



RBC PLACE LONDON

EXHIBITOR SERVICES KIT

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.

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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.

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.

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.

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: <ul style="list-style-type: none"> • 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	<p>Street Entrance Doorway – Height: 4.4m (14’ 6”) Width: 6.7m (22’)</p> <p>Loading Bays: Four loading bays – all bays outfitted with Dock</p> <p>Levellers Truck Elevator (1):</p> <ul style="list-style-type: none"> • Door Height 4.2m (14’) • Interior Length 14.9m (48’) • Interior Width 3.5m (11’ 8”) • Maximum Weight 20408 kgs (43,500 lbs) <p>Freight Elevator (1):</p> <ul style="list-style-type: none"> • 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) <p>Service Elevator (2): 25 people or 1814 kgs</p>
Parking Garage	<p>Entrance Height: 2.13m</p> <p>Spaces: 312 spaces for cars/mini-vans</p> <p>Wheelchair Accessible Spaces: 4 permanent stalls, ability to expand to 75</p>
Parking – Outdoor Lot	<p>Spaces: 70 regular and 2 wheelchair accessible</p>
House Sound System	<p>Ballroom and Salons:</p> <ul style="list-style-type: none"> • 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

Contact for questions or additional information: [Guest Services 519-661-6200](tel:519-661-6200)

Function:	Date:	Booth No:
Company Name: _____		
Contact Name: _____		
Street Address: _____		
City: _____	Province: _____	Postal Code/Zip: _____
Telephone No: _____		
Email: _____		

ELECTRICAL SERVICES ORDER FORM – E100

FMS/GSC

A. ELECTRICAL OUTLETS	PRE-ORDER	ON-SITE	Qty.	AMOUNT
120 V Outlet, approx. 15 Amps	\$85.00 + HST = \$96.05	\$100.00 + HST = \$113.00		\$
120 V Outlet, approx. 20 Amps	\$100.00 + HST = \$113.00	\$115.00 + HST = \$129.95		\$
Section A Subtotal				\$
B. HYDRO CONNECTIONS (Wired On-Site)	PRE-ORDER	ON-SITE	Qty.	AMOUNT
For any of the following hydro connections please provide more information on the connection required and the item(s) being powered by the requested drop in Section C (below) for review by Facilities.				
120/208 V 30A 3 Phase	\$200.00 + HST = \$226.00	N/A		\$
120/208 V 100A 3 Phase	\$625.00 + HST = \$706.25	N/A		\$
120/208 V 200A 3 Phase	\$725.00 + HST = \$819.25	N/A		\$
120/208 V 50A 1 Phase	\$265.00 + HST = \$299.45	N/A		\$
120/208 V 60A 1 Phase	\$290.00 + HST = \$327.70	N/A		\$
Section B Subtotal				\$
C. SPECIAL ELECTRICAL CONNECTIONS (By quotation, includes stove and RV plugs)				
Please provide the unit specifications and a picture of the unit and receptacle. The RBC Place London Facilities Team will review your needs and will reach out for any additional information or questions.				

All equipment is subject to inspection by RBCPL and the Electrical Safety Authority. RBCPL has the right to deny power to any equipment that is not compliant or in good working order.

	Section C Subtotal	\$
To be completed by RBC Place London...	Total (Section A + B + C) Including HST (13%) (#R136385242)	\$

IMPORTANT - Once this form has been reviewed and approved a [direct payment link will be sent to the email listed above](#). An electronic receipt will automatically be generated once payment has been processed via the link provided.

****SEE CONDITIONS & REGULATIONS ON REVERSE SIDE OF THIS ORDER FORM****



EXHIBITOR FORM

ELECTRICAL SERVICES – E100

CONDITIONS & REGULATIONS

1. All materials and equipment supplied remain the property of RBC Place London (RBCPL) and are not to be removed.
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 \$5,000.00 may result for failure to comply with this regulation. For more information, please contact the ESA at 1-877-421-2228. Recognized Certification Markings: esasafe.com

3. RBCPL Facility Maintenance Technicians (FMS) are the only technicians authorized to alter floor coverings.
4. Credit will not be provided for connections installed and not used.
5. It is the exhibitor's responsibility to ensure the safe return of rented equipment to RBCPL FMS Services.

