



operational guidelines²⁰₂₃

Policies and procedures noted herein are subject to change without notice and supersede any version of this guide prior to January 1, 2023. This guide and its contents should be reviewed alongside your license agreement. Room rental rates and equipment rental charges can be discussed with your Account Director or Event Manager.

For booking inquiries, please contact:

t 905.357.7010
e sales@fallsconventions.com



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general information





Accessibility

Niagara Falls Convention Centre is fully compliant with the Accessibility for Ontarians with Disabilities Act (AODA). It is our commitment and responsibility to provide an assistive environment that offers equal access and participation for persons with disabilities. The client is responsible for providing wheelchairs, motorized mobility scooters, and other non-permanent access accommodations. Assistive listening devices are available for use in all rooms and spaces. Any specialized accessibility requirements for an event should be made through your Event Manager.

Niagara Falls Convention Centre is also certified Sensory Inclusive™ by [KultureCity](#). With an objective to provide an inclusive and seamless experience for all guests for all events, including those with sensory needs, sensory bags are available to guests (at no cost by leaving an ID) at Guest Services. Please contact your Event Manager for more information.

Accreditation

All personnel working within Niagara Falls Convention Centre must be wearing a clearly visible identification badge issued by their employer. Personnel not wearing a badge may be denied admittance to the facility. Our staff must be advised of all contractors, exhibitors, and vendors who require access to the facility in conjunction with an event. All such personnel working on the show floor during load-in and load-out periods are required to wear CSA approved Personal Protective Equipment (PPE).

Additional Costs & Charges

Additional costs and charges are an inevitable part of the booking process, and therefore need to be anticipated as well as planned for. Such additional costs and charges are applied as a way for our facility to cover service costs while at the same time keeping the basic rental rate as low as possible. In order to help plan your budget and minimize any avoidable surprises, please ask your Event Manager to prepare an estimate for each of the services provided.

Adhesives & Tapes

Acceptable floor adhesives are cloth based tapes, such as polyken or Gaffer's tape. Acceptable wall adhesives are Painter's Tape or Fun-Tak®. Vinyl, duct, masking, foam, clear (Scotch®), and plastic based tapes are strictly prohibited. Only perforated film material can be applied to flat window or glass surfaces.

The approval of your Event Manager is required before applying any adhesive (i.e., stickers, decals, pillar wraps, signs, etc.) to interior and exterior walls and surfaces, floors and carpets, ceilings, lecterns, etc.

All adhesive materials and tapes must be removed from Niagara Falls Convention Centre surfaces prior to leaving the facility. Additional costs and charges may be incurred if areas are not clean and clear, or if the removal of non-approved adhesives and tapes is necessary.

Advertising & Promotion

Samples of all advertising and promotional material for any event hosted at our facility must be sent to your Event Manager for review and approval prior to production and distribution. Our aim is not to critique your material, but to ensure incorrect information (e.g., dates, address, phone numbers, facility name, etc.) is not released to your guests and creates unnecessary confusion.

All references to our facility in your advertising and promotional material should read "Niagara Falls Convention Centre", with no other variations of the name used. The use of the acronym "NFCC" is not permitted. Niagara Falls Convention Centre's logo, as well as facility images, are available for use through our website's [Media Room](#) and your Event Manager.

The client is responsible for all costs and fees arising from the use of patented, trademarked, copyrighted or franchised materials, devices, processes, music (SOCAN/Re:Sound), and other rights used in connection with the production of their event.



Animals

Trained and certified service animals are always welcome at our facility. The following restrictions do not apply to service animals.

Animals or pets are not permitted at Niagara Falls Convention Centre, unless as an approved exhibit, activity, or performance requesting the use of animals. This is not common but may occur in very unique situations, where an animal(s) is deemed to be integral to the exhibit or event. Nevertheless, such animals must be on a leash or in an enclosed pen, and kept under control at all times. It is the full and sole responsibility of the owner of the animal to incur any additional costs and charges associated with damages caused by the animal.

Advance approval for the use of animals must be requested through your Event Manager at least fourteen (14) days prior to the event, and include plans for enclosure, control, and waste.

Audio Visual Services

[Encore Canada](#) is Niagara Falls Convention Centre's preferred supplier for audio visual services. For detailed information including equipment rentals and price quotes, please contact our in-house representative: James Abbott, 416-553-6264, james.abbott@encoreglobal.com.



