

ENERCARE CENTRE FACILITY GUIDE:

This Facility Guide for Exhibitions is designed to assist you in producing a successful event. Our experienced Sales & Event Management team is committed to offering outstanding customer service, and is available to support the needs of each client. Your Sales Representative would be pleased to answer any questions you may have about planning your event at Exhibition Place's Enercare Centre. This facility guide is not applicable to Beanfield Centre, Better Living Centre, or Queen Elizabeth Hall. We look forward to working with you.

FACILITY PURPOSE

Enercare Centre is a multi-purpose exhibition and convention facility owned by the City of Toronto and governed by the Board of Governors of Exhibition Place. The facilities were developed with the primary objective of booking exhibitions, conventions, meetings, special events and activities that generate significant economic benefits to the City of Toronto.

SPACE AND DATE AVAILABILITY

The Sales Department assigns the date(s) and space availability based on the needs of your event and the venue's scheduling and booking policy. The Sales Representative will request pertinent data about your organization and details about your event prior to assigning date and space availability.

SCHEDULING PRIORITIES

First Priority

First Priority is given for scheduling facilities and dates to tradeshows, conventions, corporate meetings, and other group activities which are national or international in nature, not typically open to the general public, have at least 750 delegates, and may have a significant impact on the hotel tax generated. Established consumer shows held at Exhibition Place on an annual basis utilizing more than 300,000 gross sq. ft. of paid exhibit space for a minimum of 5 show days qualify for First Priority status. In addition, certain provincial conventions, tradeshows or special events may be deemed appropriate to the overall objectives of Exhibition Place and may be offered equal scheduling priority at the discretion of the General Manager, Sales & Events. Date requests for first priority events may be made as far in advance as necessary or appropriate, in the sole opinion of Exhibition Place, and may supersede requests for other lower priority events, unless a License Agreement has been previously executed by Exhibition Place and the user for such an event.

Second Priority

Second Priority is for scheduling the facilities and dates to multiple-day regional consumer or public exhibitions, regional/local tradeshows (not opened to the public), local corporate meetings, and other events that provide a positive impact on the generation of hotel taxes, or revenue to Exhibition Place.

Date requests for Second Priority Events may be made as far in advance as necessary or appropriate in the sole opinion of Exhibition Place. Second Priority Events may not supersede requests for First Priority Events, nor can they challenge First Priority Events as a second option

Third Priority

Third Priority is for multiple day local consumer shows, seminars, food functions, and other social events. These events generate few if any hotel rooms and utilize available Exhibition Place space remaining from previously booked events, or are held during low Exhibition Place demand times, or in periods with conflicting hotel room demand such as other "hotel intensive" conventions or city-wide special events. Within the Third Priority category, preference will be given to long-standing public shows held on an annual basis in Toronto/GTA that have a proven track record of success and benefit the community at large.

Date requests for Third Priority Events may not be made more than twelve (12) months in advance. Third Priority Events may not supersede requests for First or Second Priority Events, nor can they challenge First or Second Priority Events as a second option. In order to maximize the usage of the venue, events accommodating less than 300 persons may reserve dates within a six (6) months window, or less.

DEFINITION OF TERMINOLOGY

Tentative Holds: Dates and facilities will be held pending notification of cancellation by either party. All holds are considered Tentative, and subject to cancellation, including First Option, Second Option and Third Option status, unless a formal License Agreement has been executed by the parties and the appropriate deposit delivered to and accepted by Exhibition Place. Event organizers cannot advertise and/or promote the Event or sell exhibitor booths and/or event admission tickets until the formal License Agreement has been executed by both parties. Typically, dates will be held up to 3 weeks from the Proposal date, after which time the holds and the proposal are automatically cancelled by Exhibition Place without notice. Exhibition Place has the sole right to cancel all holds without notice.

First Option: Facilities and dates reserved on a first option are reserved on a tentative basis, and subject to cancellation and/or revisions.

