

**REGULATIONS FOR MEETING PLANNERS & OUTSIDE COMPANIES**  
**FOR EXHIBITS & PRODUCTION**

Thank you for choosing The Sheraton Centre Hotel for your upcoming conference. Our goal is that these guidelines will assist the Show Services partner with the Service Teams in place at The Sheraton Centre Hotel. Detailed information of the following guidelines is explained within this publication; The Sheraton Centre Hotel we have identified “Top 9” needs below:

1. Exhibit floor plans with an exhibitor list are required 30 business days in advance of the load in date
2. All show cases, boxes, exhibit containers, staging, etc. are to be placed 2-4 feet off any wall or air wall
3. Loading Dock and Freight Elevator access times must be scheduled in advance with your Meeting & Events Manager. Please adhere to the assigned times. The Freight elevator is controlled and operated by the Hotel, on a shared use basis. Please read the detailed information regarding additional shipments
4. Please use proper move-in/move-out routes. Pre and Post inspections of rooms will be scheduled prior to move-in and move-out. These inspections must be signed off by member of Sheraton Centre and the appropriate representative from the Show Services Company
5. Rented Lifts are to be in good repair, have non-marking tires and not to be charged on carpeted areas
6. Only electric forklifts are allowed in the building or garage. No ladders or lifts will be loaned out to anyone
7. It is the responsibility of Show Services to remove all trash associated with their shipment from the Hotel property, or to make prior arrangements with your Meeting & Events Manager for dumpster rental. Additional fees will apply for dumpster rental as well as any clean up not completed by Show Services Company upon departure
8. CPSC (Consumer Product Safety Commission) approved electrical cords and connections for electrical usage only. Encore Global is the exclusive provider of show power. All requests must go through our Encore Office
9. Note that our meeting space does not lock, and it is the recommendation of the hotel that you hire overnight security for exhibit space.

I have read the above guidelines and will adhere to The Sheraton Centre Hotel policies as outlined.

Company: \_\_\_\_\_

Signed/Date: \_\_\_\_\_

Event Name/ Date: \_\_\_\_\_

## **ALLOTMENT OF BOOTHS**

Booth assignment is the responsibility of the client. Floor plans must be submitted and approved by The Sheraton Centre Hotel prior to literature being printed and booths being sold, otherwise, the hotel reserve the right to remove obstructions without notice and indemnification to the hotel.

## **RENTALS**

Rental for commercial exhibit or display space is assessed on a square footage basis and will be set during the initial negotiations between the client and the facility. **Rental fees do not include tables and/or draping.**

## **LABOUR**

**It is necessary for exhibitors to provide their own labor for the unloading of trucks and movement of exhibits or displays to and from the exhibit area. Should you require assistance in this area; a recognized display company can be contracted for this purpose. The spotting and erecting of the booths is also the responsibility of the exhibitor or the contracted supplier. Requests for labor supplied by the hotel are strictly subject to availability and will subject to a minimum hourly labor charge based on rates in effect during the date of the exhibition.**

## **CONDITION OF FACILITY**

**The client, Display Company Supervisor and The Sheraton Centre Hotel Banquet Manager will conduct a joint tour of the exhibit space prior to the exhibit set up, to note the existing stage of the facility, its walls, floors, ceiling, and related coverings and fixtures. The joint tour will be repeated after the conclusion of the exhibit tear down to note any damages that may have been caused during the setup, exhibit and tear down. The facility will be returned in the same condition that it was in prior to the exhibit set up. Failure to do so will result in the application of cleaning charges consistent with the labor required to clean the area, the charges for the cleaning are as following: \$1000.00 for the first hour, and \$200.00/hour thereafter. Any damages incurred will be assessed and charge on a case per case basis.**

## **CARPET PROTECTION (EQUIPMENT & TAPE)**

Please help us protect our asset. The carpeting in travel routes (exhibit aisles), storage and back stage areas are to be protected with a product called Poly-tak (Carpet Mask), which is a self-stick adhesive visqueen and or plywood depending on weight of equipment or items displayed in booths. Carpet Protection is required for both move-in and move-out, and all back stage production areas of the ballrooms. The hotel reserves the right to inspect the amount of floor covered and how floor is protected and advise without dispute, if more coverage is required. Additional fees would apply for additional material needed to properly protect function space. Orders are to be placed no later than 2 weeks in advance of the scheduled exhibit move-in date, with written confirmation provided to hotel. For pricing and ordering information, please consult with your display company.

All fork/scissors lifts, if used, must be battery operated (not propane or gasoline). Operators must provide certification prior to operating any fork/scissor lifts. This must be presented to the Hotel Security Department. Carpeting must be covered with Poly-tak (Carpet Mask) in all locations on which forklifts or other heavy equipment will travel. All tires must be non-marking with minimal tread. Any use of pallet jacks or similar lifting equipment in the meeting space require plywood/masonite or similar hard surface material be used over the poly-tak to prevent damage to the floor structural integrity.

