RBC PLACE LONDON

EXHIBITOR SERVICES KIT

RBC PLACE LONDON

EXHIBITOR

Frequently Asked Topics

Access
Our very accessible Loading Dock entrance is off of Wellington Road. The best route is to exit at Wellington Road North from Hwy. 401 and remain on Wellington Road to downtown London. Just after Horton Street you will pass under the railway tracks. Proceed through the traffic lights at York Street and the Loading Dock is just north of York on the right hand side. The Loading Dock is only accessible from Wellington Road travelling North due to the centre boulevard.

Advertising – Authority for Logo
Prior written approval is required for the use of our new logotype, trademarks, symbols or trade name(s) in connection with any production, promotion, service, publication, public statements, public discussions or advertisements.

Animals
Service Animals are very welcome. All other animals, birds, or pets of any description are not welcome without prior written authorization.

Banners/Signs/Decorations
We have spent a great deal on upgrading the facilities and take pride in keeping our building looking pristine. No holes may be drilled, nails driven, hooks, screws, staples or pushpins tacked into any part of the building or equipment (including tables).

Under no circumstances may banners, decorations or signs and similar material be nailed, stapled, screwed, taped or attached to ceilings, walls or other painted surfaces except as listed below. Masking Tape – on tile, vinyl or fabric walls and on vinyl or wood surfaces (never on painted surfaces). Funtak - on painted, vinyl, wood and glass surfaces (excluding 2nd floor south foyer tinted windows), never on tile or fabric surfaces. Duct Tape – on carpet. Failure to comply will result in a damage charge to the client.

Signs/banners hung from the ceiling or above three metres on the wall may require the rental of the scissor lift and/or a labour charge. Please refer to Sign and Banner Installation Order Form S104 for more details and to make arrangements.

Cleaning Services
RBC Place London is the exclusive supplier for cleaning services within the building. Cleaning of meeting rooms, public corridors/common areas, show aisles and restrooms will be provided complimentary. Supplementary charges will apply to **interior booth cleaning** and the removal of bulk trash, crates, pallets, packing material and lumber. Please refer to Cleaning Service Order Form C105. Any damages caused to RBCPL building or fixtures by Exhibitor or vendors will be charged. (Eg. Bleach stains, etc.)

Electrical
For ordering of these services please refer to Electrical Services Order Form E100.

RBC PLACE LONDON

EXHIBITOR

Frequently Asked Topics

Elevators and Escalators
Passenger elevators are located in the southeast corner of the building and run from the underground parking garage to the second floor. Escalators are located in the main foyer and operate between the first and second floors only. Passenger elevators and escalators are for passengers only. Freight elevators are located on the Loading Dock and consist of one truck elevator and three small elevators for transporting all freight or equipment from level to level. For load capacity and dimensions please see Building Specifications.

Fire and Safety Regulations
In the event that a portion of the exhibitor's back wall is a "fire exit door", the exhibitor must leave total access to it and may not drape, cover or obscure it in any way. Total access must be available from aisles to exits (6-8') at all times, without obstruction of any kind.

- The following materials shall be flameproof if used for display or decorative purposes: flowers, foliage paper, cardboard, compressed paperboard less than 1/8 inch in thickness, plastic materials, split wood and bamboo fibres, styrofoam and textiles. Wallpaper is permissible if pasted securely to walls or wallboard backing.
- It is not necessary to flameproof textiles, paper or other combustible merchandise on display for sale, but the quantity used shall be limited to the displaying of one salvageable length.
- Equipment must be set-up in such a manner to comply with approved safety standards and a suitable fire extinguisher may be required on recommendation of the inspector. If at any time the fire inspector deems such equipment to be operated in a manner dangerous to public safety, he or she shall cancel the privilege of the exhibitor concerned.
- Flame shall not be used.
- Flammable liquids or gases shall not be stored inside the building.
- Displays must not encroach on exit doorways.
- Boxes, crates and cartons from which merchandise has been removed, must be neatly piled in a storage area.

Floor Load
The maximum ballroom floor load is 100 pounds per square foot.

Food and Beverage Services/Concessions
RBCPL is the exclusive caterer for all food and beverage services. All arrangements for the serving of food and/or beverages must be made through the Event Planning office. No food and beverage is to be brought onto the premises. No sample food and/or beverage products may be distributed or sold by sponsoring organizations except on prior written authorization. Please refer to Food and/or Beverage Sample Distribution Request Form F106 to make arrangements.

RBC PLACE LONDON

EXHIBITOR

Frequently Asked Topics

Freight Deliveries & Storage
Special advanced deliveries or storage requirements after an event require written authorization. To make special delivery, pick up and storage arrangements, please complete the Material Handling/Storage Services Order Form M102 for deliveries required prior to the move-in date. Fees apply. Deliveries must be labelled with: *function name, date of event, onsite contact, event space and booth number if known.*
Please refer to the Post Show Shipping & Packing Order Form P107 for outgoing items.

Helium Balloons
Helium balloons may not be distributed in RBCPL without written approval from Event Planning.

Ladders
RBCPL ladders are for internal use only and are not loaned to clients or contractors. Should clients or contractors require a ladder, one may be rented. Rental includes the assistance of an Event Services associate. Clients/contractors are permitted to bring in their own ladders to perform their own work.

Material Handling
RBCPL is the exclusive provider of in-house material handling. These include off-loading from delivery trucks, transporting material to exhibitor booth locations, removal of crates to designated storage areas, return of crates to booths at close of show and reloading on transport trucks. Equipment, such as a forklift, pump-trucks and dollies are available at the Centre at competitive rates. Please refer to Material Handling or Storage Services Order Form.