Balloons

Air-filled balloons are permitted at the facility. The use of helium-filled balloons must be approved by your Event Manager. If approved, these balloons must be tethered or securely fastened. Due to the cost and complexity of retrieving helium balloons from the ceiling of our facility, a deposit and a signed waiver form will be required. If retrieval does not become necessary, the deposit is refundable post-event. Should any helium balloons escape and trigger the fire system during your event, the client may be required to pay a fire dispatch service fee.

Cable Routing

All electrical, data, and audio visual cables must be secured and matted to conform to electrical and safety standards, and are subject to inspection at any time. Cables are not permitted on the floor across doorways or entrance thresholds without the use of a cable management system. Suppliers must install their own matting, which will later be inspected by our staff prior to the start of the event.

Cancellation

Please refer to appropriate sections of your license agreement for details pertaining to cancellation. Should there be any questions or clarification required, please contact either your Account Director or Event Manager.



Carpeted Areas

The following policies are geared towards the protection of all permanently carpeted areas at Niagara Falls Convention Centre, including lobby, lounge, ballroom, pre-function spaces, and meeting rooms.

- At all times when work is being performed (e.g., unloading, moving, constructing, installing, or dismantling), all carpeted areas require 100% coverage with heavy-duty visqueen. This includes underneath crates, pallets, freight, boxes, road cases, etc.
- Standard pallet jacks, electric pallet jacks, electric vehicles, and dollies may be used on carpet provided that 100% coverage with heavy-duty visqueen is in place. No forklifts are allowed at any time on carpeted areas without prior written permission.
- No cutting of any kind is permitted on carpeted surfaces.
- Only approved tape may be used on all carpeted areas (see “[Adhesives & Tapes](#)”).
- The use of paints, glues, inks, dyes, oils, solvents, or other industrial liquids is not permitted. Any items that are likely to leave a residue or snag carpet fibers (e.g., screws, nails, Velcro®, lumber, metal glass, etc.) are not to be used on any carpeted surface without 100% protection.

Coat Check Service

Niagara Falls Convention Centre provides coat check service throughout the facility. All the necessary equipment is available in-house should your event require this service. Our facility does not assume responsibility for items left in the coat check area or on coat racks. Please contact your Event Manager for more information on this service.

Crate Storage

Niagara Falls Convention Centre does not have available empty crate storage on-site. Once exhibit materials have been unloaded, crates must be removed from the Exhibit Hall by your general service contractor for off-site storage.

Deliveries & Freight

Niagara Falls Convention Centre does not have on-site warehousing facilities and cannot accept any freight or material shipments prior to a scheduled load-in date. Our staff will not sign for or accept any early deliveries, including those that require COD and have duty or taxes owing. Clients are responsible for communicating this message to exhibitors. Freight consignment and the arranging of off-site storage before, during, and after the dates outlined in the license agreement are the sole responsibility of the client. All deliveries must be arranged through your general service contractor. Any unloaded or loaded freight must not be stacked or stored against fire exits, extinguishers, or pull stations. Stranded goods left at the end of an event will be collected and attempts will be made to return such goods to the owner. Any goods left on the premises after an event that require return shipping will be at the owner's expense.

Electrical Services

Niagara Falls Convention Centre is the exclusive provider of all temporary electrical distribution required for events, shows, and for all guest service providers throughout the facility. The reselling of these services, or others acting as our agent for these services, is not permitted. The expertise of our on-site Licensed Electrician allows us to install and display many different types of equipment, including both commercial and consumer. Electrical fixtures, fittings, and equipment must meet applicable local and national electrical codes and must be approved by an accredited certification or inspection body recognized by the Electrical Safety Authority.





Elevators & Escalators

Passenger elevators are available for use by the public with wheelchairs, baby carriages, strollers, and other mobility devices. These elevators are not to be used for moving equipment as damages and delays may occur. Freight and service elevators are available for the movement of equipment. A set of escalators can be found in our lobby, and they are for passengers only and not for moving freight or equipment.



Exclusive Services

The following services must be provided by Niagara Falls Convention Centre:

- Electrical services
- Food and beverage products and services
- Housekeeping
- Plumbing
- Rigging (through [Encore Canada](#))
- Security services (Event Manager approval required)
- Internet, telecommunications, and related services

Exhibit Hall Floor

As agreed upon in your license agreement, you are responsible for returning the Exhibit Hall floor in the same condition you received it. Floor cleaning, which includes emptying facility trash receptacles and recycling bins, as well as maintaining cleanliness in all public areas and freight alleys, will be performed by our staff (see “[Housekeeping](#)”).