## **CARPET PROTECTION (EQUIPMENT & TAPE) CONT'D**

Should the Show Services Company damage Hotel property, or have an injury, it is the responsibility of the Show Services Company to immediately report the incident to Hotel Security.

We request that cord covers be used wherever possible. When gaff tape must be used, duct tape is not allowed, we specify that it be the type that is non-marking and black in color. When lifts are used, please ensure the wheels are non-marking with minimal tread. It is the responsibility of the Show Services to provide the above equipment.

It is the responsibility of the Show Services Company to remove and dispose of all carpet tape.

## **LOADING DOCK PROCEDURES**

No storage is available on the dock level or hotel front/back of house areas. All load -in and load-out must flow from the truck to the show floor. Storage is also not permitted in the back hallways of the hotel. At no time will freight be allowed to block egress on the dock level. All material handling equipment must be supplied by the Show Services. Dock operations are restricted to loading and unloading only. All engines must be shut down while docked. It is the responsibility of the Show Services to remove all pallets, crates, trash and shipping materials associated with their shipment from the dock area. The Hotel's dumpsters are reserved for collection of our normal operating trash deposits. Show Services are required to haul move-in/move-out trash off site or arrange for "special service" at their expense.

## **EXHIBIT MOVE IN/OUT**

Loading Dock and elevator access must be scheduled in advance with Meeting & Event Manager. Loading Dock requests must be received at least 2 weeks (14 business days) before receiving loading dock time.

The freight elevator is controlled by the Hotel is not an "exclusive" situation. Under no circumstances may the Show Services refuse access or entry to the elevator at any time. The hotel is not responsible for any mechanical malfunctions that may delay scheduled move in or move out times. The hotel is also not responsible for delays involved in move in or move outs.

Hotel Security must be employed during overnight Production or Exhibit setup and scheduled freight move in/out. The Rate for Security services is \$40.00 per hour with a four-hour minimum schedule. Rate subject to change without notice. The normal hours of operation for the load are 7:00 AM to 11:00 PM Monday – Saturday, and 9:00AM to 11:00PM on Sunday.

## **NOTE: FORKLIFTS ARE NOT ALLOWED ON THE LOADING DOCK.**

The Birchwood, Dominion & Civic Ballroom Levels are accessed by elevator. It is the responsibility of the Show Services to verify all measurements and an items ability to be moved by the elevator. We will require a pre-move in inspection of all areas of the property that will be used by an exhibit or production company (hereafter refer to as the company) and a post inspection. These inspections should be pre-arranged between the company and the Meeting & Events Manager. Lifts delivered to the Hotel should not arrive until the day prior to schedule move-in date and time. Engineering and Security personnel must approve the lift prior to operation in the property.

The floor load capacity throughout the convention floor and exhibits area is 125 pounds per square foot. For equipment in excess of this, special arrangements must be made through The Sheraton Centre Hotel's Engineering department.

## **EXHIBIT MOVE IN/OUT CONT'D**

Passenger elevators and escalators are not to be used for transporting freight or equipment from level to level. This includes easels, chairs and tables etc.

Encore Global is the exclusive provider of rigging services for the hotel, they will be referred to Encore to make the arrangements. Charges will apply and be billed to the group's account.

The area used is to be inspected after teardown and move-out, preferable by those persons who perform the move-in inspection. The signed document release form should be brought to the inspection. It is understood that the client could be held liable for any damage to the area that occurred during the contracted dates of the production/trade show. Compensation for those damages is to be handled by the Show Services. It is understood that the client will present back to the hotel a clean, empty area upon completion of tear down and move out. All materials related to the show and all trash is to be removed by the Exhibit/Production Company (this also includes garbage to be collected and removed along with all wooden pallets left over from event). Your organization will be financially responsible for any repair or clean up resulting from your failure to abide by these regulations.

**LOAD IN AND LOAD OUT:** Due to city noise by-law, no load in or load out may occur between the hours of 11:00pm – 7:00am during the week and between 11:00pm – 9:00am on Sunday.

## **EXHIBIT TRASH DISPOSAL**

The Show Services **MUST** remove all waste materials and trash generated by the show daily. This regulation includes removal of trash in individual exhibit booths. The Sheraton Centre Hotel reserves the right to charge additional clean up fees for trash left behind by the exhibitor or General Contractor. For shows expecting to generate large quantities of trash, the company may request a 20 yard rolling dumpster at the Loading Dock for their exclusive use. The Meeting & Events Manager will make arrangements to have this equipment in place, and should be notified at least 2 weeks in advance of production move in. A charge of \$500.00, which includes both delivery and pick costs, will be accessed for this service. Additional rate to change based on weight, current cost is \$95.00 per metric ton. The Hotel will provide a clean room in and the Show Services will return a clean room upon departure.

## **DELIVERIES & STORAGE**

Exhibit and display materials cannot be accepted for storage prior to the set up day without express prior approval of Convention Services. The hotel reserves the right to refuse delivery of any such materials shipped without prior consent. The hotel will not be liable for any additional costs for shipments that are refused due to lack of prior approval.

