x 1 Day = \$ _____
Daily Cleaning (must be more than one clean)	
under 1000 sq.ft.	17¢/sq.ft. x _____ x _____ Days = \$ _____
1001-2500 sq. ft.	16¢/sq.ft. x _____ x _____ Days = \$ _____
2501-5000 sq.ft.	13¢/sq.ft. x _____ x _____ Days = \$ _____
5001-10,000 sq.ft.	12¢/sq.ft. x _____ x _____ Days = \$ _____
10,001 sq.ft. + over	11¢/sq.ft. x _____ x _____ Days = \$ _____
Steam Cleaning	22¢/sq.ft. x _____ x _____ Days = \$ _____
Additional waste removal \$47.50/pick-up. Please provide details below under 'Special Requirements'.	\$ _____
On-Site Order Charge/Additional Charges _____	= \$ _____

The above rates are based on gross booth area. Prices are in Canadian funds.

Additional charges would be pending for carpet in need of special attention due to food sampling demonstrations, hair, wood, metal shavings, grease or oil.

Additional exhibit cleaning is available @ \$47.50 per hour (minimum 4 hours).

Special Requirements:

ALL ORDERS MUST BE PREPAID IN FULL -- ON-SITE ORDERS ADD 25%
Please retain a copy of your order form as credit card receipts will not be provided

The Metro Toronto Convention Centre is the exclusive provider of all cleaning services. External companies (including display houses) are prohibited from performing any type of janitorial service within the building.

DATE: _____ 20 _____

AUTHORIZED CUSTOMER SIGNATURE: _____

SUB-TOTAL _____
HST 13% _____
TOTAL PAID _____



Notice to Exhibitors / Display Companies

1. Alterations to any part of the structure of the Centre, or to items of furniture or equipment forming part of it, may not be made without prior written authorization from the Director of Event Coordination in each individual case. These prohibitions include the drilling of holes, mechanical fastening (nails, staples, push pins etc), or adhesive fastening (tape, glue, sticky Velcro etc), and the attaching in any manner of decals, promotional literature or items. Failure to comply will result in a \$50.00 minimum penalty per occurrence to the client. Labour/Repair charges will apply to remove prohibited tapes from MTCC property.
2. Use of masking, clear packaging and plastic-based tape are prohibited. To secure booth flooring to Exhibit Floor, only cloth-based tapes such as Polyken are acceptable. Labour/Repair charges will apply to remove prohibited tapes from MTCC property.
3. Helium balloons, animals, birds or pets of any description require written authorization. Please call for authorization form.
4. Sample food/or beverage products may not be distributed or sold by sponsoring organizations except upon written authorization.
5. Passenger elevators and escalators ARE NOT TO BE USED for transporting freight or equipment from level to level. This includes hand dollies/handcarts and hand carrying boxes, easels, chairs, tables, etc.
6. Protective footwear must be worn during move-in and move-out. At specific times, the Exhibit Floor (or parts therein) may be deemed as 'Construction' areas by the Show Manager. If you have been given permission to be on the floor at these times you will be required to wear an approved hard-hat in the designated 'Construction' zone. When working higher than 3 meters (10ft) you must use fall protection.
7. It is recommended, as a safety precaution, and for insurance purposes, no one under the age of 16 years be allowed in the exhibit area during move-in/out.
8. During move-in/out, exhibit halls, loading dock areas and back of the house service areas are considered hazardous work areas. As such, there shall be absolutely no drinking of alcoholic beverages, no horseplay and in general, any and all unsafe conditions or activities are to be corrected promptly.
9. For North Building West Ramp and South Building Truck Elevator load-ins, there are no docks. It is direct floor unloading and alternate arrangements may be required for special needs (ie. ramps, forklifts). The South Building Truck elevator has a truck length restriction of 38' or less.
10. Storage for crates or other materials are not provided in the Centre. Exhibitors must make their own arrangements. All materials, boxes, signs and other materials must not be sent to the Centre prior to the official move-in date as specified in your Exhibitor Manual and must be removed upon the completion of the event.



