

FANEXPO
**HOLIDAY
MARKET**

December 7, 2019
Metro Toronto Convention Centre
South Building – Hall F

OPERATING GUIDELINES

2019

FANEXPOCANADA.COM/HOLIDAYMARKET/EN/HOME.HTML

TABLE OF CONTENTS

1. Important Contact Information	Page 4
2. Important Deadlines	Page 5
3. Exhibit Hall Hours (including Move-In/Out, Set Up, Registration)	Page 6
4. Exhibitor Wristbands/Badges & Access	Page 7
4.1 Exhibitor Wristbands/Badges	Page 7
4.2 Purchasing Additional Wristbands/Badges	Page 8
4.3 Exhibitor Wristband/Badge Pick-up	Page 8
4.4 Exhibitor Access	Page 8
5. Payment for Space	Page 8
5.1 General	Page 8
5.2 Advance Payment	Page 8
6. Shipping & Deliveries	Page 8
7. Exhibitor Eligibility & Responsibilities	Page 9
7.1 Staff Hours	Page 9
7.2 Breakdown	Page 9
7.3 Character of Exhibits	Page 9
7.4 Verbal Agreements	Page 9
7.5 Space/Placement Guarantee	Page 9
8. Display Regulations	Page 10
8.1 Neighbouring Exhibits	Page 10
8.2 Booth Terminology & Configurations (diagrams)	Page 10
8.3 Cleaning of Exhibit Hall	Page 11
8.4 Flooring	Page 11
8.5 Lights	Page 11
8.6 Display Safety	Page 11
8.7 Covered Booths	Page 11
8.8 Motorized Display Vehicles	Page 11
8.9 Maintenance	Page 11
9. Booth Signage	Page 11
10. Height & Line-of-Sight Variance	Page 11
11. Electrical Compliance	Page 12
11.1 Code	Page 12
11.2 Noise	Page 12
12. Liability	Page 12
13. Force Majeure	Page 12
14. Sound	Page 12
14.1 Levels	Page 12
14.2 Interference	Page 12
14.3 Devices	Page 12
15. Exhibitors Off-Site Events	Page 12
16. In-Booth Events	Page 13
16.1 Aisle Interference	Page 13
16.2 Prizes	Page 13
16.3 Giveaways and Flyer Distribution	Page 13
16.4 Stickers	Page 13
16.5 Security	Page 13

17. House Rules	Page 13
17.1 Clear Aisles	Page 13
17.2 Fasteners	Page 13
17.3 Damages	Page 13
17.4 Food and Drink	Page 13
17.5 Garbage	Page 14
17.6 Smoking	Page 14
17.7 Handcarts/Dollies	Page 14
17.8 Helium	Page 14
17.9 Pyrotechnics and Lasers	Page 14
17.10 Fog/Smoke Machines	Page 14
17.11 In-booth Storage	Page 14
18. Licensing/Anti-Bootleg	Page 14
19. Exhibitor Staff	Page 15
19.1 Appearance	Page 15
19.2 Exhibitor Wristbands/Badges	Page 15
19.3 Compliance	Page 15
19.4 Responsibility	Page 15
19.5 Transferability	Page 15
19.6 Children	Page 15
20. Display Review	Page 15
20.1 Standards of Conduct	Page 15
20.2 Enforcement Procedure	Page 15
20.3 No Refund	Page 15
21. General Safety	Page 15
22. Amendments	Page 16
23. Show Management's Exclusives Policy	Page 16
24. FAN EXPO Holiday Market Show™ & Floor Managers	Page 16
25. Union Labour Rules & Regulations	Page 16
26. 2019 Vehicle Move-In Instructions & Map	Page 17
27. Alternate Parking Lots near the Metro Toronto Convention Centre	Page 18



SHOW MANAGEMENT

Exhibit Sales Manager	George Zotti	george.zotti@fanexpohq.com
Exhibit Sales Coordinator	Dani Makendiran	dani@fanexpohq.com
Senior Operations Coordinator	Brenda Holden	brenda@fanexpohq.com
Operations Coordinator	Al Gangani	al@fanexpohq.com
Senior Show Manager	Gilbert Estephan	gilbert@fanexpohq.com

SHOW WEBSITE

www.fanexpocanada.com/holidaymarket/en/home.html

SHOW LOCATION

Metro Toronto Convention Centre

South Building – Hall F
222 Bremner Boulevard
Toronto, ON M5V 3L9
416.585.8000
www.mtccc.com

CUSTOMS CLEARANCE & FREIGHT SERVICES

Beyond Borders Logistics & Consulting Inc.
Rob Parr
416.771.4065
ops@beyond-bordersLC.com
www.beyond-borderslc.com

EXHIBITOR SERVICES, CLEANING, PARKING, TELECOM, WIFI

Metro Toronto Convention Centre Exhibitor Services
exhibitor-services@mtccc.com
416.585.8387
www.mtccc.com/order
Early Bird Price Deadline: November 23, 2019

FIRST AID

South Building – opposite Hall D
Emergency: 416.585.8160 or Ext. 8160 from a facility phone