Second Option: Provides for a second group of equal booking priority to be reserved on a tentative basis, but the tentative reservation will be contingent upon cancellation of a prior reservation which is considered a first option. Second Option Holds are tentative and subject to cancellation and/or revisions.

Third Option: Provides for a third group of equal booking priority to enter into a waitlist to book specific space and dates at Exhibition Place contingent upon cancellation of a prior reservation which is considered a second option. Third Option Holds are tentative and subject to cancellation and/or revisions.

Contracted: Space is guaranteed through the execution of a formal License Agreement by the event organizer and Exhibition Place and the appropriate deposit delivered to and accepted by Exhibition

Place. Once a License Agreement has been prepared, should the event organizer fail to execute within the stated expiry date, the facilities and dates will automatically be considered reserved on a tentative basis only and subject to cancellation at any time by Exhibition Place.

EXHIBIT HALL RENTAL

Exhibit Hall rental fee includes; house lighting, ventilation, heat, or air conditioning as required during open event times. Show offices may be available upon request. The salon(s) that are associated with the rented Exhibit Hall(s) are available upon request to you for the duration of the event period. Room sets, resets and use of built in house audio video systems in meeting rooms is an additional charge. At the time of contracting, you will be asked to provide a room configuration request, identifying which available salon rooms you will be utilizing and their respective set ups. Loading/receiving docks will be assigned to each event. Minimal light and temperature levels will be maintained during move-in and move-out.

SALON ROOM RENTALS

Rented Salons are provided with one set-up per day and use of built in house audio video system; theatre style, classroom, hollow square, boardroom, with podium and riser, subject to availability. If a same day change is required, a set-up fee will be incurred. Additional salons may be rented, subject to availability. They may not be subleased. Ask your Sales Representative for details. Exhibits permitted in the salons are limited to tabletop or pop-up exhibits.

EVENT MOVE-IN/ MOVE-OUT

Move-in time commences at 6:00am, after which the facility rental operates on a 24hr. basis, with move-out ending at 11:59pm. Exhibition Place operates with a "clean hall to clean hall" policy; and utilizes the time between 12:01 am and 6:00am to allow for our housekeeping team to prepare the Exhibit Hall and Meeting Rooms for occupancy.

DEPOSIT SCHEDULE

Deposits are based on full space rental requested, and may be subject to other/all expenses required and estimated to complete your event successfully. The Licensee shall not occupy the premises until 100% of venue rental and estimated services and food and beverage charges are paid to Licensor.

The following is the deposit schedule for events signed one year or more in advance of the event:

- 25% venue Rental charges with Executed License Agreement
- 25% venue Rental charges 1 year prior
- 25% venue Rental charges 6 months prior
- 25% venue Rental charges 45 days prior
- 100% estimated Event Service Order charges 10 days prior to event

Events booked within 6 months of occupancy require 100% venue Rental charges with Executed License Agreement.

INSURANCE

Insurance for every event shall be the responsibility of the Licensee and comply with the insurance requirements of Exhibition Place and its respective venues. The Licensee shall not occupy the premises until proof of insurance coverage has been furnished to Exhibition Place. Coverage requirements and guidelines are outlined in the License Agreement.

EVENT MANAGEMENT SERVICES TEAM

Once a License Agreement is executed, the Event Management Services Team becomes the principal contact with each client. Every client will be assigned an Event & Meeting Coordinator, who will review an event checklist and provide quotations for in-house services and rentals as required. A member of the Event Management Services Team will be available during the duration of your event, to liaise between the facility staff and you, our client.

YOUR EVENT BUDGET

To assist you with advance planning and budgeting, consider your need for the following items and services which are not included in your rental. These may include but are not limited to: In-house equipment rental, security, general service contractor, food or banquet functions, host coat check, medical services, internet and telecommunication services, audio/visual equipment and labour, parking, electrical services, green power, room conversions, labour services, décor, housekeeping, registration, staffing provider, customs and transportation. Some of these services are exclusive to Exhibition Place and are noted in the Exclusive Services section. Please contact your Event & Meeting Coordinator for the associated service costs.