Exhibitor Check-In

Our Exhibitor Services Desk facilitates check-in and helps keep track of all exhibitors and exhibitor appointed contractors. It is essential that clients inform their exhibitors and contractors of the requirement to check-in with our Exhibitor Services Desk upon their arrival on-site.

Exhibits

All exhibit floor plans require advance approval by your Event Manager. Appropriate protection must be placed on the Exhibit Hall floor when water features (i.e., pools, fountains, ponds, hot tubs, etc.) are installed. Doors and exits, fire extinguishers, fire pull stations, heat and smoke detectors, electrical panels, and house lighting controls cannot be covered or obstructed. Emergency exit requirements and approved occupancy capacities must be adhered to.

Exhibitors are expected to bring their own tools, ladders, brooms, dollies, and other items required to build their exhibit. Niagara Falls Convention Centre does not supply these items.

Any work performed above 3m (10ft) will require fall arrest protection and assistance from [Encore Canada](#). Please contact James Abbott, 416-553-6264, james.abbott@encoreglobal.com.

Any exhibit construction that requires the use of power tools must have the appropriate dust extraction equipment. All materials and waste must be removed by exhibitors upon completion of the event.



All on-site work shall comply with regulations under the Occupational Health and Safety Act and Niagara Falls Convention Centre safety practices. PPE is the responsibility of every worker (see “[Personal Protective Equipment](#)”).

Fallsview Theatre

Our fully equipped theatre is really a venue within another. It accommodates various types of concerts and performances, and can also be used for corporate or social events. All theatrical production services carried out in the theatre require collaboration with our in-house audio visual services provider, [Encore Canada](#). For ticketed events using the theatre, our Box Office will open 90 minutes before the start of the event, and remain open for 30 minutes after the scheduled start of the event. More information on the Fallsview Theatre can be found in our [Theatre Rider](#).



Floor Loading

psf=pounds per square foot

Exhibit Hall – 500 psf

Ballroom – 250 psf

Theatre – 250 psf (excludes orchestra pit)

Meeting & Pre-function Spaces – 100 psf

For loads exceeding these limits, please contact your Event Manager, who thereupon will consult with our Building Engineers.

Floor Marking

To identify booth locations on the floor of our Exhibit Hall, only Painter’s Tape and railroad chalk are permitted for use.

Floor Plans & Rigging Plans

Your Event Manager has the ability to create floor plans to suit the specifications of your event. Your show services and audio visual services providers will be required to produce detailed plans and layouts. Rigging plans must be approved by [Encore Canada](#), our exclusive rigging provider. All floor plans, regardless of their designer, must be provided to your Event Manager for final approval prior to set-up.

Food & Beverage

All food and beverage must be prepared and presented by Niagara Falls Convention Centre’s culinary team, led by our Executive Chef James Price. It is not permitted that any food and beverage be purchased or brought in from off-site and served in our facility, regardless of quantity. For more information on menus and pricing, please contact your Event Manager.

Guest Services

Our facility has one main Guest Services desk, located at the main entrance. This location offers a wide range of information on internal events, our facility, the destination of Niagara Falls, and the surrounding region. In addition to being our Box Office, this desk also serves as our Business Centre, where guests can print, scan, photocopy, and fax. Charges will apply for high-volume jobs.

Harmonized Sales Tax

The Harmonized Sales Tax (HST) is 13% in Ontario & will be applied to all goods and services accordingly.

House Lighting

Niagara Falls Convention Centre proudly features energy efficient lighting throughout all of its spaces. Lighting levels can be adjusted based on event requirements. Exhibit Hall lighting



will be switched on up to 30 minutes prior to scheduled opening and remain on up to 30 minutes following the closing of an event. Our environmental commitment does not allow for exceptions to this 30-minute time limit. Appropriate light levels will be maintained during load-in and load-out times. Special lighting requests require advance notice. Please contact your Event Manager for more information.

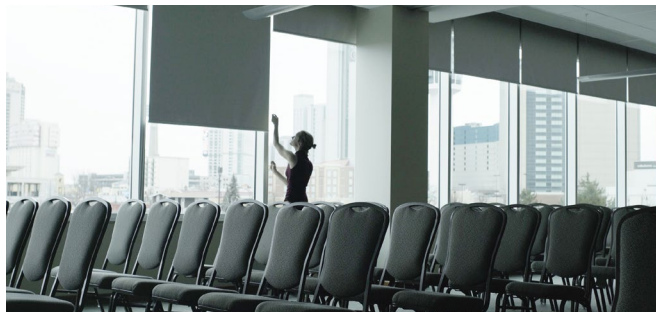
House Sound

House sound and related audio services are provided by [Encore Canada](#). For detailed information including equipment rentals and price quotes, please contact our in-house representative: James Abbott, 416-553-6264, james.abbott@encoreglobal.com.

