

HAMILTON CONVENTION CENTRE REGULATIONS

HAMILTON
CONVENTION
CENTRE
BY CARMEN'S

ACCESSIBILITY AODA Compliance

The Hamilton Convention Centre by Carmen's has made it a priority to provide an accessible and inclusive environment for all of our guests.

The Convention Centre is AODA compliant. As new standards are introduced, it is our goal to implement those changes or upgrades in a timely manner.

In accordance with the AODA, we offer street level entrances, accessible restroom designs, and spacious elevators to all areas of the building. The Convention Centre operates gender neutral washrooms on the second floor of the building.

It is the Licensee/Show Management's responsibility to provide non-permanent accessibility requirements, such as, but not limited to, hearing-assisted or visually-assisted devices and temporary seating accessibility and/or interpreters.

Stage Access

The Convention Centre can make a wheelchair ramp available for stages per Licensee/Show Management request.

ANIMALS

With the exception of guide, signal or service animals, animals are not allowed in the facility without prior written approval. Approval is based on whether the animal is legitimately part of a show, exhibit or activity requiring the use of animals. If allowed, Licensee/Show Management is responsible for the liability and sanitary needs associated with the animals.

BALLOONS

With the prior approval of your Event Manager, helium balloons may be used when they are permanently affixed to authorized displays. If helium balloons are released for any reason within the facility, labor costs associated with the removal of the balloons will be charged to Licensee/ Show Management at the prevailing rate.

BOOTH ABANDONMENT

Exhibitors are responsible for arranging the disposal of their booths through their show's general service contractor. If arrangements are not made in advance and the booth is abandoned, the Convention Centre will charge the Licensee/Show Management for labor and compactor pull for waste disposal.

CARPETS & WALL COVERINGS

Damage

Licensee/Show Management is responsible for all damage during an event. Licensee/Show Management will be responsible for cleaning costs associated with the removal of stains. If carpet/wall coverings cannot be sufficiently cleaned or if the damage is severe (cuts, rips or tears), Licensee/Show Management will be responsible for the replacement cost of the carpet or wall covering.

CLEANING

The Hamilton Convention Centre is the exclusive in-house cleaning service for all events.

Common Areas

The Convention Centre provides a complimentary cleaning of all common areas not used for registration purposes.

General Session, Exhibit Hall & Ballrooms

The Convention Centre provides a midday and overnight refresh for general session areas. Any additional cleaning service needs resulting from production or session activities shall be provided by the Convention Centre and are billable at the prevailing rates.

Meeting Rooms

One midday and overnight room refresh is provided for each meeting room in use. The refresh includes trash disposal and replacement of the speaker's water. Overnight refresh also includes straightening of tables and chairs. Additional charges may be assessed for excessive trash. If you have dedicated refresh schedule requirements beyond our usual midday refresh, appropriate labor charges will apply in relation to the scope of the work to be done. Your Event Manager can assist you with a room refresh schedule.

CONTRACTORS

Licensee/Show Management must provide a list of contractors that will be used during the event at least 30 days prior to the first move-in day. The list assists the Convention Centre with the pre-planning of services and security programs.

CRATE STORAGE

Exhibit Floor

Crate storage is allowed on the exhibit floors under the following conditions and with Fire Marshal approval:

- Provide paths of travel to common exits
- Marked exitways
- Separated from exhibit space by pipe and drape, or other traditional service contractor supplied materials
- Kept neat, clean and orderly throughout the course of your time in the facility
- Predefined on your floor plans

Loading Dock

Limited storage of empties is available on the dock. All dock storage must be in compliance with the Convention Centre's ability to contain flame spread. Please check with your Event Manager for details. All rampways and entrances must be kept clear at all times.

The Convention Centre reserves the right to define the number of docks available for storage of event equipment and empties. The Convention Centre's storage program is defined by the availability of dock space, the capacity of its fire suppression system and response time of our nearby fire stations. If a fire watch is required, any costs associated would be the responsibility of the licensee. No vehicles may be parked in the loading dock, it is to be used as a drop off space. The loading dock is also shared with the First Ontario Concert Hall next door.

Larger trucks/trailers interested in parking off site should email parking@hamilton.ca at least 1 week prior to the event to arrange special accommodations.

ELECTRICAL

Electrical Safety

All show and exhibitor equipment must be UL approved. Extension cords shall be three-wire with ground and shall service one appliance or device. Multi-plug adapters must be UL approved and have an overload internal circuit breaker. Multi-outlet wall plug adapters are prohibited.

Spliced wires are heat generators and are prohibited.