Parking
RBCPL has underground, multi-level parking for over 300 cars/mini-vans, available 24 hours a day, 7 days a week. Access to RBC Place London, Hotel/City Centre Office Complex is provided via staircase on all parking levels to the walkway and by two guest elevators located in the Southeast corner of building. There are several parking lots in close proximity to RBC Place London for visitor parking. The loading dock is not a parking lot and once unloaded, vehicles need to move unless arrangements have been pre-approved onsite.

Security
Twenty-four hour security for the building perimeter is provided. RBCPL is the exclusive provider for Event security, at the Client's expense. All security arrangements are subject to approval by RBCPL management. The Client is responsible for all loss and damage to personal property or equipment. Please refer to Event Planning office for Security arrangements.

RBC PLACE LONDON

EXHIBITOR

Frequently Asked Topics

Smoking
RBC Place London is a smoke free facility which includes the Loading Dock and underground parking areas. Smoking is only permitted 30 feet away from all entrance doors.

Vehicles and Motorized Equipment
Vehicles and motorized equipment to be displayed are subject to approval by RBC Place London. Please contact Event Planning.

Telephone & Data Communications
For ordering of these services please refer to Telephone and Data Order Form T103.

Waste Removal
RBC Place London is committed to reducing our impact on our environment. Please consider the environment when shipping materials for your event. RBCPL has a full recycle, waste and compost removal program. During set-ups and tear downs appropriate receptacles will be available on the loading dock and/or service areas adjacent to exhibits for your convenience. Disposal of excessive garbage/recycling materials may result in an applicable eco fee at the sole discretion of RBCPL.

***Thank you for your co-operation and we look forward to working with you*.**

RBC PLACE LONDON

Building Specifications

Building Location	Technical Specifications
Front Entrance Area	**Ceiling height:** 4.1m **Vehicle access (LxWxH):** 5.8m x 1.6m x 2.2m **Floor load:** 485kg/sq m **Lighting:** fluorescent/HID **Flooring:** carpet/marble tile **Passenger Elevator (2):** 15 people or 1134kgs **Passenger Escalator (2):** 105 people or 9000kgs **Utilities:** wall and floor grid system containing electrical, data and voice outlets
Ballroom	* Refer to RBCPL Rates & Occupancy chart for room dimensions **Ceiling height:** 7.2m – 7.6m **Vehicle access (LxWxH):** 14.9m x 3.2m x 3.9m **Doors:** solid maple **Floor load:** 485kg/sq m **Lighting:** incandescent/HID **Flooring:** carpet **Rigging Points:** 1800kgs **Utilities:** • floor and wall grid system containing electrical, audio, video, data and voice outlets • 10 wall access ports located around perimeter containing water and drainage outlets • compressed air outlets accessible through ceiling
Ballroom Foyer	**Ceiling height:** 6.5m – 7.6m **Vehicle access (LxWxH):** 5.8m x 2.3m x 2.2m **Doors:** solid maple **Floor load:** 485kg/sq m **Lighting:** fluorescent/HID **Flooring:** carpet **Utilities:** wall and floor grid system containing electrical, data and voice outlets
Meeting Rooms	**Ceiling height:** 3.6m **Doors:** solid maple **Floor load:** 485kg/sq m **Lighting:** incandescent/fluorescent **Flooring:** carpet **Utilities:** wall grid system containing electrical, audio, video, data and voice outlets
Meeting Room Foyer	**Ceiling height:** 4.3m **Vehicle access (LxWxH):** 5.8m x 1.6m x 2.2m **Doors:** solid maple **Floor load:** 485kg/sq m **Lighting:** fluorescent/HID **Flooring:** carpet/marble tile **Utilities:** wall and floor grid system containing electrical, data and voice outlets

Loading Dock	**Street Entrance Doorway – Height:** 4.4m (14' 6") **Width:** 6.7m (22') **Loading Bays:** Four loading bays – all bays outfitted with Dock **Levellers Truck Elevator (1):** • Door Height 4.2m (14') • Interior Length 14.9m (48') • Interior Width 3.5m (11' 8") • Maximum Weight 20408 kgs (43,500 lbs) **Freight Elevator (1):** • Door Height 2.3m (7' 10") • Interior Length 2.5m (5' 9") • Interior Width 1.7m (8' 4") • Maximum Weight 2268 kgs (5,000 lbs) **Service Elevator (2): 25 people or 1814 kgs**
Parking Garage	**Entrance Height:** 2.13m **Spaces:** 312 spaces for cars/mini-vans **Wheelchair Accessible Spaces:** 4 permanent stalls, ability to expand to 75
Parking – Outdoor Lot	**Spaces:** 70 regular and 2 wheelchair accessible
House Sound System	**Ballroom and Salons:** • Equipped with an in-house sound system comprised of distributed speakers installed in the ceilings for general public address applications. • The system is controlled from an AV control room located at the centre of the service area on the main floor and is operated by the in- house AV company.