DO NOT LEAVE EQUIPMENT UNATTENDED IN THE BOOTH

6. Disputes concerning service must be filed by the exhibitor with RBCPL FMS Service prior to the close of the show.
7. Payment Terms:
 - a. Advanced “Pre-Order” rates apply to orders received up to **3 business days prior** to the “move-in time” or the show. Orders received after this time shall be considered as “On-Site orders” and shall be subject to the “On-Site” rate noted.
 - b. Payment must be received for all pre-ordered services. Exhibitors with outstanding balances from prior shows must satisfy payment required or services will not be provided. Current show balances and/or charges incurred due to on-site requests must be paid in full prior to the service being supplied. No exceptions.
 - c. Visa, Debit and all major cards are accepted. No cash transactions.
 - d. Refunds for overpayment will be processed by RBCPL within thirty (30) business days after the show closing date.

My signature below affirms that I have read and understand the conditions and regulations listed on the RBC Place London Electrical Services Order Form – E100, the ES Permission to Show at Tradeshow Brochure, the Ontario Electrical Safety Code – Bulletin and the Ontario's Electrical Product Approval Requirements document, and I agree to comply with the responsibilities and requirements outlined.

Name (Printed): _____ **Date:** _____

Signature: _____

Failure to comply with the Ontario Electrical safety Code and Product Safety Regulation could result in fines and/or charges under the Electricity Act.

Approved electrical equipment bears the Certification mark or Field Evaluation label of an organization accredited by the Standards Council of Canada and accepted & recognized by ESA. If these marks are missing, the equipment is considered unapproved.

Note: The exhibitor/vendor is expected to make every reasonable effort to have electrical equipment approved prior to the show.

Common examples:



For a full list of approval marks, visit:
ESAsafe.com/approvalmarks



WHAT TO EXPECT AFTER THE SHOW

ESA Product Safety Department is responsible for enforcing the Electricity Act, 1998, Ontario Regulation 438/07 (the Regulation) Product Safety pertaining to unapproved products/equipment.

Once Product Safety receives notification of your unapproved product/equipment, they may follow up in writing regarding the status of your unapproved product/equipment and advise you of your mandatory obligation to comply with the Regulation.

For more information, visit:

ESAsafe.com/TradeShows



EXHIBITING ELECTRICAL EQUIPMENT AT TRADE SHOWS

Know the requirements

Ensure electrical products and equipment displayed at trade shows meet the safety standards of the Ontario Electrical Safety Code.



PRIOR TO THE EXHIBIT, SALE OR USE OF ELECTRICAL EQUIPMENT OR PRODUCTS AT TRADE SHOWS IN ONTARIO

WHAT YOU NEED TO KNOW

The Electrical Safety Authority (ESA) is responsible for enforcement of the Ontario Electrical Safety Code (Ontario Regulation 10/02) and Ontario Regulation 438/07 – Product Safety.

The Ontario Electrical Safety Code is the provincial regulation that defines the minimum requirements for electrical installations and electrical products in Ontario.

UNAPPROVED ELECTRICAL EQUIPMENT

Unapproved electrical equipment will only be permitted to be displayed or energized when ESA grants permission through the Permission to Show or Permission to Energize Notification.

Your completed notification must be prominently displayed at the show, or ready to present to an ESA inspector upon request.

WHAT YOU NEED TO DO BEFORE THE SHOW

For unapproved electrical products: In advance of a Trade Show, the exhibitor/vendor shall apply for either:

- (A) Permission to Show Notification, or
- (B) Permission to Energize Notification

For more information, contact us at:
1-877—372-7233 or visit
ESAsafe.com/TradeShows



PERMISSION TO SHOW NOTIFICATION

To display but not connect or provide electricity to the equipment.

There is a fee and exhibitors/vendors will be provided with a sales receipt that must be made available to ESA inspectors at the trade show site at all times.

Important: Permission to Show does not grant permission for the connection or energization of unapproved electrical equipment.

PERMISSION TO ENERGIZE NOTIFICATION

To connect and energize unapproved electrical equipment. Permission to Energize is available for Trade Shows only, not Consumer shows.

The following conditions are applied:

- 1 If no imminent hazards are present, ESA will grant permission for the equipment to be energized.
- 2 The Electrical Safety Authority will attach a sign/notice to the equipment which prominently shows "This equipment is not approved for sale in Ontario" and "Energized for demonstration purposes only."
- 3 Permission to Energize is only valid for the duration of the trade show. It cannot be carried forward or extended to subsequent shows in other cities.