Cooking/warming devices shall be electric and shall be UL or FM approved. Cooking/warming devices and heated products need to be four feet away from the front of the display, or have a shield 18" high, 1/4" thick across the front and down the sides of the demonstration area. A 2A10BC fire extinguisher must be in the booth and readily available near the demonstration area.

Electrical equipment shall be installed, operated and maintained in a manner that does not create a hazard to life or property. Sufficient access and working space must be provided for all electrical equipment and must comply with current E.S.A standards.

Electric Services

The Convention Centre requires that all electrical work inside or attached to disconnect switches, panels, motor control centers, panel boards and other electrical equipment controlled by the Convention Centre, be performed by Soundbox Productions.

Please contact Soundbox directly regarding the provision of and fees associated with electrical services. Last minute requests are subject to a surcharge.

EQUIPMENT RENTAL

The Convention Centre's equipment inventory is typically adequate to accommodate several simultaneous events. Current prices can be found in the Convention Centre Pricing Guide. Please let your Event Manager know what your needs are as soon as possible. When the inventory is exhausted, Licensee/Show Management must make arrangements for additional equipment at their own expense.

FIRE MARSHAL & SPECIAL EVENT PERMIT

Pyrotechnics, Laser & Hazing

A special permit is required for the use of pyrotechnics and/or lasers. Each situation must be individually pre-approved by your Event Manager. If approved, the use of pyrotechnics and/or lasers will be strictly controlled and continuously monitored. Standby fire personnel may be required. Licensee will be charged by the Convention Centre for the cost of standby personnel.

Mist/Fog Machines

Clients are permitted to bring in water based fog machines. Please consult with your Event Manager for restrictions. With our LED lights and fire system, no particle components are allowed into the intake system.

FIRE SAFETY

The use of welding equipment, open flames, decorative candles or smoke emitting devices or material is prohibited. Exceptions may be made with prior approval by the Fire Marshal.

Exits, entrances, air supply vents, ramps, sidewalks, hallways, stairways, elevators, escalators and aiseways must be kept clear at all times. Exit signs must be kept visible at all times. Fire extinguishers, fire protection valves and fire hose cabinets must be kept clear at all times.

FIRST AID

It is Licensee/Show Management's responsibility to make arrangements for first aid services for events at the Convention Centre. However, should event demographics or numbers demonstrate the need for such coverage, the Convention Centre reserves the right to require Licensee/ Show Management to engage first aid services for an event. You may contact your Event Manager for a list of providers.

FOOD & BEVERAGE

Outside Food & Beverage

Food and beverage items cannot be brought in from outside the building. The Convention Centre has an exclusive agreement to provide all catering and concessions within the facility. If staff witness an individual bringing outside food into the Convention Centre, they will be turned away. Our food and beverage division offers a wide range of food options and can help your team plan accordingly to ensure your catering and concessions needs are met. There will be an additional cleaning fee for any outside food or beverage brought into the Convention Centre.

Samples

All alcoholic beverage sampling must be serviced by the Convention Centre's Food and Beverage Department. Approval for distribution of samples must be obtained prior to an event and is only allowed with an SOP.

FREIGHT DELIVERIES & MATERIAL SHIPPING

Freight or shipping carriers must deliver freight to the attention of Licensee/Show Management's official service contractor or Licensee/ Show Management during licensee's contracted days.

If your event does not have an official service contractor and your shipment cannot be hand carried to your space, then you must use the docks and have appropriate union labor hired to accept and deliver to your space regardless of location.

Delivery address must reference the name of the event, event location (i.e. hall or meeting room), show contact name and must not arrive until the first contracted show day. Additional information will be provided by your Event Manager.

The Hamilton Convention Centre does not own a forklift. If your event requires the use of a forklift, alternative arrangements must be made in advance.

GUEST SERVICES

Coat Check

At the request of the client, the Convention Centre may schedule coat check attendants. All set-up equipment, bank and tags are provided by the Convention Centre.

There is a three-hour minimum for all coat check attendants and the hourly rate for each attendant will be billed back to the client on the master account. Coat check will not accept purses or wallets.

IN-HOUSE SOUND

The in-house sound system is managed exclusively by the Convention Centre's preferred in-house audio-visual contractor, Soundbox Productions. Any use of the house sound system should be arranged through them directly. The Convention Centre does not allow outside equipment to be connected to or operated from the house sound system.

There are several incentives when utilizing our preferred in-house audio-visual contractor as your provider. They can arrange for a complete variety of audio-visual services, staging, production and sophisticated multi-media services. Their offices are in the Convention Centre; they also maintain a local warehouse with an extensive inventory to provide for any audio-visual needs.

