

EXHIBITOR FORMS PACKAGE

2026/27

The MTCC Exhibitors Forms Package serves as a valuable planning tool and a comprehensive resource guide for events that incorporate exhibit components. This document contains essential information for organizing the exhibit segment of your event, making it a valuable addition to your exhibit manuals and a resource you can readily share with your exhibitors.

metro toronto convention centre®

1. Service Excellence - Your MTCC

MEET THE DEPARTMENTS THAT WORK DIRECTLY WITH EXHIBITORS:

Exhibitor Services Centre

The Exhibitor Services Centre provides a one-stop shopping experience for exhibitors and the Exhibitor Services team works with each exhibitor as they prepare for the show and acts as a liaison for all services provided by the MTCC. Our team can assist with placing orders or for last-minute needs at our on-site service desk.

Phone: (416) 585-8387
Email: exhibitor-services@mtccc.com

Booth Cleaning Services

Interior booth cleaning is available from the Metro Toronto Convention Centre (MTCC) on an **exclusive** basis from our highly efficient Cleaning Services Department. Interior booth cleaning services include: vacuuming, dusting, emptying wastebaskets, and cleaning of tables. Additional exhibit booth cleaning options are available upon request.

www.mtccc.com/order

Business Centre Services

Our services include photocopying, printing, outbound courier service, internet access, and a selection of office supplies and tools. Please contact our Business Centre to arrange for large, customized printing projects well in advance.

North Building, Level 300: Mon – Fri: 8:00am – 4:00pm
South Building, Level 800: Open upon request.

Phone: (416) 585-8387

Email: businesscentre@mtccc.com

Food & Beverage / Catering Services

Our award-winning culinary team provides a full range of catering solutions to create a unique experience at your booth. Please contact our experienced food and beverage team to discuss your catering requirements. Food and beverage services are **exclusive** to the MTCC. Our team can also provide guidance on food sampling requests as well.

Phone: (416) 585-8144
Email: catering@mtccc.com

Internet / Telecom. Services

Internet and telecommunication services are available from the MTCC on an **exclusive** basis. Our technology specialists are available to provide you state-of-the-art services directly to your booth. Wireless and wired internet services are available to every exhibitor based on the requirements of each exhibit space. Please contact one of our specialists to discuss your requirements or for any technical questions.

Phone: (416) 585-3596
Email: technology@mtccc.com
www.mtccc.com/order

Parking Services

Exhibitor parking passes are available for each event in our easily accessible, security-patrolled indoor parking garages. With space for over 1,700 cars our garages available 24/7, and are located steps away from the show floor.

www.mtccc.com/order

Electrical Power

SHOWTECH Power & Lighting provides all electrical, display-feature lighting, mechanical, plumbing, gas, and air services on an **exclusive** supplier basis. SHOWTECH also exclusively hangs all decorative material, signs and banners that are required to be attached to the facility structure. For questions or to place your electrical order, please contact SHOWTECH directly.

Phone: (905) 283-0550
Email: info@showtech.ca
www.showtech.ca

Emergency Contact

Should you experience an emergency during your time at the MTCC, please contact our Security Department at **(416) 585-8160**. Please also review our emergency procedures document included in this package.

2. Exhibiting Rules and Regulations

Safety is of utmost importance when participating in events at MTCC. To ensure the well-being of all attendees and the preservation of the venue's physical structure and equipment functionality, all exhibitors at the Metro Toronto Convention Centre must adhere to the rules and regulations governing exhibitions. These guidelines encompass a wide spectrum, including general event regulations, fire safety protocols, rigging regulations, exhibitor emergency procedures, and compliance with Electrical Safety Authority requirements. To access the most current specifications in each category, please click on the links provided below. It is essential to note that submitting fire safety replies to the facility at least one month prior to the event is a mandatory requirement.



Guidelines for Exhibitors & Exhibitor Appointed Contractors (EAC's)
(Download PDF)



Fire Regulations for Exhibitors
(Download PDF)



Fire Safety Reply
(External link to MTCC website for online form)



Emergency Procedures
(Download PDF)



Guidelines for Securing Your Exhibit
(Download PDF)



Rigging / Overhead Work Policy
(Download PDF)



Unapproved / Approved Electrical Equipment
(Download PDF)

3. Exclusive In-House Services

Our MTCC teams provide exhibitors with a range of services designed to amplify their promotional initiatives efficiently and elevate their overall exhibition experience. We offer five core services, including Cleaning, Parking, Internet, Catering, and Custom Printing / Business Centre services. Below, you'll find flyers containing all relevant information for each service, as well as links to our online ordering at **www.mtccc.com/order**.



Parking, Cleaning, Internet, Telecommunications

(Download PDF)



Business Centre – Custom Printing

(Download PDF)



Catering

(Download PDF)

4. Move-In & Move-Out In-House Services

The move-in and move-out process can be a demanding task for both exhibitors and event organizers. To facilitate and enhance the efficiency of this process, we offer a loading dock management system powered by Voyage Control. This system is designed to streamline deliveries, alleviate congestion, and boost overall productivity. To gain a deeper understanding of Voyage Control, please click on the link provided below.

Additionally, we have made available a loading docks map and outlined the Personal Protective Equipment (PPE) requirements for move-in. These resources serve as valuable tools for crafting effective communication with exhibitors during the move-in and move-out procedures.



Loading Docks Management System

(Download PDF)



Loading Docks Map

(Download PDF)



Personal Protective Equipment

(Download PDF)

5. Additional Considerations

Interested in understanding the procedures for exhibitors requesting to bring animals onto the show floor or looking to donate leftover materials or set up a food warm-up station in their booth? Our comprehensive section on additional considerations provides answers to these inquiries and more. For specific details and corresponding forms, please refer to the links provided below.



Exhibitor Recycling and Donation Program

(Download PDF)



Helium Authorization Request

(Download PDF)



Propane Cylinders, Butane & Natural Gas Appliances

(Download PDF)



Animal Authorization Request

(Download PDF)



Canada Customs Regulation

(Download PDF)