ELECTRICAL & LIGHTING

Showtech Power & Lighting
Exclusive provider of electrical services displays lighting & banner hanging
info@showtech.ca
905.283.0550
Early Bird Price Deadline: November 23, 2019

OFFICIAL SHOW DECORATOR

OPS Event Rentals

Irene Arnolis
905.624.6955
info@ops-eventrentals.ca
www.ops-eventrentals.ca
Order Deadline: November 29, 2019

FREIGHT/WAREHOUSE

Material handling by OPS Event Rentals

ADVANCE WAREHOUSE (Between Nov 25 – Dec 2)

SHIPPING LABEL:
(Exhibitor/Company Name)
OPS Event Rentals Inc.
5440 Maingate Drive
Mississauga, ON L4W 1R8
Fan Expo Canada 2019
Booth No. (#) (#) of (#) Pieces

DIRECT TO FACILITY (Must Arrive ON* your Move-In Day)

SHIPPING LABEL:
(Exhibitor/Company Name)
Metro Toronto Convention Centre
South Building – Hall F
222 Bremner Boulevard
Toronto, ON M5V 3L9
FAN EXPO Holiday Market 2019
Booth No. (#)
(#) of (#) Pieces

*Packages sent prior to move-in will be refused.

SECURITY

NORTHWEST SECURITY

Shawn Parsons
hpes1@rogers.com

November 7, 2019	Fire Safety Reply Form
November 23, 2019	Metro Toronto Convention Centre Early Bird Price (Booth Cleaning Services, High-Speed Internet, Parking Passes, Telecommunication Services)
November 23, 2019	Showtech Power & Lighting Early Bird Price
November 25, 2019	OPS Advance Warehouse opens for Freight delivery
November 25, 2019	Move-In Schedule & Booth Assignment emailed out
November 29, 2019	OPS Show Decorator Furniture and Equipment Rental
December 2, 2019	OPS Advance Warehouse closes for Freight delivery
December 7, 2019	Show Opens 11:00 AM
December 7, 2019	Show Closes 5:00 PM
December 7, 2019	Exhibits and all Material removed by 8:00 PM

EXHIBIT HALL / SHOW HOURS

Saturday December 7 11:00 AM – 5:00 PM Show Hours

MOVE-IN/REGISTRATION

Saturday December 7 7:00 AM – 9:30 AM Retailer Registration & Set Up

Saturday December 7 9:30 AM – 10:30 AM Artist Alley Registration & Set Up

INFORMATION WILL BE EMAILED TO YOU REGARDING YOUR MOVE IN TIMES

Dollies will be available to rent through our Official Show Decorator, OPS Event Rentals, at their service counter near the Exhibitor Registration Desk in Hall E.

DIRECTIONS FOR MOVE-IN BY VEHICLE

1. All vehicles will report directly to the loading dock, in the South building. South loading dock is located just north of Lakeshore Boulevard if coming from the south or just south of Bremner Boulevard if coming from the north.
2. The South loading dock will be accessible as of 7:00 AM.
3. Vehicles entering the loading dock areas will be met by the Convention Centre dock staff who will control the flow of vehicle traffic.
4. An additional attendant will be inside Hall E ushering vehicles to appropriate load-in area.
5. Proceed to **Exhibitor Registration Desk** to pick up exhibitor wristbands/badges.
6. Once vehicles have un-loaded all materials for their booth, they must exit Hall E load-in area and proceed to MTCC parking garage. Hall E is NOT a parking option during the show. Please make your own parking arrangements.
7. Large oversize vehicle storage is available at the Marshalling Yard during events at \$32.00 plus 13% HST per day. Arrangements must be made in advance through MTCC dock office at (416) 585-8345.
8. Please do not leave vehicles on the streets surrounding the Centre – you can anticipate Metro Parking Authority to Tag and Tow if you are street parked.

Artist Alley Exhibitors and Small Retailers

We understand that some of the materials that you might be bringing to the show may not necessitate the need to use the Loading Area within the Exhibit Hall for your Move-In. **If this is the case**, you may enter through the Parking Level to the Freight Elevators with materials in hand or hand-carry directly to your booth and begin setup. **Please ensure to proceed to the Exhibitor Registration Desk in Hall E to pick up exhibitor wristbands/badges prior to heading to your booth.**

Children: All exhibitor staff must be age 16 or older. For their safety, children will NOT be allowed on the exhibit floor during move-in and move-out hours.

Exhibit space must be paid in full before exhibitors will be allowed to move-in. If you have any questions regarding your account balance, please contact the exhibitor team.

MOVE-OUT

Saturday December 7 5:01 PM – 8:00 PM Teardown and Move-Out

Please note that extra charges apply for any move-out after 8:00 PM.

Damage Inspection

Upon removal of each booth, Facility and Show Management will inspect each space for any damages incurred by the exhibitor and to check that all materials including tape residue left on the floor, are properly removed. Any charges to make good the exhibit space will be passed on to the exhibitor.

DIRECTIONS FOR MOVE-OUT:

Please note that the Hall E airwall and the loading docks will not be open for move-out until 5:01 PM. Exhibitors may not break down their display before the show closes or bring their vehicles into the loading docks before 5:01 PM.