Notice to Exhibitors / Display Companies

11. Use of pyrotechnics, hazers, fog/smoke machines, or any other special effect/activity requires MTCC approval at least 2 weeks in advance. The Fire Safety Manager will need a full production schedule including rehearsals. Labour charges will apply for a fire watch.
12. Access to / or the use of the Exhibit Hall floor-ports is exclusive to MTCC staff and our Official Electrical/Mechanical Service provider. Exhibitors are not permitted to use these for any purpose.
13. Smoking is NOT PERMITTED anywhere inside the MTCC.
14. You are required to report any unsafe condition or accident of which you have knowledge to a security guard or event management employee.



Telecommunication Services Order Form

CLICK HERE:
mtccc.com/order

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

Show:		Show Dates:		Booth#:	
Company Name:			On-site Contact Name:		
Address:		City:	Prov. /State:	Postal/Zip Code:	
Telephone No:		Fax No:		Email:	
Credit Card No:		Expiration:	Cardholder Signature:	Print Cardholder Name:	

For your convenience we will use this order form as authorization to charge your credit card for any additional amounts incurred. Please retain a copy of your order form as credit card receipts will not be provided.

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

Basic Analog Telephone Service - Dial "7" for an outside line

Basic Analog service is suitable for Telephone, Fax, Modem or Credit Card/Debit Authorization Machines

\$225.00 + 13% HST

Please Indicate Amount of Lines Needed For Type of Service Required

# Required	→	Long Distance Allowed	# Required	→	Local Calling Only
<input type="text"/>		(Credit Card # or \$500 deposit required per line)	<input type="text"/>		

Advanced Rate - Orders that are **received** with full payment 21 calendar days (no exceptions) prior to the first day of the show will be eligible for a \$25.00 discount.

All orders **received** after 21 days will be charged the regular rate.

Please enter quantity in box for any equipment for special services you require

Equipment Rental		Special Services	
<input type="checkbox"/> Basic Telephone Handset	\$15.00 + 13% HST	<input type="checkbox"/> Voice Mail Box	\$20.00 + 13% HST
<input type="checkbox"/> Handsfree Telephone	\$60.00 + 13% HST	<input type="checkbox"/> Basic Line Features i.e.. Hunting	\$20.00 + 13% HST
<input type="checkbox"/> Polycom Conference Unit	\$160.00 + 13% HST	<input type="checkbox"/> Jack Extension - Same Number	\$100.00 + 13% HST

Basic Analog Telephone Service Local Calling Only can be used for 1-800 numbers and Calling Cards.

Lost or Damaged Equipment is subject to replacement or repair charges.

All Long distance calls and other Telco services including directory assistance will be charged at the prevailing rate plus handling.

There are no refunds for orders canceled after show has commenced.

There are no refunds for 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 filed by customer prior to end of show .

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#: _____	
Phone Number:	Assignment:	Required services	

Return completed forms to:

Metro Toronto Convention Centre, Telecommunications Department
255 Front Street West, Toronto, Ontario M5V 2W6

Telephone: 416-585-3596 Facsimilie: 416-585-8275

Email: telecommunications@mtccc.com Website: www.mtccc.com



Telecommunication 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 twenty one (21) days for Telecommunication Services.
- 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's Accounting Department 15-30 days after the show's closing date.
- Order form prices do not include Local Taxes. Taxes will be included on the final bill.

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 in writing and 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. Telephone service is contracted for actual show days only. Telephone 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 MTCC 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 MTCC 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's infrastructure will be removed and not reinstated until the problem has been rectified to the satisfaction of the MTCC Technology Services Department.

15. **Long Distance, Directory Assistance and Toll Free Calling:**

- The Exhibitor is responsible for all long distance, directory assistance and operator assisted calls that are charged against the assigned telephone number(s).
- A surcharge of 20% will be added for all charges that are incurred on your assigned phone number(s).
- Basic Analog Lines with local calling only can be used for the dialing of local calls, "1-800" calls, directory assistance and calling card calls. All other "1+" or "0+" dialed calls on these lines are restricted.

Should you have any questions please call the Technology Services Department at 416-585-3596.

Return completed forms to:

Metro Toronto Convention Centre, Telecommunications Department
255 Front Street West, Toronto, Ontario M5V 2W6
Telephone: 416-585-3596 Facsimilie: 416-585-8275
Email: telecommunications@mtcc.com Website: www.mtccc.com