



# SHOW MANAGEMENT REGULATIONS 2018

This package is for the show management only. Please also review the attached Exhibitor package as well.

The Centre will require a representative of the Show Management Company (or the Show Manager), to make themselves available for a pre-ingress/ post-egress facility inspection. A “clean” facility will be provided for each show, and it must be left in the same condition upon the show’s egress. In the event that the Centre must undertake extensive cleaning of any sort in the exhibit halls, these costs will be invoiced directly to the show management, along with any costs relative to the delay in the ingress of a succeeding show.

## **Exhibitor/ Show Floor Plans**

The Centre should receive your exhibitor/ show floor plans a minimum of 2 months prior to the date of the show. This time allows for the distribution of exhibitor packages, which provide order forms for the exhibitors to order the appropriate services. The final floor plans must be provided to the Centre a minimum of 30 days prior to the show date.

All floor plans must meet local fire department regulations.

## **Fire Department Regulations**

See fire department regulations for display instructions. All shows must meet the City of Winnipeg Fire Department Regulations and floor plans must be pre-approved. The show will not be allowed to open unless all regulations are met.

## **Booth Numbers**

It is recommended that exhibits or booths be numbered to allow for easy identification by tradesmen, show or convention delegates. Often the sign on the booth of exhibit is different from the given trade name, which allows for confusion unless a standard number system is utilized.

## **Service Desk**

A service desk is recommended and will be located on the floor of the exhibition and clearly marked. All services not previously arranged and paid for must be paid at the service desk upon request of services.

## **Security**

Work passes should be supplied by the show management. This would eliminate the need for security passes to be issued. This area is to be staffed by the Show Management or alternately by the Centre staff at the prevailing hourly rate during ALL ingress/egress periods.

## **Show Security**

It is the RBC Convention Centre’s practice to provide, at the client’s expense, security staff to trade shows. The number of staff and scheduled hours are determined in consultation with the client and a cost estimate is submitted to the client for review, before being entered into the event details.

## **Elevator Operator**

The Centre will provide, at no additional charge to the client, one Elevator Operator, who will be responsible to provide access to the show floor to any attendees or participants who are unable to use the escalators or stairs. The Elevator Operator’s schedule will be communicated, in the event details, by the Coordinator. Additional elevator operators are at the expense of the show.

## **Dock Master**

The RBC CCW will provide, at no additional charge to the client, a dock master, who will be responsible to ensure the smooth and orderly flow of traffic and the quick and efficient unloading and pick up of exhibitors merchandise and equipment. The Event Coordinator and the Client will determine the precise hours the dock master will be required, for both ingress and egress of the show. The dock master’s schedule will be communicated, in the event details, by the Coordinator.

Reporting directly to the RBC Convention Centre Security Manager, the dock master’s responsibilities encompass access to and traffic control of the loading and receiving areas; the dock master’s responsibilities do not include any activity on the show floor (which is the responsibility of the show management).

### **Electrical permit**

The RBC Convention Centre will register for this permit from the City of Winnipeg with the fee included in the final invoice from the Centre.

### **Housekeeping**

Only Scapa Double coated polyethylene tape is approved for use on the show floors. All tape, etc. that is used to mark spaces on floors must be removed at the completion of the show. If this is not completed, the cost of removal of same will be charged to the show management. Nails, pins, tack, etc., as well as cellophane tape, duct tape, glue and foam stick are prohibited. Touch up of exhibits, etc., must be done in such a manner as not to deface or damage the RBC Convention Centre's property. Proper precautions must be taken, otherwise, repairs and cleaning will be carried out at the renter's expense.

It is the responsibility of the show management that all construction waste (bricks, concrete, pallets, etc) is removed from the RBC Convention Centre at the completion of every show. If they show management fails to do so, fees for removal will apply.

### **Parking**

There is no parking of private vehicles will be allowed on the 3<sup>rd</sup> floor loading dock or in the ground floor loading dock area. If illegally parked, they will be removed at the owner's expense.

### **Licenses/Taxes**

The show/event Management is responsible for all licenses and taxes due to the municipal, provincial and federal governments. (Includes municipal business and entertainment licenses/taxes if applicable).

### **Outside Contractors**

The supplying of services by outside contractors within the RBC Convention Centre, may result in a fee charged to the supplier and/or client. The Centre must approve such services in advance of the event.