1. FAN EXPO Holiday Market will close at 5:00 PM on Saturday, December 7, 2019. Hall E will open at 5:01 PM and will be staffed by the MTCC Dock Staff. Be sure to check in with the staff before heading into Hall E (subject to change).
2. When your booth is packed and ready to go, you are expected to take your packed booth material to your vehicle in Hall E.
3. All vehicles must either be in the Metro Toronto Convention Centre Hall E or area parking lots (mini-van or smaller). Please do not leave vehicles on the streets surrounding the Centre – you can anticipate Metro Parking Authority to Tag and Tow if you are street parked. **Please do not have vehicle brought over to Hall E until your booth is fully packed.**
4. All electrical power will be turned off 30 minutes after show closes unless you've made prior arrangements with Showtech Power & Lighting.

The following is not permitted during move-out:

1. Movement of freight on any passenger elevator or escalator within the Metro Toronto Convention Centre (hand-carry items only in these areas). Please use the designated freight elevators in the South Building, located in Hall F.
2. Pedestrian traffic on the South Building Ramp is strictly forbidden.
3. Vehicle parking on Bremner Boulevard or Simcoe Street is not allowed.
4. NO flat-bed dollies or large hand carried items will be allowed through the exhibit hall doors.
5. CHILDREN aged 16 and under are STRICTLY PROHIBITED on the show floor during move-in & move-out.
6. Wristbands/badges MUST always be worn during move-out.
7. If you are absent or have not begun tearing down your booth by 8:00 PM Saturday, the show decorator will force freight at your expense.
8. Please do not leave any tape or bulk garbage on the floor after dismantling your booth or you may incur additional charges. Please make every effort to re-use, remove, and recycle your booth materials.
9. Please visit the Show Office (Room 803B) or the Exhibitor Service Desk (Hall E) if you have any questions.

The facility reserves the right to remove, at the owner's expense, any vehicle that is parked in any of the areas listed above. Security will be positioned to help re-direct you to proper move-out areas and we ask for your full cooperation in helping our staff fulfill their responsibilities

SECTION 4 EXHIBITOR WRISTBANDS/BADGES & ACCESS

4.1 Exhibitor Wristbands/Badges (Allotment, Additional Wristbands/Badges, Where to Get Them)

All exhibitors and their booth personnel must wear their wristbands/badges during set-up and teardown. Exhibitor wristbands/badges will be available at Exhibitor Registration Desk. Security will NOT allow anyone in the loading dock who does not have an exhibitor wristband/badge or official set-up credentials. Exhibitor wristbands/badges are for the use of booth personnel who will be staffing your booth during the convention.

- Two (2) Exhibitor wristbands/badges come with each 6.5 ft. x 7.5 ft. booth (Retailer)
- Two (2) Exhibitor wristbands/badges come with each Artist Alley table

Exhibitors are responsible for their booth staff. Exhibitor wristbands/badges are nontransferable. The exhibitor is responsible for all actions of his or her booth staff or anyone wearing their company exhibitor wristband/badge. Exhibitor booth personnel found in violation of policies will be removed, having their wristband/badge confiscated. Exhibitor staff misconduct can lead to the removal of the exhibitor from the exhibit floor without refund. Exhibitors removed in this way will NOT be allowed to return to future shows.

4.2 Purchasing Additional Wristbands/Badges

If you need to purchase additional wristbands/badges proceed to the Exhibitor Registration Desk on-site. Exhibitor wristbands/badges are \$5.00 each and a limit of TWO may be purchased. Additional wristbands/badges may be purchased at the attendee rate.

Any lost wristbands/badges can be replaced at full price. Please note that under no circumstances will this fee be waived. Please remember to keep wristbands/badges on at all times.

4.3 Exhibitor Wristband/Badge Pick-up

Exhibitors who have paid in full for their space may pick up their wristbands/badges on Saturday, December 7, 2019 at the Exhibitor Registration Desk beginning at 7:00 AM.

4.4 Exhibitor Access

Entering the Hall

Exhibitors may enter the hall through the front doors of the Metro Toronto Convention Centre South Building located on 222 Bremner Boulevard. Exhibitors may also enter through the loading dock or freight elevators from the South Parking Garage during scheduled move-in times. The Exhibit Hall entrance will be staffed by security guards, so please be prepared to show your exhibitor wristband/badge.

Exiting the Hall

The hall closes to the public at 5:00PM on Sunday. Please make your final transactions before that time. We will begin clearing attendees from the Exhibit Hall at the advertised closing time for the night.

SECTION 5 PAYMENT FOR SPACE

5.1 General:

All monies paid shall be retained by Show Management and are non-refundable and non-transferable in the event that the exhibitor fails to fulfill or violates their contract. If the exhibitor fails to submit booth payments by the specified times Show Management is handed the right to take possession of the space and sell it to another party.

There will be no refunds for cancellation or no-shows.

5.2 Advance Payment:

Exhibitors are required to pay in advance for all space requested. Acceptance of payment with the exhibitor application should not be construed to mean payment has been made in full. Any discrepancies in balance will be billed.

SECTION 6 SHIPPING & DELIVERIES

Direct shipments must be made for Saturday, December 7, 2019.

