



# 2015 TORONTO PRO SUPERSHOW

JUNE 6 & JUNE 7, 2015

METRO TORONTO CONVENTION CENTRE, EXHIBIT HALLS A & B  
NORTH BUILDING, 255 FRONT STREET, TORONTO, ON

EXHIBITOR MANUAL

*MARCH 15, 2015*

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## 1 GENERAL INFORMATION

### 1.1 SHOW PRODUCED BY

Toronto Pro SuperShow Promotions Ltd.  
22 Rideau Ave., P.O. Box 327  
Coniston, ON P0M 1M0  
Telephone: 1-888-883-5766  
Fax: 1-647-497-9781

#### Show Producers/Promoters:

Ron Hache 1-888-883-5766, Extension 100  
Carla Heins 1-888-883-5766, Extension 102  
Jim Morris 1-888-883-5766, Extension 101

#### Show/Exhibit Manager:

Angie Hache 1-888-883-5766, Extension 2

### 1.2 LOCATION

North Building, Halls A & B  
Metro Toronto Convention Centre (MTCC)  
255 Front Street  
Toronto, ON M5V 2W6

### 1.3 SHOW HOURS

Saturday, June 6, 2015 9:00 a.m. to 6:00 p.m.  
Sunday, June 7, 2015 9:00 a.m. to 4:00 p.m.

### 1.4 SHOW OFFICE

The Show Office is located in the centre of Halls A & B, on the south wall. It will be open for the Move-In, during Expo Hours and for the Move-Out.

### 1.5 MOVE IN

Friday, June 5, 2015 12:00 p.m. to 9:00 p.m.  
Saturday, June 6, 2015 7:00 a.m. to 8:00 a.m.

As per the Ministry of Labour, children under 16 years of age are NOT permitted on the show floor during move in or move out. Please also note, that as per the Ministry of Labour, proper protective equipment is required to be worn during move in and while all tear down and move out activity is taking place.

Move-In is to be done through the West Ramp located at John and Front Street or by parking in the MTCC Parking lot and delivering your materials to the Exhibit Halls. Vehicles requiring access to the West Ramp must report to the marshalling yard at 100/120 Cherry Street prior to proceeding to the building. The Toronto Pro SuperShow will NOT be responsible for any additional move-in costs after midnight. Access to Exhibit Hall B by vehicle is available from Hall A. Exhibitors may bring in their own shipments as drive-in access is available. Hall A access point does not have a level loading dock. Delivery trucks must have a tailgate to off-load materials. Otherwise materials handling assistance will be required (at an additional fee) by Stronco Show Services.



Please note: Loading and unloading of materials via Front Street and Internal Street is strictly prohibited. All material must be delivered and/or received through the designated loading area of the West Ramp.

**Stronco's Contact:**

Sharon Ryan,

Phone: 905-270-6767, Ext. 2258;

Toll Free: 800-665-2621;

E-mail: [sharon.r@stronco.com](mailto:sharon.r@stronco.com)

Move-In will be on a first come first served basis. For information, please contact Angie Hache at 1-888-883-5766, Ext. 2.

The Toronto Pro SuperShow will NOT be responsible for any additional move-in costs after midnight.

**Shipping Exhibit Materials Prior to the Move-In Dates**

Exhibitor goods will not be accepted at the MTCC prior to the actual move-in period. The MTCC CANNOT accept freight shipments. Exhibitors must arrange for shipments to arrive on the move-in day designated to the show.

Exhibitors not using the services of a display house may contact Stronco Show Services, the official transportation service contractor for the Show. Stronco can receive your advance shipments, store and deliver these goods to the MTCC, and pick up your crates after the Show. See Section 2.1 for Stronco's contact information.

**1.6 MOVE OUT**

Sunday, June 7, 2015                      4:00 p.m. to 8:00 p.m.