PROVINCIAL REQUIREMENTS FOR EXHIBITING ELECTRICAL EQUIPMENT AT TRADE SHOWS, FESTIVALS AND EVENTS

Did you know that Trade Shows, Festivals and Events fall within the scope of Ontario's electrical safety regulations? Early engagement with ESAFE can assist you in a successful Event. By contacting us at least 2 weeks in advance of the event, ESAFE can assist you in having your equipment Field Evaluated so it is accepted in Canada.

Rule 2-022 of the Ontario Electrical Safety Code and the Canadian Electrical Code requires that any electrical equipment that is being displayed, offered for sale, or used at any show, convention, festival or event (or similar exhibition) BE APPROVED FOR USE IN ONTARIO in accordance with Ontario Regulation 438/07. In addition, Ontario's Electrical Safety Code (Ontario Regulation 164/99) requires that electrical products bear the mark of a recognized certification agency.

Electrical equipment is considered approved if it bears the certification mark or Field Evaluation label of an organization that has been accredited by the Standards Council of Canada to approve electrical equipment. ESAFE is an accredited Field Evaluation Agency. If these markings are missing from your equipment, it is considered to be unapproved. The Authority Having Jurisdiction (AHJ) may have you remove the equipment from the event if it is not approved for use in Ontario.

Note:

1. Electrical equipment must be approved as an assembled unit. Electrical equipment that consists of an assembly or combination of other individually approved electrical equipment, devices or components is considered unapproved.
2. For an updated list of recognized approval marks visit <https://esasafe.com/electrical-products/recognized-certification-marks/>. Use this link to ensure your equipment bears the required approval label. If it does not, ESAFE can help!

To arrange an ESAFE Inspection simply go to our website <https://www.esafe.org/> and click on Arrange Inspection and fill out the form. We can come to your facility beforehand to do the initial Inspection! It is in your best interest to be proactive and contact ESAFE at least two weeks before your event to avoid having your equipment or product removed from the show by the AHJ. Your designated Inspectors for equipment coming to London, Ontario and area shows and events are Mike Bennett or Mike Muir. For quick service you can request either Mike as your Inspector and they will contact you directly to arrange the Inspection.

Mike Bennett

Mobile: 226-268-5611

mike.bennett@esafe.org

Mike Muir

Mobile: 519-580-7065

mike.muir@esafe.org

Ontario's Electrical Product Approval Requirements

Before an electrical product or piece of electrical equipment is used, sold, displayed or advertised for sale in Ontario, it must be approved by an accredited certification or inspection body. The item must carry the official mark or label of the agency which indicate that the product has been independently assessed for safety. *See the list of recognized marks and labels on the back of this card.*



LOOK FOR THE MARK OR LABEL

before you buy, install or
use an electrical product.



REPORT an unsafe
electrical product to ESA
at [www.esasafe.com/
electricalproducts](http://www.esasafe.com/electricalproducts) or
call **1-877-ESA-SAFE**.

THE LAW

The Ontario Electrical Safety Code and Ontario Regulation 438/07 both require that all electrical products, devices and equipment be approved before they can be sold. These rules define the standards for safe electrical products and electrical installations in Ontario, and when followed, protect the public, workers, contractors and business owners.

Failure to comply with the Code and Regulation is an offence and upon conviction a corporation may be found liable to a fine up to \$1 million and a person or director/officer of a corporation could be fined up to \$50,000 and/or imprisonment of not more than one year.

Installation and connection of unapproved electrical equipment is against the law, puts people at risk and is liable to prosecution.

Recognized Certification Markings



Recognized Component Certification Markings



Recognized Field Evaluation Markings



Recognized Panel-Only Field Evaluation Markings



To view the current marking list, visit the
Electrical Product Safety section at esasafer.com

Bulletin 2-7-39
Approval of electrical equipment
Rules 2-022 and 2-024

Issued May 2023
Supersedes Bulletin 2-7-38

Scope

- (1) Approval requirements
- (2) Approval of customer owned metering equipment
- (3) Approval of meter-mounted transfer switch devices

1) Approval requirements

The Ontario Electrical Safety Code (OESC) and Ontario Regulation 438/07, for Product Safety, recognize Certification Bodies accredited by the Standards Council of Canada to approve electrical equipment (Rule 2-024). Only equipment bearing one of the marks shown in the following link are deemed acceptable by the Electrical Safety Authority (ESA): <https://esasafe.com/electrical-products/recognized-certification-marks/>

To meet the requirements of the OESC (Rules 2-022 and 2-024), equipment shall be approved to a recognized Canadian standard.