Every crate or carton must be marked with appropriate shipping labels.

Direct shipping exhibit site address:

(Exhibitor/Company Name)
Metro Toronto Convention Centre
South Building – Hall F
222 Bremner Boulevard
Toronto, ON, M5V 3L9
FAN EXPO Holiday Market 2019
Booth No. (#)
(#) of (#) Pieces

Please ensure that a representative from your company is present when your shipment arrives. This will ensure that the material handling on Saturday runs smoothly and efficiently and minimize security hold ups. If an exhibitor's representative is not present, Show Management reserves the right to order equipment and/or materials moved from the receiving dock to the exhibitor's booth area, or to order the removal of the truck from the receiving dock area. Charges for this service will be invoiced to the exhibitor.

SECTION 7 EXHIBITOR ELIGIBILITY & RESPONSIBILITIES

Only companies with products and/or services relating to comic, sci-fi, horror, anime, or gaming culture are eligible to exhibit. **No adult materials or illegal weaponry** may be displayed or sold without prior written permission through Show Management. All material must be original or licensed appropriately. Bootleg or copied materials may not be sold.

*Subletting: The subletting of exhibit space without the prior written permission of Show Management is prohibited.

7.1 Staff Hours:

An authorized representative or dealer of the exhibitor must staff each exhibit during all open, public convention hours. This includes all set-up and tear down hours in which the exhibitor has a display in place. Exhibitors are asked to make sure the booth is staffed during these times, as this is when booth theft tends to occur.

7.2 Breakdown:

Exhibitors may not break down their display before the Show closes without permission from Show Management. **If there is an emergency and you require an early breakdown, please contact:** Al Gangani, al@fanexpohq.com

7.3 Character of Exhibits:

Character of exhibits is subject to approval from Show Management, and all decisions regarding the display of materials shall rest solely with Show Management.

7.4 Verbal Agreements:

All agreements concerning exhibit space must be in writing. No verbal agreements — including those involving space confirmation, placement, and payment – will be honored.

7.5 Space/Placement Guarantee:

Filling out an application for exhibit space does not guarantee requested or specific space or placement. Placement of your booth and/or table is at Show Management's sole and absolute discretion although we will do our best to accommodate requests.

- 8.1 Neighbouring Exhibits:**
No exhibit may block or interfere with a neighboring exhibit.
- 8.2 Booth Terminology & Configurations:**
Based on a 6.5 ft. x 7.5 ft. exhibitor space.

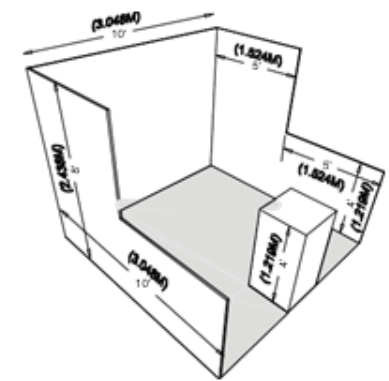
LINEAR BOOTH

Linear Booths, also called "in-line" booths, are generally arranged in a straight line and have neighboring exhibitors on their immediate right and left, leaving only one side exposed to the aisle.

Regardless of the number of Linear Booths utilized, display materials should be arranged in such a manner so as not to obstruct sight lines of neighboring exhibitors. **The maximum height of 8 ft. is allowed only in the back half of the booth space, with a 4 ft. height restriction on all materials in the remaining space forward to the aisle.**

NOTE: When three or more Linear Booths are used in combination as a single exhibit space, the 4 ft. height limitation is applied only to that portion of exhibit space which is within 10 ft. of an adjoining booth.

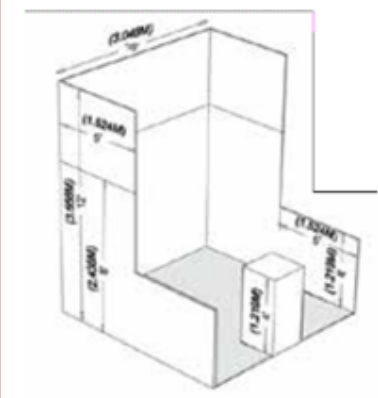
LINEAR BOOTH 3D VIEW



PERIMETER BOOTH

A Perimeter Booth is a Linear Booth that backs to an outside wall of the exhibit facility rather than to another exhibit. All guidelines for Linear Booths apply to Perimeter Booths except that the typical maximum back wall height is 12 ft.

PERIMETER BOOTH 3D VIEW

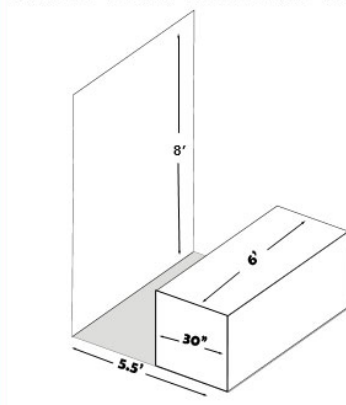


ARTIST ALLEY

Artist Alley spaces include a 6 ft. by 30 inch skirted table. The entire Artist Alley space provided is 5 ft. x 6 ft. including the table. Artist Alley exhibit spaces must be set up so that the long edge of the skirted table remains parallel to the aisles and 5 feet from the front of the table to the back of the space. Exhibit fixtures, components, and identification signs will be permitted to a **MAXIMUM HEIGHT OF 8FT.** Artist Alley spaces may not be set up like booth space. No sidewalls are allowed. No overhead arches or display space for merchandise will be permitted. No portion of the table may protrude into any aisle during show hours.