All equipment must be cleared off the floor by Sunday, June 7, 2015, 8:00 p.m. No equipment will be allowed on the floor after this time. Handcarts and pump truck will not be available until the show officially closes and the aisle carpet has been removed. Exhibits must be removed from the hall no later than Sunday, June 7, 2015, 8:00 p.m. Exhibitors are strongly urged to remove small cartons and open cases of product or literature from the building immediately after the closing of the Show on Sunday, June 7, at 4:00 p.m. While Show Management will take all reasonable security precautions to safeguard small items, immediate removal of such items will minimize the possibility of loss or theft. Show Management is not responsible for the loss of any item from any exhibitor's booth, nor is the facility. A representative from the exhibiting company should remain with the booth until the service contractor has picked up all goods and merchandise. Box, crates, signs, or merchandise especially paper brochures that are being shipped back must be clearly marked. At the end of the move-out the floor will be checked; all miscellaneous unmarked goods not in crates, risk being disposed of by Convention Centre Staff.

As per the Ministry of Labour, children under 16 years of age are NOT permitted on the show floor during move out. Please also note that as per the Ministry of Labour, Proper Protective Equipment is required to be worn while all tear down and move out activity is taking place.



## 1.7 BOOTH RENTAL

The booth rental fee entitles each exhibitor to the following:

- a. Designated floor space at the Metro Toronto Convention Centre, with general house lighting, heating/air-conditioning.
- b. Standard booth draping
- c. Janitorial service for maintenance of aisles and public areas.
- d. 24 hour uniformed security guards during Move-in, Show Days and Move-Out.
- e. Exhibitor Badges
- f. Publicity and Promotion
- g. Company Listing in the Expo Program

Should you have any further questions please contact Angie Hache at 1-888-883-5766, Extension 2

## 2 OFFICIAL SHOW CONTRACTORS

### 2.1 DISPLAY RENTAL CONTRACTORS

#### **Stronco Show Services**

1510 –B Caterpillar Road  
Mississauga, ON L4X 2W9

Contact: Sharon Ryan  
Phone: 905-270-6767, Ext. 2258  
Fax: 905-270-771  
Toll Free: 1-800-665-2621  
Email: [sharon.r@stronco.com](mailto:sharon.r@stronco.com)

#### 2.1.1 BOOTH RENTALS

Stronco Show Services is our official supplier of economical booth rental packages. To order from the exhibit package selections, please order online or fax the completed forms.

#### 2.1.2 CHAIRS, TABLES, GLASS COUNTERS, ACCESSORIES & LABOUR

Stronco Show Services is our official decorator and can provide labour directly to your booth if you contact them in advance. Stronco is equipped to provide exhibitors with full accessory packages. In order to take advantage of the pre-show pricing, orders must be received by May 22, 2015. They will maintain a complete rental service centre at the show building. The following services may be obtained by completing the order forms and returning them by the deadline date on the forms – Tables, Carpet & Underpadding, Furnishings, Plants and Signs & Graphics.

To place your order online, view the show schedule or print order forms, go to [www.stroncoonline.com](http://www.stroncoonline.com).

**To place online orders you will be required to enter your Show Code and Booth Number. Show Code: 402111515**

If you have not registered on Stronco's online ordering system before, you must complete the Registration process.



If you need assistance with our online ordering system, please contact our Exhibitor Services Centre at 800-665-2621

### 2.1.3 OFFICIAL MATERIALS HANDLING AND DRAYAGE

Should you require assistance with your materials handling, you may contract directly with Stronco Show Services to have your property and merchandise unloaded and moved to your booth position.

### 2.1.4 OFFICIAL SHOW CARRIER

Stronco Show Services is our official supplier for transport goods to The Toronto Pro SuperShow. Shipments will be stored, inventoried and shipped to the Show at the time of move-in.