RBC PLACE LONDON

EXHIBITOR FORM

Please Complete and Email to: info@rbcplacelondon.com

For Information Contact: 519-661-6200 Toll Free: 1-800-203-1992

Fax: 519-661-5990

Function:	Date:	Booth No:

Company Name: _____ **Contact Name:** _____

Street Address: _____ **City, Province:** _____

Postal/Zip Code: _____ **Email:** _____

Telephone: _____ **Fax:** _____

ELECTRICAL SERVICES ORDER FORM – E100 **FMS/CS**

A. ELECTRICAL OUTLETS (P.S.T. Exempt)	**PRE-ORDER**	**ON-SITE**	**Qty.**	**AMOUNT**
1500 watt, 120 V outlet, approx. 15 amps	$ 80.00+HST= **$90.40**	$95.00+HST= **$107.35**		$
2000 watt, 120 V outlet, approx. 20 amps	$ 95.00+HST= **$107.35**	$ 110+HST= **$124.30**		$
1500 watt, 120 V outlet with Surge Suppression	$ 85.00+HST= **$96.05**	$ 100.00+HST= **$113.00**		$
3600 watt, 120 V outlet, approx. 30 amps	$ 160.00+HST= **$180.80**	**N/A**		$
4800 watt, 120 V outlet, approx. 40 amps	$ 180.00+HST= **$203.40**	**N/A**		$
Section A Subtotal				

B. HYDRO CONNECTIONS (Wired On-Site) **ELECTRICAL, LIGHTING & SOUND**	**PRE-ORDER**	**ON-SITE**	**Qty.**	**AMOUNT**
120/208 V 30A 3 phase	$ 200.00+HST= **$226.00**	**N/A**		$
120/208 V 100A 3 phase	$500.00+HST= **$565.00**	**N/A**		$
120/208 V 200A 3 phase	$600.00+HST= **$678.00**	**N/A**		$
120/240 V 50A 1 phase	$250.00+HST= **$282.50**	**N/A**		$
120/240 V 60A 1 phase	$275.00+HST= **$310.75**	**N/A**		$
120/240 V 100A 1 phase	$500.00+HST= **$565.00**	**N/A**		$

SPECIAL ELECTRICAL CONNECTIONS - By Quotation (Please Complete the Following):

Volts	**Amps/Wattage**	**Phase**	**24 Hour**	**LCC Quote**
				$
			Section B Subtotal	**$**
			TOTAL AMOUNT PAYABLE (Amount A + B) including 13% HST (#R136385242)	$

SEE CONDITIONS & REGULATIONS ON REVERSE SIDE OF THIS ORDER FORM

METHOD OF PAYMENT: ☐ Visa ☐ Mastercard ☐ American Express	Expiry Date:
Credit Card Number:	Name on Card:
Signature:	
Date:	(Please Print Clearly)

Please retain a copy for your records and return original with payment

RBC PLACE LONDON

EXHIBITOR FORM

ELECTRICAL SERVICES – E100

CONDITIONS & REGULATIONS

1. All materials and equipment supplied remain the property of RBC Place London (RBCPL).

2. All equipment MUST be approved by an agency ACCREDITED by the STANDARDS COUNCIL OF CANADA and be acceptable for use by the Electrical Safety Authority (ESA). UNAPPROVED ELECTRICAL PRODUCTS MAY BE DISPLAYED at TRADESHOWS WHEN "PERMISSION to SHOW" is granted by the ELECTRICAL SAFETY AUTHORITY. A Nominal fee is charged for this service. FINES of UP to $5000.00 may result for failure to comply with this REGULATION. For information, contact the ESA at 1-877-421-2228.

3. RBCPL Facility Maintenance Technicians (FMS) are the only technicians authorized to alter floor coverings.

4. Credit will not be given for connections installed and not used.

5. It is the exhibitor's responsibility to ensure safe return of rented equipment to RBCPL FMS Services. **DO NOT LEAVE EQUIPMENT UNATTENDED IN BOOTH**.

6. Disputes concerning service must be filed by the exhibitor with RBCPL FMS Services prior to the close of the show.

7. Payment Terms:
   a) Advanced pre-order rates apply to orders received up to **3 days prior** to the "move-in time" for the show. Orders received after this time shall be considered as "On-site Orders" and shall be subject to the "On-Site" rate.
   b) Payment must accompany all pre-ordered services. No pre-ordered service will be processed without a valid credit card number. Exhibitors with outstanding balances from prior shows must satisfy payment requirement or services will not be provided. Current show balances and/or charges incurred for additional services must be paid in full prior to show opening or services will be disconnected. No exceptions.
   c) Only American Express, Mastercard and VISA credit card and onsite Debit and Cash transactions will be accepted.
   d) Refunds for overpayment will be processed by RBCPL within thirty (30) days after the show closing date.

RBC PLACE LONDON

EXHIBITOR FORM

Please Complete and Email to: info@rbcplacelondon.com

For Information Contact: 519-661-6200 Toll Free: 1-800-203-1992

Fax: 519-661-5990

Function:	Date:	Booth No:

Company Name: _____ **Contact Name:** _____

Street Address: _____ **City, Province:** _____

Postal/Zip Code: _____ **Email:** _____

Telephone: _____ **Fax:** _____

TELEPHONE AND DATA ORDER FORM – T103 **FMS/CS**

The following rates include a one-time installation in the location of your choice. Changes to the original placement will be subject to a labour charge.

- ALL LONG DISTANCE CALLS (Including directory assistance) are extra and will be charged at the prevailing rate.
- Must dial an access code of "9" for an outside line.