Please Note: Premium Artist Alley spaces are 12 ft. wide x 5 ft. deep, including 2 skirted tables and a 3 ft. pipe and drape across the rear of the space.

ARTIST ALLEY BOOTH 3D VIEW



8.3 Cleaning of Exhibit Hall:

Your exhibit merchandise and ALL other items must be out of the aisle ways **1 hour prior to Show opening**.

Trash should not be placed in the aisles; it must be placed in one of the large gray wheeled receptacles located throughout the Show floor, not in trashcans. Exhibitors must take all care to keep their booths clean at all time. Aisles of the Exhibit Hall will be cleaned each night. The exhibitor is responsible for placing all trash in the appropriate container.

8.4 Flooring:

Painting, nailing or drilling of floor is not permitted. If two-sided tape is used, it must be completely removed by the exhibitor during move-out. Exhibitors must not use masking tape, clear packaging tape or duct tape to adhere the covering to the Show floor. The recommended tape is Scapa Tape which is a high-adhesion double-sided cloth tape commonly used at trade shows; it leaves almost no residue upon removal. Scapa Tape is available from Pillar Tapes Ltd. (487 Norfinch Drive, North York, ON M3N 1Y7, Tel. 416.665.4646) or National Hardware Sales Ltd. (500 Alden Road, Unit 5, Markham, ON L3R 5H5, Tel. 905.513.3994 / www.nhsmedia.com)

NOTE: Upon removal of each booth, Facility Management and Show Management will inspect each space for any damages incurred by the exhibitor and to check that all materials, including tape residue left on the floor, are properly removed. Any charges to make good the exhibit space will be passed on to the exhibitor.

8.5 Lights:

No strobe or flashing lights are permitted as part of any exhibit display. Flash photography is permitted.

8.6 Display Safety:

All materials, displays, and products must be safe, stable, and resistant to collapse and fire. Show Management reserves the right and sole discretion to decide whether an exhibitor meets this definition.

8.7 Covered Booths:

No exhibit space may incorporate a tent, partial or full roof or overhead covering of any kind without prior written approval. Partially covered booths must submit a Height and Line-of-Sight Variance request, please see Section 10. All partially covered booths are subject to additional rules and regulations.

8.8 Motorized Display Vehicles:

No display vehicles are permitted on the show floor.

8.9 Maintenance:

The exhibitor shall maintain their display in a clean and orderly manner and shall take such action as may be necessary to prevent injury or damage to any person or exhibits in the Exhibit Hall.

SECTION 9 BOOTH SIGNAGE

All signs must be single-sided. Overhead banners are not permitted at this event.

SECTION 10 HEIGHT & LINE-OF-SIGHT VARIANCE

As a courtesy to you and your exhibiting neighbors, we try to keep all linear booths at a consistent height. This is to allow all exhibitors equal opportunity to have their booth seen and to conduct business on the floor.

In a linear booth, exhibit fixtures, signs and all components, are permitted a maximum height of 8 ft. If you do not comply with the line-of-sight rules, you will be asked to adjust onsite.

If you need to request a height and/or line-of-sight variance, you must do so no later than 30 days prior to move-in. Please send a copy of your floor plan, including elevation, and a brief description of the variance to the Operations team, Al Gangani at al@fanexpohq.com. Please include your company and contact info.

SECTION 11 ELECTRICAL COMPLIANCE

11.1 Code:

Electrical wiring and equipment must meet the CSA Code. Please see the venue's electrical forms for information and conditions of electrical services.

11.2 Noise:

Any electrical or other mechanical apparatus must be muffled so that the noise does not bother the other exhibitors.

SECTION 12 LIABILITY

Exhibitor will hold harmless Show Management and Host Facility, or any of their respective officers, agents, employees, representatives or affiliates, from any liability, damage, loss, harm, claim, or injury to property or person of the Exhibitor, Exhibitor officer, agents, employees or other persons, whether caused by the negligence of the Show Management or Host Facility, or from theft, fire, water, accident or any other cause whatsoever.

SECTION 13 FORCE MAJEURE

If, due to circumstances beyond the reasonable control of Management:

- (a) Event is postponed, canceled (in whole or in part) or moved to a different location
- (b) the venue or its exhibitor area is unavailable (in whole or in part)
- (c) the installation, exhibition or move-out time for exhibit booths is reduced. There will be no refunds (in whole or in part) of exhibitor or advertisement fees.

For purposes of this Section, the term circumstances beyond the reasonable control of Management shall include, but is not limited to: power outage, fire, earthquake, flood or other weather conditions, labor dispute or strike, war, riot, act of public enemy, acts of violence by third parties, governmental and municipal acts or ordinances, and other acts of God.