**FOR A LISTING OF ALL THE SERVICES STRONCO HAVE AVAILABLE PLEASE REFER TO EXHIBITOR ORDER FORMS**

## 2.2 EXCLUSIVE ELECTRICAL AND RIGGING CONTRACTOR

SHOWTECH POWER AND LIGHTING  
5675 McLaughlin Road  
Mississauga, ON L5R 3K5

Phone: 416-585-8109  
Fax: 416-585-8255  
Toll Free: 855-746-9832  
Email: [juyeda@showtech.ca](mailto:juyeda@showtech.ca)

The exclusive electrical contractor must install all electrical services. All orders must be received by May 25, 2015 for advance order prices. Arrangements are between the Exhibitor and SHOWTECH POWER AND LIGHTING. Show Management accepts no responsibility for the cost of services provided by the contract at the Exhibitor's request. If your service requirements are complex or a particular service is not listed, request a firm estimate in advance. Please consult the Electrical Order Form for standard service estimates. SHOWTECH POWER AND LIGHTING is the exclusive contractor should you require signs or banners to be hung. SHOWTECH has a man lift available to hang signs and banners.

### ELECTRICAL AND LIGHTING SERVICES

## 2.3 METRO TORONTO CONVENTION CENTRE SERVICES

North Building, Halls A and B  
255 Front Street West  
Toronto, ON M5V 2W6

Phone: (416) 585-8387  
Fax: (416) 585-8388



### **2.3.1 PARKING PASSES**

Exhibitors at the Metro Toronto Convention Centre can pre-purchase a discounted parking pass for \$15. per day if parking for two consecutive days or more. The discounted parking allows in/out privilege. Parking passes are non-refundable and non-transferable. Early bird rates apply until 14 days prior to move in (May 22, 2015). Parking passes are to be picked up at the Exhibitors Services in the exhibit hall during move-in/set-up. Passes can also be picked up in the closest Parking Office after the service desk has closed. The Parking Offices are located next to the exits in the parking garages (Level 5A of the North building and off of Level 600 of the South building). The parking passes are required to exit the garage.

Garage clearance: North Building 1.9m (6'3"); South Building 2.0m (6'6").

### **METRO TORONTO CONVENTION CENTRE PARKING PASSES**

### **2.3.2 HIGH SPEED INTERNET AND CLEANING SERVICES**

This service provides unlimited Internet access for the duration of the show. It is delivered via a shared internal 10/100 Mbps Ethernet network with a Gigabit fiber backbone and a T3 connection to the Internet. For additional information, please contact the Telecommunications Department at (416) 585-3596 or [communications@mtccc.com](mailto:communications@mtccc.com).

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

### **METRO TORONTO CONVENTION CENTRE HIGH-SPEED INTERNET ACCESS AND CLEANING SERVICES**

### **2.3.3 VEHICLE MARSHALLING/MOVE-IN**

In order to facilitate move-in and move-out requirements, a marshalling yard has been established at 100/120 Cherry Street. Consult the Vehicle Marshalling Information package for vehicle marshalling procedures, directions to the MTCC North Building West Ramp and map. The marshalling yard has been established at 100/120 Cherry Street (see map) in order to facilitate vehicular traffic during Move-In and Move-Out. All vehicles must report to the marshalling yard before going to the Metro Toronto Convention Centre to move in. For vehicle marshalling inquiries, please call 416-585-8345 or 416-585-8302. Move-in will be on a first come first served basis.

Please note: Loading and unloading of materials via Front Street and Internal Street is strictly prohibited. All material must be delivered and/or received through the designated loading area of the West Ramp.

### **METRO TORONTO CONVENTION CENTRE VEHICLE MARSHALLING INFORMATION**



**FOR A LISTING OF ALL THE SERVICES METRO TORONTO CONVENTION CENTRE HAVE AVAILABLE PLEASE REFER TO EXHIBITOR FORMS AND GUIDELINES.**

## **2.4 AUDIO VISUAL CONTRACTOR**

### **Stargate Sound and Light**

Alex Zarbo

E-Mail: [info@stargatesound.com](mailto:info@stargatesound.com)

Phone: 416-937-7707

Toll Free: 877-746-4487

Stargate Sound and Light is the official supplier of flat screen televisions (any size), A/V screens, projectors and laptops.