Conference materials are to be shipped to the hotel care of the Business Centre and must be clearly labeled as to conference/function name, function room, date of event and client's contact name. Please address all packages only to the person receiving them, not the hotel Convention Manager. For further information, contact Convention Services prior to shipping. Charges will be applicable for receipt and storage of any materials.

## **SECURITY**

Security is the responsibility of the client or exhibitor. The hotel is not in a position to provide manpower to guard or control access to exhibits and displays. Your hotel contact can arrange for security through one of our preferred suppliers at the cost of \$40.00 per hour, 4 hour minimum per guard. **PLEASE BE AWARE THAT ALL BALLROOMS CANNOT BE LOCKED, SECURITY IS ALWAYS RECOMMENDED FOR THESE FUNCTION ROOMS.**

The hotel will not accept any claim for loss, due to fire, theft or damage of exhibits, nor will it be held liable for any personal injury caused by the exhibit or exhibitor. Use of the facility is conditional in that the exhibitor accepts full responsibility for any damages caused to the facility by the exhibit and/or the exhibitor(s).

C I F E D A T O N I

## **FIRE PROTECTION**

Fire hose cabinets and exit signs and exit doors must be left accessible and in full view at all times.

All display material must be flame proofed and subject to inspection by the City of Toronto Fire Department or Ontario Fire Marshall.

Exhibits using flame producing devices must be attended at all times. The use of an open flame is limited to certain articles of merchandise where the operation of an approved appliance or device helps promote the sale of such equipment. This however, must be approved by the Director of Security.

Candles are permitted only when shielded by hurricane type chimneys.

All electrical equipment and wiring must meet Canadian Electrical Safety Codes and The Sheraton Centre Hotel's approval. See application form to show unapproved electrical equipment at Trade Shows.

An approved fire extinguisher must be installed in exhibit areas where flame producing devices are used.

If at any time, an inspector or authorized hotel representative deems such equipment to be operated in a manner dangerous to public or guest safety, he shall cancel the privilege of the exhibitor concerned.

You must notify both Encore and security Department prior to tests. Additional charges will apply for a Fire Watch bypass monitoring of the hotel's fire detection system. Please be aware that this fire watch must be arranged at least two weeks prior to the event to ensure that the hotel can provide this requirement.

It is of paramount importance that at no time a fire exit or accompanying corridor be blocked/obstructed. Also, hold open devices i.e. door wedges are not allowed, as this breaches fire regulations. A fire watch charge of \$80.00/hr with a 4 hour minimum will be applicable as deemed necessary by the hotel.

## **ELECTRICAL SERVICE**

All electrical services and equipment are to be supplied and/or coordinated through Encore. Full information on the current cost of connections and special wiring, as well as the charge for the rental or addition of lighting will be found in the exhibitor's kit.

## **TELECOMMUNICATIONS SERVICE**

PSAV can provide both wireless & wired internet service to exhibit booths. Order forms can be provided outlining the various services available and charges that apply through PSAV.

## **COMPRESSED GASES**

Use of compressed gases is restricted to Helium and Carbon Dioxide only.

**Special Handling Recommendations:**

To be used only in well ventilated areas. Valve protection caps must remain in place unless cylinder is secured with outlet piped to point of use. Cylinders should not be dragged, slid or rolled. Only a suitable hand truck is to be used for transport. Use a pressure reducing regulator when connecting cylinders to lower pressure piping or systems. Do not heat cylinder to increase the discharge rate from the cylinder. Use a check valve or trap in the discharge line to prevent hazardous back flow into the cylinder.

Compressed gas cylinders to be stored in a safe location away from high traffic and emergency exits. The area should be well ventilated and cool, the temperature in the storage area cannot exceed 54°C (130°F). Cylinders must be stored in upright and firmly secured to prevent falling or being knocked over. Exhibitors or the supplier of the compressed gas must supply suitable chains and locks to secure cylinders.

**AUTOMOBILE EXHIBITS**

All internal combustion engine vehicles must be  $\frac{3}{4}$  full of gas and be fitted with locking gas caps. Vehicles must have seals under carriages or be equipped with ground sheets. Batteries must be disconnected.

**SIGNAGE**

No signs or other articles are to be fastened to wall brackets or other electrical fixtures. The use of thumbtacks, double sided tape (rubber backing type), scotch tape, nails, screws bolts, hand spikes or any tool or material which could damage the floor or walls is prohibited by The Sheraton Centre Hotel. Only masking tape or a material that can be easily removed without damage to walls or surfaces can be used for affixing signs, banners, etc.

Hotel Banner hanging fees will be \$300.00 per banner.

Location of signage is to be pre-approved by your Meeting & Event Manager.

ALL adhesive backed (stick-on) decals or similar promotional items must be approved by the hotel through your Meeting & Event Manager. Please speak with you Meeting & Event Manager regarding applicable fees.

No signage is to obstruct fire exit signs or doors.

No signage is permitted in the main lobby of the hotel.