SECTION 14 SOUND

14.1 Levels:

Exhibitors must monitor their own booths to be sure that noise levels from sound systems or any other device/activity are kept to a minimum and do not interfere with others. Show Management will be monitoring the sound levels of all booths and may require that an exhibitor turn down the sound level in their booth. Failure to comply may result in any sound system in the booth being turned off.

14.2 Interference:

Speakers and sound systems must be turned to the inside of the booth. The use of sound systems or equipment producing sound is an exception to the rule, not a right. Show Management reserves the right to determine at what point sound constitutes interference with others and must be discontinued.

14.3 Devices:

No megaphones, bullhorns, or microphones will be allowed. Exceptions may be made on a case-by-case basis. Please contact Show Management for more details.

SECTION 15 EXHIBITOR OFF-SITE EVENTS

Exhibitor off-site events that conflict with Show or conference hours must have the approval of Show Management.

SECTION 16

IN-BOOTH EVENTS

16.1 Aisle Interference:

Giveaway tables, autograph tables, video viewing tables, or demonstration tables must be placed a minimum of 2 ft. back from the aisle. Video games should be installed at the back of the booth to accommodate persons playing as well as onlookers. Should participants and/or onlookers interfere with the normal traffic flow of the aisle or overflow into the neighboring exhibits, Show Management may discontinue the activity.

16.2 Prizes:

No drawings for prizes may be held that require the winner be present to win. This includes trivia contests, audience participation events, and scavenger hunts. Absolutely no games or contests where a fee is charged to participate are allowed. This includes bingo-type games, wheels of fortune, card picks, raffles, and grab bags as well as video games and other arcade style games. No contest will be allowed that involves the consumption of any food or beverage. Contests must comply with applicable provincial and federal regulations.

16.3 Giveaways and Flyer Distribution:

Giveaways and flyer distribution must take place from within and exhibitor booth only, and never in aisles, lobbies, outside show site, or in any other part of the venue.

16.4 Stickers:

No exhibitor may give away or distribute stickers. Exhibitors will be charged for removal of stickers found adhered to walls, furnishings, or any part of the venue.

16.5 Security:

Exhibitors will be responsible for providing security from Show Management's official security service provider. Please contact Show Security at least 2 weeks prior to such in-booth events to ensure crowd safety and flow. If you have any questions, please contact the security team, Northwest Security at hpes1@rogers.com

SECTION 17

HOUSE RULES

17.1 Clear Aisles:

No walls, drapes, hooks or fixtures of any kind shall be permitted on or protruding into the aisle without prior written consent. All product/boxes/trash must be clear of the aisles 60 minutes prior to show opening.

17.2 Fasteners:

No nails or screws may be driven into the floor. No damage of any nature may be done to any part of the Exhibit Hall. Never staple, tape or deface drapes, materials or walls belonging to the venue or Show Decorator.

17.3 Damages:

Any damage caused to the building by an exhibitor or their employee is the sole responsibility of the exhibitor and will be billed accordingly.

17.4 Food and Drink:

Alcohol is not allowed at the venue during move-in or move-out. In compliance with the Alcoholic Beverages and Tobacco laws, no alcohol may be brought on to or removed from the venue during the event except by the exclusive provider to the venue. No food or beverage may be sampled, sold or given away from any exhibit at any time without prior written permission from the Show Management and the venue. No chewing gum will be allowed for sale or as a giveaway.

Food sampling (2 oz or less) and non-alcohol beverage sampling (2 oz or less) is permissible and must comply with all local, provincial, and national regulations or transport, storage, preparation and distribution.

For any onsite sampling, please see the Sampling Authorization Request Form on our website or call the MTCC's Food & Beverage Department at 416.585.8144.

17.5 Garbage:

Trash should not be placed in the aisles; it must be placed in one of the large, wheeled receptacles located throughout the show floor, not in trashcans. Please break down all cardboard boxes.

Exhibitors must take all care to keep their booths clean at all time. The Metro Toronto Convention Centre is an exclusive provider of all cleaning services. Exhibitors and external companies (including display houses) are prohibited from performing any janitorial services within the building or their booth. Please refer to the MTCC exhibitor forms for rates. To arrange Metro Toronto Convention Centre Cleaning Services, please call 416.585.8387.

You must break down all cardboard boxes. Show Management will assess a cleaning charge to any exhibitors who do not break down their boxes. To avoid unexpected cleaning charges or if you expect a high volume of empty boxes and need assistance breaking them down, please call Metro Toronto Convention Centre

17.6 Smoking:

The venue is a non-smoking facility. Electronic cigarettes are also prohibited. Therefore, all public areas and rental space, including corridors, registration area, meeting rooms, the exhibit halls, parking garage, and the loading docks are designated non-smoking areas. The exhibitor is required to enforce no-smoking rules.

17.7 Handcarts/Dollies:

At no time when the Exhibit Hall is open to the public is any type of handcart allowed on the Exhibit Hall floor. No handcarts are allowed in the lobby at any time. When off-loading heavy objects during move-in/out, the use of floor protection and extreme care are required outside Exhibit Hall.

17.8 Helium:

Helium balloons are not allowed, including distribution and sale.