## **2.5 OFFICIAL CUSTOMS BROKER**

### **Stronco Show Services**

1510 –B Caterpillar Road  
Mississauga, ON L4X 2W9

Contact: Sharon Ryan

Phone: (905) 270-6767, Ext. 2258

Fax: (905) 270-771

Toll Free: 1-800-665-2621

Email: [sharon.r@stronco.com](mailto:sharon.r@stronco.com)

We recommend the use of our Official Customs Broker. They maintain staff on site on move-in day and move-out day, assisting exhibitors with their entry/import and return/export of goods. Contact Sharon Ryan to receive a brochure, which will assist you in the preparation and distribution of documentation. All questions should be directed to the Official Customs Broker. Exhibitors may use their own customs broker, but they must be prepared to post their own bond or cash deposit with Canada Customs.





### 3 HOTEL ACCOMODATIONS

The following hotels are providing special discounts and rates for Toronto Pro SuperShow attendees:

#### 3.1 INTERCONTINENTAL TORONTO CENTRE

225 Front Street West, Toronto, ON M5V 2X3.

**This hotel is attached to the Metro Toronto Convention Centre.**

- \$209 + H.S.T. – Single/Double Occupancy. Complimentary wired/wireless internet connection provided to all guestrooms. Cut of date for special pricing is May 4, 2015.

**Book Room:**

- By calling: 1-800-235-4670 and quoting “Toronto Pro SuperShow”; or
- [Online](#)

#### 3.2 RESIDENCE-INN DOWNTOWN TORONTO (MARRIOTT)

225 Wellington Street West, Toronto, ON M5V 3P9

- \$199.00 + H.S.T. – Studio and One Bedroom Suites. Full kitchen, complimentary hot breakfast and wireless high-speed internet are included in your stay.
- Cut-off date for special pricing is May 9, 2015.

**Book Room:**

- By calling: 1-800-331-3131 and ask for the “Toronto Pro SuperShow Group”; or
- [Online.](#)

#### 3.3 HILTON GARDEN INN

92 Peter Street, Toronto, ON M5V 2G5

- \$209.00 + H.S.T. – Single/Double Occupancy. Fridge and Microwave in each room. Complimentary wireless internet connection. Cut-off date for special pricing is May 22, 2015

**Book Room:**

- By calling: 416-593-9200 and ask for the “Toronto Pro SuperShow Group Block”; or
- [Online.](#)



## 4 RULES AND REGULATIONS

### 4.1 ANIMALS AND PETS

With the exception of working dogs, animals and pets are not permitted in the MTCC except as an approved exhibit, activity or performance requiring the use of animals. An Animal Authorization Form must be completed prior to the event.

### 4.2 BADGES

During Move-In badges will be available for pick-up at the Show Office in the Expo. On Show Days badges can be picked up at the Ticket Counter. Additional badges are \$20.00 each.

### 4.3 FOOD AND BEVERAGE (SAMPLING)

The MTCC is the exclusive service provider for all food and beverage service. Any exhibitors wishing to sample protein bars, protein mixes, protein shakes, health food supplements or vitamin drinks or any product as it relates specifically to this type of show will be permitted to do so. Selling of any product that can be immediately consumed is prohibited. As long as it is a health product as it relates to the show it will be permitted as it is not in direct competition with food & beverage that they are supplying. Exhibitors must complete the “MTCC Authorization Request – Sample Food and/or Beverage Distribution”, if they will be sampling. Request for sampling must be reviewed by the MTCC to determine if approval will be granted. Visit the following link

<http://www.mtccc.com/exhibitors/forms.aspx#video>, Exhibitor’s Catering and Guideline tab

All items are limited to SAMPLE SIZE and must be dispensed/distributed in accordance with Local Public Health Codes. Visit the following link for more information: <http://www.toronto.ca/health/>

- a) Sample or promotional non-alcoholic beverages will be limited to a maximum 4oz/118ml sample size.
- b) Sample food items limited to bite sized (2x2 inches/5x5cm or 2oz/59gr portions).