EXCLUSIVE SERVICES

Exhibition Place provides the following exclusive services: utility & electrical services (SHOWTECH POWER AND LIGHTING), catering, concessions and hosted coat check (Spectra); internet & telecommunications (by Beanfield Metroconnect), beverages and water (PepsiCo), housekeeping and audio visual labour.

OFFICIAL SUPPLIERS

Encore is the official audio visual supplier and G4S is the preferred security services and marshaling provider. GES Canada is the official general services contractor and the official customs and transportation provider.

REGISTRATION & PRE-FUNCTION SPACE

Registration space, where available, is provided at no charge with the exception of cleaning, equipment, telephones and electrical services. Your Event & Meeting Coordinator must approve space availability and placement of counters, displays, or signage in public common areas.

FOOD & BEVERAGE DEPARTMENT

Spectra is the exclusive in-house food and beverage service provider for Enercare Centre (as well as Better Living Centre and Queen Elizabeth Hall). This privately managed operator emphasizes quality products and service for banquets, concessions, booth service and custom specialty café areas. Spectra also assists with food trucks.

SECURITY

Clients are responsible for all security within the rented spaces and other accesses used from the time of move-in until completion of move-out. Security companies and their employees must be provincially licensed in Ontario and fully insured to provide security guard services. All security requirements are at the client's expense and proof of licensing may be required. Exhibition Place maintains twenty-four hour security for building perimeter and non-licensed areas. Exhibition Place's preferred security services provider is G4S.

ACCESSIBLE FACILITIES

Enercare Centre has been designed and constructed with accessible facilities. We are compliant with the City of Toronto Accessibility Design Guidelines, and Americans with Disabilities Act, Disabled persons: family and accessible washrooms, double meeting room doors, sidewalk curb cuts and heated ramps. Visual Impaired: location and information signage with universal symbols of accessibility, Braille and raised letters where necessary, high colour contrasts; textural changes on exterior pavers, textured concrete in walkway areas and floor patterning. Hearing impaired: Infrared Assisted Hearing System in all salons that have built in A/V systems.

For further information on our commitment to Accessibility and to download a copy of the Exhibition Place Multi-Year Accessibility Plan 2019-2025 please visit our website [HERE](#).

UNION REPRESENTATION

Exhibition Place adheres to certain collective agreements. Accordingly Clients and their exhibitors will adhere to the agreements in place between the Board of Governors of Exhibition Place and Trade Unions representing the following; Labourers/Cleaners, Carpenters, Electricians, Plumbers, Production Technicians, Painters, Security and Parking.

Questions pertaining to the amount and type of display work exhibitors can perform within their exhibit space must be discussed with your approved General Services contractor. Clients are encouraged to clearly define the collective agreement with regard to labour hired through approved contractors in the exhibitor guide/instructions. Exclusive labour questions should be discussed with your Event/Meetings Coordinator. Information on Collective agreements at Exhibition Place may be accessed here: [Collective Agreements](#).

SMOKING POLICY

Exhibition Place complies with the smoking bylaw of the City of Toronto. Smoking is strictly prohibited within all venues, and underground parking garages at Exhibition Place. This policy

extends to tobacco, cannabis, and electronic cigarettes including vaporizers, the use of which is prohibited in City of Toronto buildings.

CRATE STORAGE

Enercare Centre does not provide for exhibit crate storage or materials storage rooms for any event outside the licensed area.

MANAGEMENT RIGHTS

Notwithstanding the foregoing, Exhibition Place Management retains the absolute right to schedule, book, or contract or refuse to schedule, book or contract with persons or entities in a manner that in its sole discretion it determines to be in its best interest. All Information outlined above is subject to change.

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