17.9 Pyrotechnics and Lasers:

A special permit is required for the use of pyrotechnics and/or lasers and must be per-approved by the Fire Marshal. Stand-by personnel may be required at the cost of the exhibitor.

17.10 Fog/Smoke Machines:

No fog/smoke machines will be permitted in the Exhibit Hall. Any device that produces smoke or any other airborne particulate will not be allowed.

17.11 In-booth Storage:

Exhibitors may store a maximum of one day's worth of stock in their booth. Additional on-site storage is available at a cost through the show decorator, OPS Event Rentals at 905.624.6955.

PLEASE NOTE:

To arrange in-booth cleaning services, please contact the MTCC Exhibitor Services at 416.585.8387.

SECTION 18 LICENSING/ANTI-BOOTLEG

Show Management does not permit or condone the sale of bootleg or unauthorized merchandise at the show.

The sale and/or display of ANY merchandise shall ONLY BE ALLOWED where the merchandise has been approved by the license holder for the property depicted and does not infringe on copyright or trademark laws.

By attending as an exhibitor, you are agreeing to follow these guidelines and any violation may result in immediate expulsion from the event without refund.

Show Management works with law enforcement authorities, licensees, and rights holders to act against the sale of bootleg and unauthorized merchandise at this event. Any exhibitor caught selling any bootleg or otherwise unauthorized material or merchandise may additionally be subject to prosecution by local, provincial and federal authorities who will be given full access to this event.

SECTION 19 EXHIBITOR STAFF

19.1 Appearance:

The exhibitor's staff personnel shall always during the show hours be dressed neat and clean and maintain proper hygiene. To be courteous to co-workers and patrons, volunteers will practice clean personal hygiene. Please avoid using excessive amounts of perfumes, colognes and/or hairspray that may cause a problem for allergy sufferers.

Please note that any specialty personnel hired for in-booth promotions must be appropriately dressed and that partial nudity is not permitted. Please remember that this is a family event.

19.2 Exhibitor Wristbands/Badges:

Show Management will provide the exhibitor's staff personnel with wristbands/badges as they will be required for entrance to or exit from the Exhibit Hall. Exhibitor wristbands/badges are non-transferable.

19.3 Compliance:

The exhibitor and their staff will be required to obey reasonable requests of Show Management.

19.4 Responsibility:

The exhibitor is responsible for all actions of their staff/personnel.

19.5 Transferability:

Exhibitor wristbands/badges are non-transferable. They may not be sold or used as prizes or giveaways.

19.6 Children:

During move-in and move-out, only person over the age of 16 will be permitted on the show floor.

SECTION 20 DISPLAY REVIEW

20.1 Standards of Conduct:

The exhibitor shall not utilize any fixture, device, merchandise or activity that is illegal, in poor taste or detrimental to Show Management. Show Management reserves the right to disapprove the display of any item that is not in keeping with the nature, character, or orderly conduct of the Show.

20.2 Enforcement Procedure:

In the event that Show Management determines that the exhibitor is in violation of these rules and regulations, Show Management will immediately notify the exhibitor. Failure to remedy or remove the item or activity in question may result in expulsion.

20.3 No Refund:

In the event an exhibitor is removed from the Show for failure to abide, all monies paid by the exhibitor will be retained by Show Management and no refund will be made.

SECTION 21 GENERAL SAFETY

Show Management's first priority is the safety of the attendees, exhibitors, staff, and visitors to our event. As an exhibitor, you are responsible for keeping your area safe for attendees, exhibitors, staff members, and visitors. In the event that any situation or activity is deemed to be unsafe by Show Management, the venue, the Fire Marshal or the Police, you agree to immediately make all necessary changes and corrective actions.

IF YOU DO NOT DO SO IMMEDIATELY, SHOW MANAGEMENT RESERVES THE RIGHT TO HAVE YOU AND YOUR MATERIALS REMOVED FROM THE FACILITY AT YOUR EXPENSE. IN SUCH CASE, YOU WILL NOT BE ENTITLED TO ANY REFUND.

SECTION 22 AMENDMENTS

Show Management has full power in the enforcement and amendment of all contract regulations.

SECTION 23 SHOW MANAGEMENT'S EXCLUSIVES POLICY

All limited-edition giveaways and/or Show exclusives must be approved by Show Management. The exhibitor will be allowed to set the parameters of the Limited-Edition Giveaway and/or Show Exclusive: for example, every attendee may enter only once, a certain amount will be given away and/or purchased each day, etc.

No lines will be allowed to form outside of the exhibitor's booth and/or table. If a line impedes on aisle traffic or a neighboring exhibitor, the Exclusives sale will not be allowed to continue, and the exhibitor must stop all sales immediately.

Show Management will work with you to reschedule the sales of your Exclusive at a time when it will no longer impede traffic or other exhibits. No sales will be allowed either before or after public Exhibit Hall hours.