A. TELEPHONE SERVICES	PRE-ORDER	ON-SITE	Qty.	AMOUNT
Regular Voice Phone	$ 75.00	$ 100.00		$
Regular Voice Phone with Voicemail	$ 80.00	$ 105.00		$
Fax or Modem Line	$ 75.00	$ 100.00		$
Combination Voice / Modem Unit	$120.00	$ 145.00		$
			Section A Subtotal	**$**

B. DATA SERVICES	PRE-ORDER	ON-SITE	Qty.	AMOUNT
ISDN Line **(NOTE-System Requirements: Must provide own Equipment)**	Quote Available	Quote Available		$
Bell Microlink Line **Must be Pre-ordered 30 Days in Advance (Note-System Requirements: Must provide own Equipment)**	Quote Available	Unavailable		$
Bell Microlink (T-1) Line **Must be Pre-ordered 45 Days in Advance (Note-System Requirements: Must provide own Equipment)**	Quote Available	Unavailable		$
			Section B Subtotal	**$**

C. INTERNET	PRE-ORDER	ON-SITE	Qty.	AMOUNT
High Speed DSL Connection **(NOTE-System Requirements: 10 base-T-Ether Net Card or a Twisted Pair RJ-45 Connector)**	$ 150.00	$ 180.00		$
Wireless High Speed Connection	$175.00	n/a		
			Section C Subtotal	**$**

Subtotal (Section A + B+ C)	$
13% HST (#R136385242)	$
TOTAL AMOUNT PAYABLE	$

SEE CONDITIONS AND REGULATIONS ON REVERSE SIDE OF THIS ORDER FORM

METHOD OF PAYMENT:	☐ Visa	☐ Mastercard	☐ American Express	Expiry Date:
Credit Card Number:			Name on Card:	
Signature:				
Date:			(Please Print Clearly)	

Please retain a copy for your records and return original with payment

RBC PLACE LONDON

EXHIBITOR FORM

TELEPHONE AND DATA – T103

CONDITIONS & REGULATIONS

1. All materials and equipment supplied remain the property of RBC Place London (RBCPL).

2. Unless otherwise directed, only the RBCPL Facility Services Technicians (FMS) are authorized to cut floor coverings.

3. Credit will not be given for connections installed and not used.

4. It is the exhibitor's responsibility to ensure return of rented equipment in undamaged condition to RBCPL FMS Services.
   DO NOT LEAVE EQUIPMENT UNATTENDED IN BOOTH.

5. Disputes concerning service must be filed by the exhibitor with RBCPL FMS Services prior to the close of the show.

6. Payment Terms:
   a) Advanced pre-order rates apply to orders received up to **3 days prior** to the "move-in time" for the show. Orders received after this time shall be considered as "On-site Orders" and shall be subject to the "On-Site" rate.
   b) Payment must accompany all pre-ordered services. No pre-ordered service will be processed without a valid credit card number. Exhibitors with outstanding balances from prior shows must satisfy payment requirement or services will not be provided. Current show balances and/or charges incurred for additional services must be paid in full prior to show opening or services will be disconnected. No exceptions.
   c) Only American Express, Mastercard and VISA credit card and onsite Debit and Cash transactions will be accepted.
   d) Refunds for overpayment will be processed by RBCPL within thirty (30) days after the show closing date.

RBC PLACE LONDON

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Fax: 519-661-5990

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Company Name: _____ **Contact Name:** _____

Street Address: _____ **City, Province:** _____

Postal/Zip Code: _____ **Email:** _____

Telephone: _____ **Fax:** _____

MATERIAL HANDLING / STORAGE SERVICES ORDER FORM – M102

A. MATERIAL HANDLING - Service Includes: Receipt of materials up to 48hrs before event, movement to booth (not set-up), storage during the event and return to booth for move-out and return to dock for shipment. (storage up to 24hrs after event). Shipper/exhibitor responsible for verifying proper items loaded onto vehicle and waybill tracking.

Shipping Information: (Section below must be completed in full for materials to be processed)				
Total Pieces:		Total Weight:		
Arrival Date (charges could apply):		Shipping Date:		
Trucking Line:		Tracking Number:		
Customs Broker:		Your On-site Contact:		
Telephone Number:		Telephone Number:		
Total Weight (rounded up to next hundred pounds): _____lbs **X $35 per 100 Weight (min $100)**				$
			Section A Subtotal	**$**

B. STORAGE SERVICE - Limited storage is available. Special arrangements are available at the following rates. Due to very limited on-site storage, we recommend that small display cases be stored within your booth.

Case/Box (up to 24"Wx18"Lx48"H): #_____of pieces **X $10** per piece/day (_____days) =	$
Skid/Case/Crate (up to 48"Wx48"Lx48"H): #_____of pieces **X $30** per piece/day (_____days) =	$
Larger Articles are measured by the # of units (48"Wx48"Lx48"H) it contains =_____units **X $30 /**day (_____days) =	$
Section B Subtotal	**$**

Subtotal (Section A **or** Section B)	$
13% HST (#R136385242)	$
TOTAL AMOUNT PAYABLE	$

See Conditions, regulations, shipping address and courier instructions on reverse side of this form

METHOD OF PAYMENT: ☐ Visa ☐ Mastercard ☐ American Express	Expiry Date:
Credit Card Number:	Name on Card:
Signature:	
Date:	(Please Print Clearly)

Please retain a copy for your records and return original with payment

RBC PLACE LONDON

EXHIBITOR FORM

MATERIAL HANDLING
OR STORAGE SERVICES – M102

CONDITIONS & REGULATIONS

1. RBC Place London (RBCPL) reserves the right to inspect and control all products. Liability for damages to the premises will be charged accordingly. RBCPL will not be held responsible for damage or loss of any personal property and equipment left in the building prior to, during or following any tradeshow, or for any injury or death resulting from the acts or omissions of exhibitor. Disposal of excessive garbage/recycling materials may result in an applicable eco fee.