IN-HOUSE KEYS

Lost Keys or Key Cards

In the event of lost in-house keys, there will be a fee.

IT

The Hamilton Convention Centre provides basic complimentary Wi-Fi for guests. Anything required beyond the complimentary Wi-Fi must be arranged through your Event Manager and our IT department.

LOST, LEFT BEHIND OR ABANDONED ARTICLES

Our staff makes every effort to ensure you are able to retrieve your lost items. However, please note that we do not store exhibition material. If unclaimed items are determined to be exhibition material, these items may be disposed of after the event has moved out.

MEETING ROOMS

Lighting

Lighting presets and changes should be discussed with your Event Manager.

Occupancy

Maximum occupancies are assigned for each of the meeting rooms by fire code. Please adhere to set limits.

Setup

To the extent of our inventory, a one-time set up within each of your licensed meeting rooms is provided. This includes a riser, head table, tables, chairs and one easel in the room. Changes to the one-time set up and additional room sets or changeovers will be charged to Licensee/Show Management accordingly.

Water Service

Water service is provided at the speaker's location. To help ensure the health and safety of all our guests in the building, we no longer provide bulk water in our meeting rooms. Any additional water service needs can be provided through our Food & Beverage Department.

OPERABLE WALLS

The Convention Centre has operable walls in meeting rooms, ballrooms and exhibit halls. The walls separate leased spaces into a desired configuration.

Once the walls are set per Licensee/Show Management's specifications, a charge will be incurred for any additional wall movement. Please coordinate the movement of these walls with your Event Manager to ensure sufficient time is accounted for.

PARKING

On-site parking permits are restricted for personal vehicles. If you would like to pre-purchase parking passes for yourself or event guests, please speak with your Event Manager.

On-site private vehicle parking at the Convention Centre is available in the underground garage through an outside parking management company, not controlled by the Convention Centre. Daily rates apply. Note there is no overnight or 24-hour parking.

Off-site, private vehicle parking is also available at numerous parking lots located nearby.

PUBLIC SAFETY & EVENT SECURITY SERVICES

Dock Security

Security Services has responsibility for and control of the dock area. Base level services are provided at these locations. Services beyond the base level may be required and accommodated at additional cost to Licensee/Show Management. Please work with your Event Manager on security needs and requirements.

Event Security Services

The Hamilton Convention Centre reserves the right to hire security based on the number of guests provided by the client.

Facility Public Safety

Security Services retains control of all common areas including lobbies, docks and all perimeter areas on a 24-hour basis. Basic services are provided for security. Any additional services that you request in our controlled areas are at additional cost to Licensee/Show Management at the current billable rates.

The Convention Centre reserves the right to eject disorderly persons or any person who is causing disruption to an event and/or the conduct of business.

RIGGING

Please inform your Event Manager if your event requires any rigging.

SALES AND USE TAXES & LICENSES

Affixing Signage

Graphic wall, door and window clings are allowed with prior approval by the Event Manager. For carpet cling requests, please contact your Event Manager. Only certain materials are approved for usage. Nothing may be taped, nailed, stapled, tacked or affixed to ceilings, walls, painted surfaces, fire sprinklers or fabric walls/air walls.

It is the responsibility of Licensee/Show Management to inform your vendors, exhibitors, speakers and staff of the policy. Check with your Event Manager for further information on appropriate displaying methods. Damages resulting from the improper use of these materials will be charged directly to Licensee/Show Management.

Internal Signage

The Hamilton Convention Centre is happy to post signage for your event, both on digital sign boards and easels. Please send jpg files to your Event Manager and we will ensure the images are posted during your event.

SMOKING & VAPING

The Convention Centre is a non-smoking facility. There are designated areas outside the building where smoking and vaping are permitted.

TICKETING SERVICES

Ticketing sales should be arranged for directly by the Licensee/Show Management. You are welcome to use a vendor of your choice.

VEHICLES ON DISPLAY

All vehicles must meet Fire Marshal approval for display and location. Vehicles on display must adhere to the following rules:

- No more than one-quarter tank of gas
- A locking gas cap or tape over the gas cap
- Batteries shall be disconnected in an approved manner
- A drip pan under the vehicle's drive train (motor to differential)
- Vehicles shall not be moved during show hours
- Refueling is prohibited in the facility, on the docks and outside premises
- Disconnect the battery for staging electric vehicles
- Floor plans must indicate where vehicles are to be located
- Electric vehicles must have their battery disconnected once placed in position. If unable to disconnect the battery due to battery location, then the ignition fuse must be removed.
- Electric vehicles are at no time allowed to be turned on during