



Dear Exhibitor,

This reference list of services and informational material is provided to assist you with your upcoming event. Please take a moment to familiarize yourself with this information.

- ◆ **The RBC Convention Centre Winnipeg is the exclusive supplier of Food & Beverage, Electrical, Plumbing, Overhead work, Internet and Technology and Housekeeping. If you require further information please contact the Exhibitor Service at (204) 957-4538 during business hours.**
- ◆ Please ensure you complete the necessary forms or placed online orders for the services you require. Online ordering and Exhibitor forms are available on our website <http://www.wcc.mb.ca/exhibitors/order-forms/>.
- ◆ Each service is sold on a per booth or per exhibitor basis.
- ◆ Supplying of services by outside contractors within the RBC Convention Centre may result in a fee charged to the exhibitor. The RBC Convention Centre must approve such services in advance of the event.
- ◆ Exhibitors are not allowed to use the RBC Convention Centre's plug in receptacles. Before any electronic equipment can be connected, the equipment must have a CSA approval sticker.
- ◆ The RBC Convention Centre will not rent any material handling equipment, other than the Scissor Lift or Forklift at the prevailing rate. Forklifts are not permitted on any carpeted surface. Please bring your own tools, ladders and dollies etc. to build or transport your exhibit.
- ◆ While on-site at the RBC Convention Centre, there will be Service Desk on the Exhibition floor clearly marked. All services not previously arranged and paid for must be paid at the service desk upon request of services.
- ◆ Alterations to any part of the structure of the Centre, or to items of furniture or equipment forming part of it, may not be made without prior written authorization from the RBC Convention Centre in each individual case. These prohibitions include the drilling of holes, mechanical fastening (nails, staples, push pins etc.) or adhesive fastening (tape, glue, sticky Velcro, etc.) and the attaching in any manner of decals, promotional literature or items. Failure to comply will result in a \$50.00 minimum penalty per occurrence to the client. Labour/ Repair charges will apply to remove prohibited tapes/ decals from the RBC Convention Centre.
- ◆ See fire and safety regulations for further information.
- ◆ All materials used for draping or decorations must be fire resistant or treated with a flame retardant solution to meet with a flame test as provided in the municipal code of Winnipeg for fire prevention.
- ◆ You are required to report immediately any unsafe condition or accident of which you have knowledge to a security guard or the show management.
- ◆ Alcohol consumption is prohibited during move-in and move-out of shows.
- ◆ In accordance with the City of Winnipeg Smoking by-law all RBC Convention Centre property/ facility is designated non-smoking.
- ◆ As per the Manitoba Employment Standard Code, children under 16 years of age are not permitted on the show floor during move-in or tear down. 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.
- ◆ All deliveries for exhibits on the 3rd Floor are to be made directly to the 3rd floor, via the truck entrance ramp off Edmonton Street. Drivers are to be notified that they are to wait until the ramp doors are completely open before proceeding into the building. The same applies when leaving through the Carlton Street exit. The Dock master controls the access/ traffic to the loading and receiving areas. All deliveries to the ground floor meeting rooms are to be made solely through the Edmonton and St. Mary Street ground level loading dock.

- ◆ Delivery or pick-up vehicles are not allowed on the Exhibition Floor without prior permission from the RBC Convention Centre. Any vehicles that are not part of the exhibit are to be removed from the exhibit floor 3 hours prior to the opening to allow for aisle cleaning.
 - *NO vehicle with studded tires will be allowed on the exhibit hall floor
 - *NO vehicle that is wet, muddy or snow covered will be allowed on the exhibit floor until clean and dry
 - *NO parking of private vehicles will be allowed on the 3rd floor loading dock or in the ground floor loading dock area. If illegally parked, they will be removed at the owner's expense.
- ◆ The RBC Convention Centre will not accept shipments of any kind for trade show/ exhibitions. All materials should be consigned to the contracted display company for the show.
- ◆ Passenger elevators and escalators are not to be used for transporting freight or equipment from level to level. This includes hand dollies/handcarts and hand carrying boxes, easels, chairs, tables, etc. The upper parkade level in the north building is serviced by two freight elevators which must be used to move any display units or other goods from the parkade level to the Centre's function rooms. Display units, goods and other materials are not allowed to be transported via the passenger elevators.
- ◆ The RBC Convention Centre has the right to refuse hanging any banner that is deemed unsafe.
- ◆ Out of safety concerns for guests, employees, and building, as well as concerns for individual privacy, the Centre prohibits the operations or use of unmanned aerial systems (UAS), or drones, by anyone – including recreational users and hobbyists – without prior written authorization from the Centre. This prohibition includes drones used for any purpose whatsoever, whether filming or videotaping, for commercial or personal purposes, or by media or journalists.
- ◆ Use of masking, clear packaging and plastic/based tape are prohibited. **Only** Scapa Double Coated Polyethylene Tape will be approved for use in the installation of carpeting in booths. Labour/ Repair charges will apply to remove prohibited tapes from the Convention Centre property. A "clean" facility will be provided for each show, and it must be left in the same condition upon the show's egress.
- ◆ All lost and found articles are catalogued and stored for 30 days at which time they are disposed of at the discretion of the facility. To enquire about lost and found items, please contact the Security Desk at (204) 957-4523.
- ◆ Aisles are maintained by the RBC Convention Centre staff. Vendors are asked to bring any of their waste to the designated locations during the show. Packing material, pallets and Construction waste (e.g. Carpet, Wood, Bricks, Concrete) that are discarded before and after the show are not to be placed into these bins. These materials should be removed by the Exhibitor, as they are not handled by the RBC Convention Centre. If exhibitors are having heavy crates removed at the completion of a show, they should inform the carriers, who will be coming to pick up same, in order that they send the number of persons required to do the job. The RBC Convention Centre personnel are not expected and will not be aiding the carriers to lift and move heavy articles.

Any materials that are not removed from the RBC Convention Centre at the stipulated time will be handed over to a storage company for holding at the expense of the exhibitor or show management. The exhibitor agrees that the RBC Convention Centre has the right to dismantle and pack any property of the exhibitor who has failed to do so in the time allotted. Or may order such work done at the sole expense of the exhibitor without incurring any liability for damage or loss.
- ◆ All food and beverage is exclusively provided by the RBC Convention Centre Winnipeg. It is not permissible for food and beverage, alcoholic or otherwise, to be purchased or brought in from off-site and served in the facility.
- ◆ Food and beverage sampling and distribution is not permitted unless shown to be directly relevant to the nature of the event. All sampling requests must be approved in advance by the RBC Convention Centre Winnipeg. Please see online request form.
- ◆ Animals or pets, with the exception of Service Animals are not permitted in the RBC Convention Centre. Exceptions are for approved exhibit, activity or performance requiring use of animals. Owners take full responsibility for their animals, which must be leashed or in an enclosed pen. Please see our online request form to enquire about approvals.
- ◆ All helium-filled balloons or other inflatable's are permitted if approved by the facility. A deposit 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.
- ◆ Anyone who is soliciting during the exhibitions without show management authorization will be asked to leave by the RBC Convention Centre.