2. Passenger elevators and escalators are NOT to be used for transporting freight or equipment including easels, chairs, tables, etc. Freight elevators are located on the Loading Dock and consist of one truck elevator and three small elevators for transporting all freight or equipment from level to level. For Load Capacity and dimensions please see Building Specifications Document or contact RBCPL. All exhibitor materials must be shipped in & out of the building through the Loading Dock ONLY. Clients /Exhibitors are not permitted to operate the freight elevators without an RBCPL associate present.

3. RBCPL restricts delivery and/or storage prior to and following an event. No shipments or deliveries of any kind shall be accepted by RBCPL unless the Client /Exhibitor has pre-ordered services from the "Material Handling / Storage Services M102" order form.

4. Payment Terms:
   a) Payments must accompany all Service Orders. No Service Order will be processed without payment. Exhibitors with outstanding balances from prior shows must satisfy payment requirement or services will not be provided. Current show balances and/or charges incurred for additional services must be paid in full prior to show opening or services will be disconnected. No exceptions.
   b) Only American Express, Mastercard and VISA credit card and onsite Debit and Cash transactions will be accepted.
   c) Refunds for overpayment will be processed by RBCPL within thirty (30) days after the show closing date.

5. Shipping Address

Please ship tradeshow materials to the following address:

RBC Place London
300 York Street
London, ON
N6B 1P8

Please include name of the Tradeshow, company name and/or booth #

Couriers: All deliveries must go to the loading dock via Wellington Street

RBC PLACE LONDON

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Please Complete and Email to: info@rbcplacelondon.com

For Information Contact: 519-661-6200 Toll Free: 1-800-203-1992
Fax: 519-661-5990

Function:	Date:	Booth No:

Company Name: _____ **Contact Name:** _____
Street Address: _____ **City, Province:** _____
Postal/Zip Code: _____ **Email:** _____
Telephone: _____ **Fax:** _____

FOOD / BEVERAGE SAMPLE DISTRIBUTION REQUEST FORM – F106 **ES/KIT**

RBC Place London has exclusive food and beverage distribution rights within the venue. The event organizer and/or their exhibitors may distribute sample food and beverage products **ONLY** upon written authorization. RBC Place London will not be responsible for the quality or state of the food or beverage served by an authorized vendor.

GENERAL CONDITIONS

1. Items dispensed are limited to products manufactured, processed or distributed by exhibiting firm.
2. All items are limited to SAMPLE SIZE:
   (a) Sample or promotional non-alcoholic beverages limited to maximum **3oz.**
   (b) Sample or promotional alcoholic beverages limited to maximum **¼ oz** to **1oz** depending on product.
   (c) Sample food items limited to "bite size" and have been produced at a food premise regulated by the Health Protection Act.
3. F&B items used as traffic promoters (i.e., potato chips, coffee) **MUST** be purchased from RBCPL (see note** below).
4. Any sampling of alcoholic beverages must be within the guidelines of the Alcohol and Gaming Commission of Ontario and will require a *Special Occasion Permit* from the LCBO.

INFORMATION Product(s) you wish to Dispense:

Size of Portion to be Dispensed:

Proposed Method of Dispensing:

Explain Purpose of Offering Samples:

RBCPL OFFICE USE ONLY – Above Approved by Management:

_____ _____
Executive Chef / Director, Event Services **Date of Approval**

**Please complete the following method of payment only if you require food & beverage preparation from RBC Place London.

METHOD OF PAYMENT: ☐ Visa ☐ Mastercard ☐ American Express	Expiry Date:
Credit Card Number:	Name on Card:
Signature:	
Date:	(Please Print Clearly)

Please retain a copy for your records and return original with payment

RBC PLACE LONDON

EXHIBITOR FORM

FOOD AND/OR BEVERAGE SAMPLE DISTRIBUTION – F106

CONDITIONS & REGULATIONS

1. RBC Place London (RBCPL) has exclusive food and beverage distribution rights within the venue. The event organizer and/or their exhibitors may distribute sample food and beverage products **ONLY** upon written authorization – SEE REVERSE

2. **RBCPL will not be responsible for the quality or state of the food or beverage served by an authorized vendor.**

3. Items dispensed are limited to products manufactured, processed or distributed by exhibiting firm. Disposal of excessive garbage/recycling materials may result in an applicable eco fee.

4. All items are limited to SAMPLE SIZE:
   (a) Sample or promotional non-alcoholic beverages limited to maximum **3oz.**
   (b) Sample or promotional alcoholic beverages limited to maximum **¼ oz** to **1oz** depending on product.
   (c) Sample food items limited to "bite size" and have been produced at a food premise regulated by the Health Protection Act.

5. Food and/or beverage items used as traffic promoters (i.e., potato chips, coffee, bar service) **MUST** be purchased from RBCPL

6. All materials and equipment supplied remain the property of RBCPL.

7. Payment Terms:
   a) Payment must accompany all Food & Beverage Orders that require preparation from RBCPL. No Order will be processed without payment. Exhibitors with outstanding balances from prior shows must satisfy payment requirement or services will not be provided. Current show balances and/or charges incurred for additional services must be paid in full prior to show opening or services will be discontinued. No exceptions.
   b) Only American Express, Mastercard and VISA credit card and onsite Debit and Cash transactions will be accepted.
   c) Refunds for overpayment will be processed by RBCPL within thirty (30) days after the show closing date.

