

Code of Conduct

We are thrilled to welcome you to our facility and trust that your time with us is successful. We pride ourselves in keeping the facility safe and in pristine condition. We appreciate your co-operation in maintaining a safe environment.

At Niagara Falls Convention Centre we treat all of our guests with the utmost respect and courtesy. We expect the same in return.

We value the safety of everyone attending events at Niagara Falls Convention Centre. Our security professionals and all team members have a very strong understanding of our operational and safety standards and protocols. Our team members will correct all unsafe actions immediately to ensure that our guests and property are not injured or damaged. Your co-operation is appreciated.

Children under the age of 16 are not permitted on the tradeshow floor during setup or tear down.

Unacceptable Behaviour

While we understand that time lines are tight and passions may run high during set up and tear down of tradeshows, unacceptable behaviour will not be tolerated. Examples of unacceptable behaviour are (but not limited to): threatening or aggressive behaviour, yelling, physical or verbal abuse, inappropriate language towards an individual, bullying, racial/religious discrimination, etc. Individuals acting in this manner **will not be permitted on-site and/or asked to leave**. We reserve the right to refuse entry to any individual that is physically or verbally violent towards our team members or our guests. Niagara Falls Convention Centre also reserves the right to prohibit attendance to any future event.

Please ensure that you have reviewed our Policy for Exhibitors and Display Companies. It contains important information about our policies and procedures that will help to make your time with us more enjoyable.

Please share this document with any of your employees/delivery drivers that will be attending an event at Niagara Falls Convention Centre on your behalf.