

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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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.

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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.