RBC PLACE LONDON

EXHIBITOR FORM

Please Complete and Email to: info@rbcplacelondon.com

For Information Contact: 519-661-6200 Toll Free: 1-800-203-1992

Fax: 519-661-5990

Function:	Date:	Booth No:

Company Name: _____ **Contact Name:** _____

Street Address: _____ **City, Province:** _____

Postal/Zip Code: _____ **Email:** _____

Telephone: _____ **Fax:** _____

CLEANING SERVICES ORDER FORM – C105 **ES/CS**

General cleaning of show AISLES (removal of aisle waste, waste from aisle containers and daily vacuuming) is provided by the RBCPL Event Services Team. Cleaning of INDIVIDUAL EXHIBIT BOOTHS is the responsibility of the exhibitor and can be arranged.

A. CARPET CLEANING

Shampooing	0.50 ¢ /sq. ft. **x**		Square Feet **x**		Day =	$
Specify Date and Time:						
					Section A Subtotal	$

B. BASIC CLEANING SERVICE

Vacuuming, dusting and emptying waste containers 100 sq. ft. minimum

Pre-Show Cleaning	0.20 ¢ /sq. ft. **x**	_____	Square Feet **x**	_____	Day =	$
Daily Cleaning	0.15 ¢ /sq. ft. **x**	_____	Square Feet **x**	_____	Day(s) =	$
Specify Date (if applicable):						
					Section B Subtotal	$

C. FULL CLEANING SERVICE

Vacuuming, dusting and emptying waste containers and exterior cleaning/polishing of windows and/or mirrors 100 sq. ft. minimum

Pre-Show Cleaning	0.25 ¢ /sq. ft. **x**	_____	Square Feet **x**	_____	Days =	$
Daily Cleaning	0.20 ¢ /sq. ft. **x**	_____	Square Feet **x**	_____	Days =	$
Specify Date (if applicable):						
					Section C Subtotal	**$**

Subtotal (Section A + Section B +Section C)	$
13 % HST (#R136385242)	$
TOTAL AMOUNT PAYABLE	$

The above rates are based on **GROSS BOOTH AREA** - Additional charges would be pending for carpets in need of special attention due to food sampling demonstrations, hair, wood, metal shavings, grease or oil.

METHOD OF PAYMENT:	☐ Visa	☐ Mastercard	☐ American Express	Expiry Date:
Credit Card Number:			Name on Card:	
Signature:				
Date:			(Please Print Clearly)	

Please retain a copy for your records and return original with payment

RBC PLACE LONDON

EXHIBITOR FORM

CLEANING SERVICES – C105

CONDITIONS & REGULATIONS

1. Disposal of excessive garbage/recycling materials may result in an applicable eco fee.

2. Disputes concerning service must be filed by the exhibitor with the Event Services Team prior to the close of the show.

3. Payment Terms:
   a) Payments must accompany all Service Orders. No Service Order will be processed without payment. Exhibitors with outstanding balances from prior shows must satisfy payment requirement or services will not be provided. Current show balances and/or charges incurred for additional services must be paid in full prior to show opening or services will be disconnected. No exceptions.
   b) Only American Express, Mastercard and VISA credit card transactions will be accepted.
   c) Refunds for overpayment will be processed by RBCPL within thirty (30) days after the show closing date.

RBC PLACE LONDON

EXHIBITOR FORM

Please Complete and Email to: info@rbcplacelondon.com

For Information Contact: 519-661-6200 Toll Free: 1-800-203-1992

Fax: 519-661-5990

Function:	Date:	Booth No:

Company Name: _____ **Contact Name:** _____
Street Address: _____ **City, Province:** _____
Postal/Zip Code: _____ **Email:** _____
Telephone: _____ **Fax:** _____

SIGN AND BANNER INSTALLATION ORDER FORM – S104 **ES/FMS/CS**

Signs and Banners hung from the ceiling or above three metres on the wall require rental of the RBCPL Scissor-lift as well as labour.

SIGN AND BANNER DIMENSIONS	
Height:	Length:
Width:	Weight:
Grommets: Yes ☐ No ☐	

SIGN AND BANNER INSTALLATION		**PRE-ORDER**	**ON-SITE**	**Qty.**	**AMOUNT**
ES	One Installer with Ladder (min 1 hr)	$ 35.00/hour + 13% HST=**$39.55**	$ 45.00/hour + 13% HST=**$50.85**		$
	Two Installers with Ladder (min 1 hr)	$ 70.00/hour + 13% HST=**$79.10**	$ 90.00/hour + 13% HST=**$101.70**		$
FMS	One Installer with Scissor-lift	$55.00/hour + 13% HST=**$62.15**	$ 70.00/hour + 13% HST=**$79.10**		$
	Two Installers with Scissor-lift	$ 90.00/hour + 13% HST=**$101.70**	$ 105.00/hour + 13% HST=**$118.65**		$
* Heavy Banner Surcharge		$10 plus 13% HST **= $11.30 per point**			$
		TOTAL AMOUNT PAYABLE (INCLUDING 13% HST #R136385242)			$

*** NOTE:** Heavy Banners (Over 10lbs. per hanging point) are subject to a hanging surcharge of $10 per point in addition to the above labour charges

SEE CONDITIONS AND REGULATIONS ON REVERSE SIDE OF THIS ORDER FORM

METHOD OF PAYMENT: ☐ Visa ☐ Mastercard ☐ American Express	Expiry Date:
Credit Card Number:	Name on Card:
Signature:	
Date:	(Please Print Clearly)

Please retain a copy for your records and return original with payment

RBC PLACE LONDON

EXHIBITOR FORM

SIGN AND BANNER INSTALLATION – S104

CONDITIONS & REGULATIONS

1. Unless otherwise directed, only RBC Place London (RBCPL) Event Services Team (ES) or Facility Maintenance Technicians (FMS) are authorized to modify Banners and/or Signs as required in order to ensure safe hanging practices are followed.