Photo B1 displays the European Conformity (CE) mark which is a manufacturer's self-declaration mark that is not recognized in Canada:

Photo B1 – CE marking is not recognized in Canada



2) Approval of customer owned metering equipment

This Bulletin is intended to provide direction for acceptance of customer owned metering to be used to monitor consumption of electricity beyond the revenue metering owned by the Local Distribution Company (LDC).

Question:

Can plug-in, in-line meters which have been approved by Measurements Canada and marked, be accepted in Ontario after the service switch?

Answer:

Yes, notwithstanding Rule 2-024 meters approved by Measurement Canada are accepted. Typically, the approval number is identified as "AE-xxxx". See an example in photo B2.



**RBC PLACE
LONDON**

EXHIBITOR FORM

Please Complete and Email to: info@rbcplacelondon.com

Contact for questions or additional information: [Guest Services 519-661-6200](tel:519-661-6200)

Function:	Date:	Booth No:
Company Name: _____		
Contact Name: _____		
Street Address: _____		
City: _____	Province: _____	Postal Code/Zip: _____
Telephone No: _____		
Email: _____		

MATERIAL HANDLING SERVICES FORM – M102	ES/FMS/GSC
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A. SHRINK WRAP	COST	Qty.	AMOUNT
Skid and contents shrink wrapped for transport	\$45.14/skid + HST = \$51.00		\$
Section A Subtotal			\$
B. ITEM(S) 100 LBS OR LESS	COST	Qty.	AMOUNT
Item(s) to be moved using a pump truck	\$100.00/skid + HST = \$113.00		\$
Section B Subtotal			\$
C. ITEM(S) OVER 100 LBS (By quotation)			
Please provide the specifications noted below for the item(s) being shipped and include pictures for review by the RBCPL Event Services and/or Facilities Services Teams.			
Height x Width x Length x Depth (H x W x L x D):	Weight of Item(s):		LBS
To be completed by RBC Place London...			
Item(s) to be moved using a forklift	\$150.00/hour, (Min 1 hour.)	X _____ (Hrs)	\$
Extra long blades required for forklift due to item(s) specs?	<input type="checkbox"/> Yes (\$100.00 + HST = \$113.00) <input type="checkbox"/> No		\$
PLEASE NOTE – Should items arriving on-site not match the original specifications provided RBCPL reserves the right to update the associated price point based on the specifications of the items present and process payment accordingly.			
Section C Subtotal			\$
Total (Section A + B + C)			\$
To be completed by RBC Place London...			Including HST (13%) (#R136385242)

IMPORTANT - Once this form has been reviewed, approved and the total Material Handling cost determined a [direct payment link will be sent to the email listed above](#). An electronic receipt will automatically be generated once payment has been processed via the link provided.

****SEE CONDITIONS & REGULATIONS ON REVERSE SIDE OF THIS ORDER FORM****



EXHIBITOR FORM

MATERIAL HANDLING SERVICES FORM – 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 damages or loss of any personal property or equipment left in the building prior to, during or following any tradeshow, or for any injury or death resulting from the acts of 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 but not limited to easels, chairs, tables, etc. The Loading Dock includes one freight elevator, one truck elevator and two smaller service elevators for transporting all freight or equipment from level to level. For load capacity and dimensions please refer to the Building Specifications Document or contact RBCPL. All exhibitor materials must be shipped in and out of the building through the Loading Dock ONLY. Clients/Exhibitors are not permitted to operate the freight elevator without an RBCPL Associated 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 Services Form (M102) or the Storage Services Form (M103).
4. Payment Terms:
 - a. Payment must be received for all pre-ordered services. Exhibitors with outstanding balances from prior shows must satisfy payment required or services will not be provided. Current show balances and/or charges incurred due to on-site requests must be paid in full prior to the service being supplied. No exceptions.
 - b. Visa, Debit and all major cards are accepted. No cash transactions.
 - c. Refunds for overpayment will be processed by RBCPL within thirty (30) business days after the show closing date.
5. Shipping Address – Please ship tradeshow materials to the address below:

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

Note - The RBC Place London Loading Dock is located off of Wellington St. between York St. and King St.