SECTION 24 FAN EXPO HOLIDAY MARKET™ SHOW & FLOOR MANAGERS

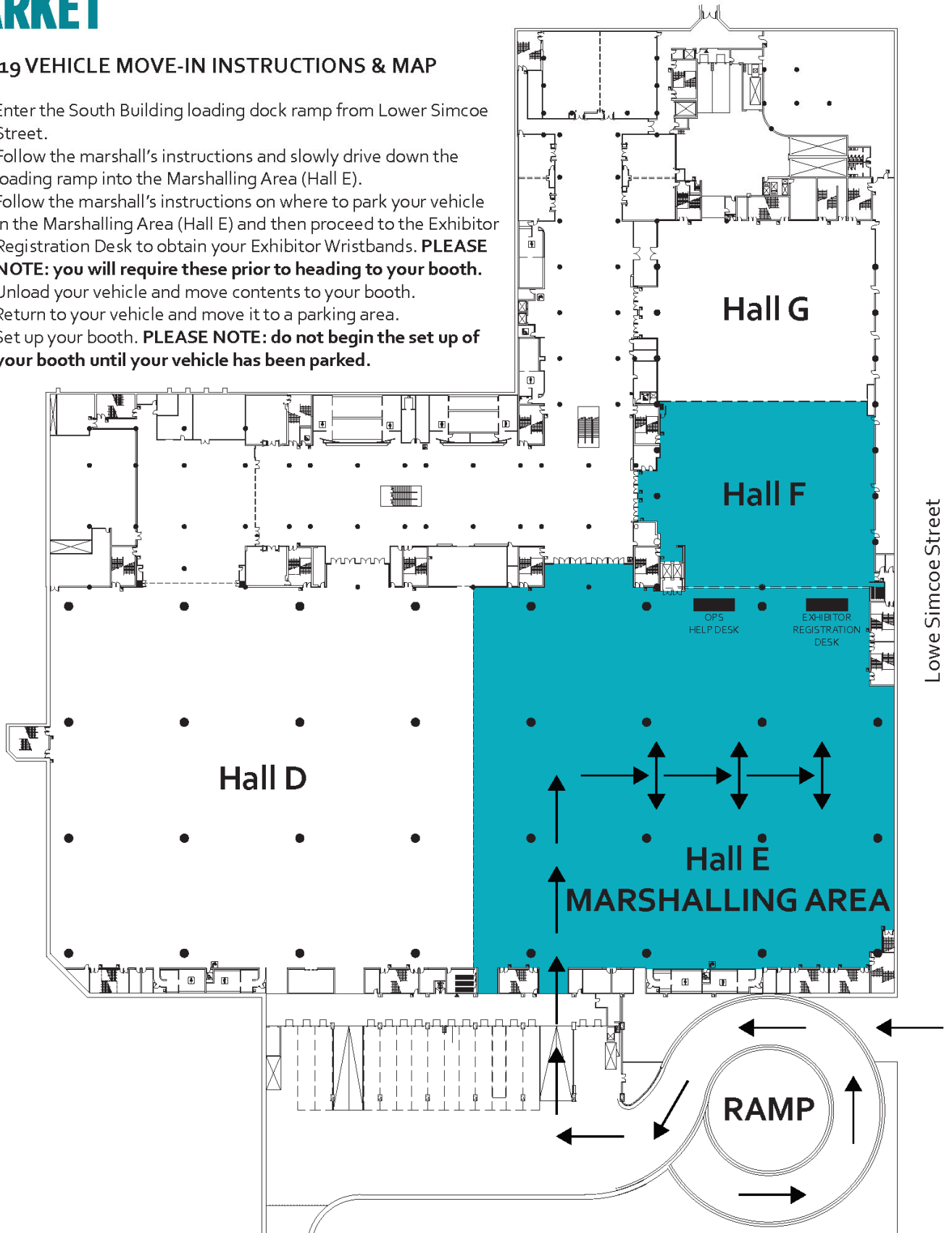
Show Management can be easily identified by the show badges with the FAN EXPO Holiday Market™ logo. It is their job to make sure everyone complies with all rules and regulations so that you, the exhibitor, are not negatively impacted by your neighbors and that you have a great experience at the FAN EXPO Holiday Market™.

SECTION 25 UNION LABOUR RULES & REGULATIONS

Metro Toronto Convention Centre requires Show Management and their exhibitors to adhere to all collective agreements in place between the MTCC and its unions. These agreements impact the way in which work needs to be done on-site. To save costs, all booth construction and painting should be done off-site prior to move-in. Assembly can take place on-site, although some of the assembly may be deemed union work, in which case, the hiring of such labour is the responsibility of the exhibitor. Exhibitors should be sure that all personnel working their booths are familiar with all union regulations.

2019 VEHICLE MOVE-IN INSTRUCTIONS & MAP

1. Enter the South Building loading dock ramp from Lower Simcoe Street.
2. Follow the marshal's instructions and slowly drive down the loading ramp into the Marshalling Area (Hall E).
3. Follow the marshal's instructions on where to park your vehicle in the Marshalling Area (Hall E) and then proceed to the Exhibitor Registration Desk to obtain your Exhibitor Wristbands. **PLEASE NOTE: you will require these prior to heading to your booth.**
4. Unload your vehicle and move contents to your booth.
5. Return to your vehicle and move it to a parking area.
6. Set up your booth. **PLEASE NOTE: do not begin the set up of your booth until your vehicle has been parked.**



Alternate Parking Lots near the Metro Toronto Convention Centre