2. Disputes concerning service must be filed by the exhibitor with RBCPL prior to the close of the show.

3. Payment Terms:
   a) Advanced pre-order rates apply to orders received up to **10 days prior** to the "move-in time" for the show. Orders received after this time shall be considered as "On-site Orders" and shall be subject to the "On-Site" rate.
   b) Payment must accompany all pre-ordered services. No pre-ordered service will be processed without a valid credit card number. Exhibitors with outstanding balances from prior shows must satisfy payment requirement or services will not be provided. Current show balances and/or charges incurred for additional services must be paid in full prior to show opening or services will be disconnected. No exceptions.
   c) Only American Express, Mastercard and VISA credit card and onsite Debit and Cash transactions will be accepted.
   d) Refunds for overpayment will be processed by RBCPL within thirty (30) days after the show closing date.

RBC PLACE LONDON

EXHIBITOR FORM

Please Complete and Email to: info@rbcplacelondon.com

For Information Contact: 519-661-6200 Toll Free: 1-800-203-1992

Fax: 519-661-5990

Function:	Date:	Booth No:

Company Name: _____ **Contact Name:** _____
Street Address: _____ **City, Province:** _____
Postal/Zip Code: _____ **Email:** _____
Telephone: _____ **Fax:** _____

MECHANICAL CONNECTIONS ORDER FORM – M110 **FMS/CS**

MECHANICAL CONNECTION

Product: ☐ Water ☐ Air ☐ Drainage

Size of connection: _____

Volume Required (If Applicable): _____

Pressure Required (If Applicable): _____

Other Requirements, please describe below:

For the availability and the costs of your requirements please call or email this form to RBC Place London.

RBC Place London Use Only

CHARGE

Subtotal	**$**
13 % HST (#R136385242)	$
TOTAL AMOUNT PAYABLE	$

For availability and the costs of your requirements please call or email this form to RBC Place London.
SEE CONDITIONS & REGULATIONS ON REVERSE SIDE OF THIS ORDER FORM

METHOD OF PAYMENT:	☐ Visa	☐ Mastercard	☐ American Express	Expiry Date:
Credit Card Number:			Name on Card:	
Signature:				
Date:			(Please Print Clearly)	

Please retain a copy for your records and return original with payment

RBC PLACE LONDON

EXHIBITOR FORM

MECHANICAL CONNECTIONS - M110

CONDITIONS & REGULATIONS

1. All materials and equipment supplied remain the property of RBC Place London (RBCPL).

2. **All equipment MUST be CSA approved and be acceptable for use by the appropriate governing body. For information please contact the Canadian Standards Authority at 1 800-463-6727 or www.csa.ca.**

3. Unless otherwise directed, only RBCPL Facility Maintenance Technicians (FMS) are authorized to cut floor coverings.

4. Credit will not be given for connections installed and not used.

5. It is the exhibitor's responsibility to ensure safe return of rented equipment to RBCPL FMS Services. **DO NOT LEAVE EQUIPMENT UNATTENDED IN BOOTH**.

6. Disputes concerning service must be filed by the exhibitor with RBCPL FMS Services prior to the close of the show.

7. Payment Terms:
   a) Payment must accompany all Service Orders. No Service Order will be processed without payment. Exhibitors with outstanding balances from prior shows must satisfy payment requirement or services will not be provided. Current show balances and/or charges incurred for additional services must be paid in full prior to show opening or services will be disconnected. No exceptions.
   b) Only American Express, Mastercard and VISA credit card and onsite Debit and Cash transactions will be accepted.
   c) Refunds for overpayment will be processed by RBCPL within thirty (30) days after the show closing date.

RBC PLACE LONDON

EXHIBITOR FORM

Please Complete and Take to Front Desk or Give to Event Services Supervisor
Use the Speed dial button "ES Super" located on any House Phone

ONSITE TRADESHOW EQUIPMENT REQUEST FORM – O109 **ES/CS**

Company Name: _____ **Contact Name:** _____
Street Address: _____ **City, Province:** _____
Postal/Zip Code: _____ **Email:** _____
Telephone: _____ **Fax:** _____

Rental Items

☐ Δ **6' Table** ($10.00 plus 13% HST = $11.30)
☐ Δ **36" Cocktail Table** ($10.00 plus 13% HST = $11.30)
☐ Δ **66" Round Table** ($15.00 plus 13% HST =$16.95)
☐ Δ **36" Standup Cocktail Table** ($15.00 plus13% HST=$16.95)
☐ Δ **Table Cloth** ($5.00 plus 13% HST =$5.65) (size 72 x 120)
☐ Δ **Other** _____ ($_____ plus HST 13%)

☐ Δ **Banquet Chair** ($5.00 plus 13% HST=$5.65)
☐ Δ **Bread Basket** ($2.00 plus 13% HST=$2.26)
☐ Δ **Easel** ($10.00 plus 13%HST = $11.30)
☐ Δ **13' Table Skirt** ($20.00 plus 13% HST=$22.60)

***all items are subject to availability**

Total (including HST 13% #R136385242) _____

RBC Place London Information

Booth #: _____

Delivery Date: _____ **Delivered By:** _____

Departure Date: _____ **Collected By:** _____

☐ **Cash**
☐ **Cheque**
☐ **Charge Master Account (added to WO by Supervisor)** **Authorizing Signature:** _____
☐ **Credit Card**