My signature below affirms that I have read and understand the conditions and regulations listed on the RBC Place Material Handling Services Form – M102, and I agree to comply with the responsibilities and requirements outlined.

Name (Printed): _____ **Date:** _____

Signature: _____

EXHIBITOR FORM

Please Complete and Email to: info@rbclacelondon.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:

<div style="border-top: 1px solid black; margin-top: 40px;">Executive Chef / Director, Event Services</div>	<div style="border-top: 1px solid black; margin-top: 40px;">Date of Approval</div>
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**Please complete the following method of payment only if you require food & beverage preparation from RBC Place London.

METHOD OF PAYMENT:		<input type="checkbox"/> Visa	<input type="checkbox"/> Mastercard	<input type="checkbox"/> 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

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.
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**RBC PLACE
LONDON**

EXHIBITOR FORM

Please Complete and Email to: info@rbcplacelondon.com

Contact for questions or additional information: [Guest Services 519-661-6200](tel:519-661-6200)

Function:	Date:	Booth No:
Company Name: _____		
Contact Name: _____		
Street Address: _____		
City: _____	Province: _____	Postal Code/Zip: _____
Telephone No: _____		
Email: _____		

CLEANING SERVICES ORDER FORM – C105

ES/GSC

General cleaning of show AISLES (removal of aisles refuse, refuse from aisles waste containers and daily vacuuming) is provided by the RBC Place London Event Services Team.

Cleaning of INDIVIDUAL EXHIBIT BOOTHS is the responsibility of the exhibitor and can be arranged.

A. CARPET CLEANING					AMOUNT
Shampooing (0.75 ¢ /sq.ft.):	# of Sq.Ft:	x	# of Days:	=	\$
Specify Date & Time:					
Section A Subtotal					\$
B. BASIC CLEANING SERVICES					AMOUNT
(Vacuuming, dusting, and emptying refuse containers – 100 sq. ft. minimum)					
Pre-Show Cleaning (0.25 ¢ /sq.ft.):	# of Sq.Ft:	x	# of Days:	=	\$
Daily Cleaning (0.20 ¢ /sq.ft.):	# of Sq.Ft:	x	# of Days:	=	\$
Specify Date(s) & Time:					
Section B Subtotal					\$
C. FULL CLEANING SERVICE					AMOUNT
(Vacuuming, dusting, emptying refuse containers, cleaning of booth contents, and polishing of surfaces– 100 sq. ft. minimum)					
Pre-Show Cleaning (0.85 ¢ /sq.ft.):	# of Sq.Ft:	x	# of Days:	=	\$
Daily Cleaning (0.85 ¢ /sq.ft.):	# of Sq.Ft:	x	# of Days:	=	\$
Specify Date(s) & Time:					
Section C Subtotal					\$
Subtotal (Section A + B + C)					\$
Plus HST (13%) (#R136385242)					\$
Total Including HST					\$

IMPORTANT - Once this form has been reviewed and approved a [direct payment link will be sent to the email listed above](#). An electronic receipt will automatically be generated once payment has been processed via the link provided.

****SEE CONDITIONS & REGULATIONS ON REVERSE SIDE OF THIS ORDER FORM****



**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 RBCPL FMS Service prior to the close of the show.
3. Payment Terms:
 - a. Payment must be received for all pre-ordered services. Exhibitors with outstanding balances from prior shows must satisfy payment required or services will not be provided. Current show balances and/or charges incurred due to on-site requests must be paid in full prior to the service being supplied. No exceptions.
 - b. Visa, Debit and all major cards are accepted. No cash transactions.
 - c. Refunds for overpayment will be processed by RBCPL within thirty (30) business days after the show closing date.

My signature below affirms that I have read and understand the conditions and regulations listed on the RBC Place London Cleaning Services - C105 and I agree to comply with the responsibilities and requirements outlined.

Name (Printed): _____ **Date:** _____

Signature: _____

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:
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Company Name: _____ Street Address: _____ Postal/Zip Code: _____ Telephone: _____	Contact Name: _____ City, Province: _____ Email: _____ Fax: _____
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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 <input type="checkbox"/> No <input type="checkbox"/>	

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:			<input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> 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

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.
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