### **Soliciting at Shows**

Anyone who is soliciting during the exhibitions without show management authorization will be asked to leave by the Centre and/or event security.

### **Forklift Operation**

It is important that all forklift operators are informed to drive slowly as these units mark the floor if handled incorrectly. The Manitoba Labour Board and the RBC Convention Centre require that only experienced and licensed drivers handle this equipment. A valid license must be presented upon request.

### **Show Information**

The show office telephone number(s) and if applicable, the show Website should be included in all advertising. If any Celebrities will be appearing in the show, the show times, dates and admission prices should be provided. The Centre requests that the show telephone number and Website be provided in advance to the Centre's General Office in order that this information can be provided to the public upon request via the Centre's switchboard operator. Any printed advertising should include the Corporate Logo of the Centre. This can be provided by the Centre upon request in black & white or colour format.

### **Advertising**

The RBC Convention Centre reserves the right to assess a commission on all signage (static, electronic) and promotional advertising displays (window skins, stair skins, garbage can wraps, etc.) to the show management for which they generate revenue in both rented areas and common areas. Commission does not apply to signage hung over/in a booth with messaging related to the booth.

### **Signs & Banners**

The hanging of signs & banners within the Centre, require advance notice via your Event Coordinator. The Centre's technicians handle the hanging of all signs & banners within the facility and advance notification is required in order to ensure that manpower is scheduled within normal business hours. An allowance for the number of signs & banners to be hung is dependent upon the event. Large numbers of signs and banners may be assessed a labour fee (in accordance to rates listed on our labour Rates Sheet). Also, the hanging of signs and banners during non-business hours may result in overtime/and or call in rates. Advance planning and delivery of the signs & banners is required.

### **Helium Balloons**

Helium used for balloons and balloon decorations is restricted within the Centre. All helium-filled balloons or other inflatable's are permitted if approved by the facility. A deposit by the Exhibitor is required in case of the removal of helium balloons, which have come un-tethered. Therefore, the exhibitor must ensure that all balloons are secured and upon the completion of the show must be deflated. Helium balloons must not be handed out. Helium balloons are not allowed in the York Ballroom and Hall C. Please see our online request form to enquire about approval.

### **Food and Beverage Concessionaires**

The RBC Convention Centre Winnipeg must approve, in advance, any concessions where consumable goods are sold. You can find the authorization form under [Authorization Request for Food and/or Beverage Concessionaires Approval](#). This form must be submitted prior to the show opening. A charge of \$100.00 per 8' x 10' booth per day will be applied to the Exhibitor and must be paid prior to show opening.

Concessions will be limited to items applicable to the show and items dispensed are limited to products manufactured, processed or distributed by the exhibiting firm. Only bulk or take home consumable items will be considered for approval.

Extensive food preparation (prepping, cooking and washing onsite) may require a separate Temporary Food Service Establishment Permit from a Public Health Inspector and must adhere to all City of Winnipeg Environmental Health Services Guidelines.

See link under <http://www.gov.mb.ca/health/publichealth/environmentalhealth/protection/docs/tempfood.pdf>

Concession fees for merchandise sold at concerts and entertainment events are negotiated on a separate basis.

### **Food and Beverage Sample Distribution Policy**

The Centre provides exclusive food and beverage services within the Centre. Exposition sponsoring organizations and/or their exhibitors may distribute sample food and/or beverage products applicable to their business and the show only upon written authorization. You can find the link under [Authorization Request for Food and/or Beverage Sample Approval](#). The Sample Food and /or Beverage Distribution Form must be submitted prior to show opening for approval. Food and/or Beverage items used as traffic promoters (ie: Popcorn, coffee, bottled water, bar service) MUST be purchased from the RBC Convention Centre Winnipeg. All alcoholic beverages are regulated under the regulations of the Liquor and Gaming Authority of Manitoba. Extensive food preparation (prepping, cooking and washing onsite) may require a separate Temporary Food Service Establishment Permit from a Public Health Inspector under <http://www.gov.mb.ca/health/publichealth/environmentalhealth/protection/docs/tempfood.pdf>

### **RBC Convention Centre Cash Food Concessions**

Where the show Management requests a cash food concession, a minimum of \$150.00 in sales per hour must be achieved. If hourly minimums (on average by day) are not reached, the client will be charged at prevailing hourly rates for a minimum of four hours; or for total hours worked by staff. Staff assigned to concessions includes: Servers, bus person and cashiers. The Centre maintains the right to decide on operation size, staffing levels and menus.