METHOD OF PAYMENT: ☐ Visa ☐ Mastercard ☐ American Express ☐ Debit ☐ Cash	Expiry Date:
Credit Card Number:	Name on Card:
Signature:	
Date:	(Please Print Clearly)

RBC PLACE LONDON

EXHIBITOR FORM

ONSITE EQUIPMENT REQUEST – O109

CONDITIONS & REGULATIONS

1. All materials and equipment supplied remain the property of RBC Place London (RBCPL).

2. Payment Terms:
   a) No Service Order will be processed without payment.
   b) American Express, Mastercard or VISA credit card and onsite Debit and Cash transactions are accepted.
   c) Only a Client with Authorizing privileges may add charges to a WO (Work Order).

3. It is the exhibitor's responsibility to ensure safe return of rented equipment to RBC Place London. **DO NOT LEAVE EQUIPMENT UNATTENDED IN BOOTH.**

RBC PLACE LONDON

Vehicle Access Form - V111

Form to be completed by Dealership, Owner or Client
One form per Dealership/Owner

Contact Name:_____ **Company:**_____

Phone: _____ **Event Displayed:**_____ **Event Date:**_____

Part A *(Dealership/Owner to fill in)*

Vehicle 1 Make/Model:_____ Colour:_____ License Plate:_____

Driver name picking up:_____

Signature of Driver:_____ ***Date:***_____

Vehicle 2 Make/Model:_____ Colour:_____ License Plate:_____

Driver name picking up:_____

Signature of Driver:_____ ***Date:***_____

Vehicle 3 Make/Model:_____ Colour:_____ License Plate:_____

Driver name picking up:_____

Signature of Driver:_____ ***Date:***_____

Vehicle 4 Make/Model:_____ Colour:_____ License Plate:_____

Driver name picking up:_____

Signature of Driver:_____ ***Date:***_____

- Vehicles must arrive at pre-determined time before the event (based on dock or event space availability)
- Vehicles must be picked up at the pre-determined time after the event (storage charges may apply)
- Please read Conditions & Regulations on reverse side and Sign & Date

Part B ***(RBC Place London to fill in)*** *Event Planning Manager:* _____

*Vehicles will be delivered on: Date:*_____ *Time:*_____ *(confirm timing with ES)*

*Vehicles to be picked up on: Date:*_____ *Time:*_____ *(confirm timing with ES)*

☐ *Vehicle Preparation and Cleaning required on dock (charges may apply)*

☐ *RBC Place London required to move vehicle(s) in place (charges may apply)*

☐ *Dealership/Owner will move vehicle(s) in place (RBC Place London spotter required)*

(Please return completed form, signed & dated to the Event Planning Team)

RBC PLACE LONDON

Vehicle Access Form - V111

CONDITIONS & REGULATIONS

Access

Our very accessible Loading Dock entrance is off of Wellington Road. Just after Horton Street you will pass under the railway tracks. Proceed through the traffic lights at York Street and the Loading Dock is just north of York on the right hand side. The Loading Dock is only accessible from Wellington Road travelling North due to the centre boulevard.

Preparation and Cleaning (pre-authorization is required)

1. If the vehicle requires onsite cleaning, all cleaning including washing/hosing down of vehicles must only take place inside the loading dock area before the vehicle is taken to the event space. The dock has a hose for this purpose. The exhibitor must supply ALL OTHER CLEANING SUPPLIES. (charges may apply)
2. The vehicle tires must be wiped down to avoid staining/marking the fully carpeted event space. Once the vehicle is cleaned and wiped down, it can be moved to the event space.
3. The Dealership/Owner must also supply the following to protect the flooring:
    - Plastic sheeting underneath the engines
    - Floor pads for underneath the tires

Displays and Control

1. Vehicles are moved by RBC Place London (RBCPL) associates with drivers license on file at RBC Place London (charges may apply) or moved by the Dealership/Owner
2. All vehicles being moved must have an RBCPL spotter
3. Vehicles must be moved in a fluid motion, no dry turns to avoid carpet damage
4. As per Fire Code 2007, Code # 2.12.1.7 located in section B2 it states that *"where a covered mall is used for the display of fuelled equipment, batteries shall be disconnected and caps for fuel tanks shall be locked or secured against tampering."* Therefore all vehicles on display within RBC Place London must be equipped with a lock-on type fuel tank cap and fuel tanks must not be filled beyond ¾ mark in order to allow for expansion of product.
5. Vehicles on display must be locked, continuously supervised and battery disconnected.
6. Running of displayed vehicles during the exhibit/event is prohibited unless approved by the Fire Prevention Division.
7. Propane charged cylinders are not permitted inside RBC Place London.
8. Vehicle keys must be turned over to the Event Services team once the vehicle is placed in show area. Keys are locked in the RBC Place London ES office. Access to keys is through the Event Services Supervisor.
9. Dealership/Owner is responsible for any damage to carpet tiles, building fixtures, etc. (Minimum $50.00 charge may apply).
10. RBC Place London is not responsible or liable for vehicles as per details on work order.

Signature:_____ Date:_____

RBC PLACE LONDON

Preferred Supplier List

- **Encore Canada, Audio-Visual Company** - Technical Consultation, Theatrical Sound, Lighting Equipment and more (https://www.encore-can.com/)

- **The Stronco Group of Companies** - Show decorators (www.stronco.com)