The MTCC food and beverage caterer will be set-up in the Expo to provide food and beverage service to exhibitors and the general public.

### 4.4 TRADE SHOW SETUP

Please note the following:

- Only exhibitors will be permitted on premises two (2) hours prior to show hours.
- Exhibitor spaces must be staffed at all times during show hours.
- Exhibitors must leave their booth no later than 30 minutes after show closing time. (This does not include “move-out” period.)
- Exhibitors must keep booth and displays intact during show hours. No breaking down or dismantling of exhibits will be permitted before the event is officially over. If any exhibitors infringe on this rule, they will be assessed a fee of \$500 and may be banned from future events. Please keep the show professional.

### 4.5 DISPLAY SPECIFICATION

Booth displays and equipment shall not extend into the aisles, including signs, banners, etc. All side panels and displays must not exceed 3’ in height.



#### **4.6 HEIGHT LIMITATION**

For standard and prefabricated booths, the exhibit height is restricted to twelve feet. No part of an exhibit is permitted to extend more than twelve feet above the floor. Exhibit booths must not unduly obstruct the visibility of adjacent booths.

#### **4.7 INSURANCE**

The Toronto Pro SuperShow or Metro Toronto Convention Centre will not accept responsibility for or injury to persons, loss of, or any damage to products, exhibits, equipment or decorations, by fire, accident, theft or any other causes while in the building. It is highly recommended that Exhibitors or their agents provide adequate insurance to cover third party liability including their own personnel and for exhibits and materials against all other hazards.

#### **4.8 PREFABRICATED BOOTHS**

An exhibitor planning to use their own prefabricated display should advise Show Management.

#### **4.9 PUMP TRUCK AND DOLLIES**

Pump Truck, which is similar to a forklift, is provided free of charge and is available during Move-In and Move-Out. Dollies are also available on a limited, first-come, first served basis.

#### **4.10 SMOKE FREE**

The Metro Toronto Convention Centre is a smoke free environment.

#### **4.11 SOUND LEVELS**

Audio visual aids are permitted, provided care is taken to avoid congestion in the aisles and to hold the sound at a low level. Sound of any sort must not be projected outside of your exhibitor space. Music must not contain any profanity or sexual reference.

#### **4.12 STORAGE**

The MTCC has limited space for storage facilities and does not allow for exhibitor, show management or decorator storage. Should trailers require storage at the Marshalling Yard, please note the following:

- The MTCC does not charge for trailers stored or parked at the marshalling yard during scheduled move-in / move-out days, however a charge of \$32.00 + H.S.T. per trailer per day applies during show days.
- For accessible storage, approval is required and a charge of \$0.30 + H.S.T. per square foot per day is applied.

#### **4.13 VEHICLES ON DISPLAY**

Fuel Tanks shall be maintained less than ½ full. Caps for fuel tanks fill pipes shall be of the locking type and maintained locked for the duration of the show. The positive lead to the battery must be disconnected. Drip pans must be placed under vehicles. Show Management is to be made aware of any vehicle that will be on display.

#### **4.14 INTERNET HOT SPOTS**

Event attendees are able to access the internet from their laptops on the 100 level and 200 level pre-function spaces for basic requirements for 15 minute intervals i.e. checking emails at no cost.



#### **4.15 VIDEO TAPING**

Requests to video tape inside the Toronto Pro SuperShow Expo must be forwarded to the address listed on the Order Form by May 15, 2014. Any filming undertaken without the written consent by Toronto Pro SuperShow Productions Limited is subject to immediate removal from the Expo, forfeit of exhibit booth payment and/or legal action.

#### **4.16 METRO TORONTO CONVENTION CENTRE EXHIBITOR INFORMATION PACKAGE**

It is the responsibility of each exhibitor to review the Metro Toronto Convention Centre Exhibitor Package, which includes guidelines, regulations and forms.

[METRO TORONTO CONVENTION CENTRE EXHIBITOR PACKAGE](#)