### **Insurance**

The RBC Convention Centre requires that all LICENSEES have comprehensive general liability insurance. Licensees will provide evidence of coverage (copy of certificate) for comprehensive general liability insurance to a minimum single combined limit of \$5 million bodily injury and property damage, or such other limit as the Centre may deem appropriate, and tenant's legal liability insurance to a minimum limit of \$500,000. The RBC Convention Centre reserves the right to specify increased limits respecting liability insurance per event. The Licensee further agrees that it will procure public liability, property damage, employer's liability and fire and extended perils coverage's in such limits as the RBC Convention Centre shall require and a certificate of insurance evidencing such coverage in form and content satisfactory to the Centre and shall be delivered to the RBC Convention Centre by Licensee at least FIVE DAYS prior to the date upon which the Licensee is to take possession of any of the designated areas. LICENSEE/Clients, who do not have an insurance company, can make application through the RBC Convention Centre to AON Reed Stenhouse/Sports-Can Insurance consultants Ltd. An application form must be completed and received by the RBC Convention Centre a MINIMUM OF THREE WEEKS PRIOR to the date of the event. Coverage cannot be guaranteed by the RBC Convention Centre and is subject to all conditions/limitations as designated by the broker/insurance company. Consult the RBC Convention Centre's [Comprehensive General Liability Insurance information sheet](#) and application form.

### **SOCAN**

Pursuant to a license agreement between the Society of Composers, Authors and Music Publishers of Canada (SOCAN), the RBC Convention Centre is obligated to collect SOCAN license fees, in accordance with applicable tariffs, from all Licensees and users of the facility in respect of the performance of musical works on the premises which are arranged for authorized by the Licensee. If you have arranged for music at your event, the RBC Convention Centre will assess the SOCAN licensing fees payable by you, in accordance with the applicable tariffs. To obtain the fee for your event contact your Event Coordinator.

### **RE:SOUND**

Re:Sound is a music licensing company empowered to collect license fees on behalf of artists and record companies in accordance with the Copyright Act. Pursuant to a License Agreement between the RBC Convention Centre and Re:Sound, the RBC Convention Centre is obligated to collect Re:Sound License Fees in accordance with applicable tariffs, from all licensees and users of the facility with respect to the performance in public of published sound recordings embodying musical works and performers' performances of such works on the premises which are arranged for or authorized by the licensee.

### **IATSE**

For any events requiring specialized lighting, sound and other theatrical equipment for event, performances, etc. labour must be contracted/completed by employees of Local 63 of the International Alliance of Theatrical Stage Employees and Moving Picture Machine Operators of the United States and Canada (I.A.T.S.E.). Local contact – Mr. Barry Kraft (204) 291-6778. This requirement is for the 3rd floor exhibition hall and does not include other event set up items such as: setting stages, seating maintenance of equipment, food & beverage set up, etc., as these are provided by the Centre. For further information on these services, contact your Event Coordinator.

### **RBC Convention Centre Ticketing**

For public shows/exhibitions, operation of event day box office in the Centre is carried out by the RBC Convention Centre. Clients are to be advised to contact [ticketing@wcc.mb.ca](mailto:ticketing@wcc.mb.ca) directly (204) 957-4544 to make necessary arrangements. RBC Convention Centre will retain the box office receipts. Within three working days after the end of the event, the Centre will make settlement with the show management.

### **Ticket Takers**

For all public trade and consumer shows, the Convention Centre requires that RBC Convention Centre Ticket Takers, at the expense of the client, shall work at all public entrance points to the show. Staffing level is assessed based on anticipated attendance and traffic to the show, as follows:

– For all shows with a projected attendance of 5,000 or more: Two ticket takers will be required at all “Principal Entrances” (all those entrances where tickets are collected).

– For access to the third floor: There will always be a minimum of two ticket takers for either the East or West Grate entrances. When both entrances are used, two ticket takers at each will be required.

RBC CCW Ticket Takers will not be required for “Secondary Entrances” (those entrances where tickets are not collected, but where access may be controlled by checking for hand stamp or wrist band). Show Management may control these Secondary Entrances with their own staff or contract the RBC CCW to do so. The Ticket Takers are Security Department employees and their scheduled hours will be determined in consultation with the client. A cost estimate will be submitted and reviewed with the client before being entered into the event details by the Coordinator.