Housekeeping

Housekeeping Services are provided exclusively by Niagara Falls Convention Centre. Basic housekeeping is included with every event, and depending on the nature of the event, additional housekeeping costs may be incurred. Housekeeping and cleaning for all trade shows, consumer shows, and special events are chargeable costs, including:

- Pre-cleaning, nightly cleaning, and post-cleaning
- Load-in and load-out
- Booth and aisle carpet vacuuming
- Dedicated housekeeping and restroom attendants
- Special crews or equipment required to remove excessive debris



Clients are required to remove all materials upon completion of their event. This includes, but is not limited to, recyclables, equipment, furniture, crates, packing materials, printed materials, pallets, lumber, and litter. Niagara Falls Convention Centre does not accept responsibility for items left beyond the scheduled load-out time. Costs related to the disposal of abandoned materials are chargeable to the client.

A charge for the removal of trash, debris, and oversized or non-compactable items will be incurred by the client. This charge reflects exactly what it costs our facility to operate a trash compactor. Please contact your Event Manager to get an estimate for trash removal.

Indemnification

Clients agree to indemnify and hold harmless Niagara Falls Convention Centre from any and all claims, damages, costs or expenses, including legal fees, suffered or incurred in connection with their event. Clients also accept sole responsibility and liability for damage to any surface or component of the facility caused over the course of their event. Niagara Falls Convention Centre is not responsible for any loss or theft of property.

Insurance

In accordance with your license agreement, the client, at its own expense, must acquire and provide a certificate of insurance to their Event Manager no later than thirty (30) days prior to the beginning of the rental period. Depending on the nature of the event, additional insurance may be required as determined by Niagara Falls Convention Centre.

IT & Telecommunications Services

As the exclusive provider of all IT and telecommunications services, our team installs telephone lines and instruments as well as the latest data and wireless telecommunications technology to meet a full range of requirements. Our network allows for dedicated bandwidth connections, high-density Wi-Fi access, and custom networking solutions.



No active network devices i.e. routers, proxy servers or wireless access points or routers, bridges, etc. are permitted on the shared internet connection. Any active network devices i.e. routers, proxy services or wireless access points, bridges, etc. must be approved by the Niagara Falls Convention Centre IT Department. Any use of this equipment without approval will have the service disconnected and will be subject to additional charges.

So that exhibitors have access to internet services (wired and Wi-Fi) for the duration of the event, it is recommended that an order form be included in your exhibitor services kit. Order forms are also available through our website. Niagara Falls Convention Centre offers complimentary Wi-Fi in all pre-function spaces. For information on how to sponsor this service during your event, please contact your Event Manager.

Keys & Access Cards

As a result of our electronic security system, some rooms require the use of an access card, whereas some doors are only accessible with traditional brass keys. Access cards and keys are available upon request, wherein quantities will be distributed based on the nature of the event. Any keys requested are subject to a re-key fee. Under no circumstances are these items to be duplicated. Access cards and keys must be returned on the last day of the event. Lost or unreturned access cards are subject to a \$25.00 fee (for all cards) and \$100.00 for every key. If it is necessary to replace our lock system due to a lost key, a charge will be applied to the client's final invoice.

Labour Services

General labour services are available through Niagara Falls Convention Centre.

Licences

The client is responsible for obtaining all licences, permits, and approvals from the appropriate regulatory boards and authorities that may be

required for hosting their event (including, but not limited to, business licences, special event permits, building permits and health and safety approvals). The cost of these licences will be the responsibility of the client.

For further information regarding City of Niagara Falls licences and permits, please visit: niagarafalls.ca

Loading Dock

Our loading dock is located on the west side of the building, with access from Stanley Avenue as well as Dunn Street. There are seven (7) loading bays in total, with the following measurements:

- Loading Bays 1, 4, 5 & 7 are 8 ft. (w) by 9 ft. (h) and suitable for large trailer trucks
- Loading Bays 2, 3 & 6 are 8 ft. (w) by 9 ft. (h) and suitable for cube vans or small trucks
- Directly in the middle of the seven (7) loading bays is a 12.5 ft. (w) by 14.1 ft. (h) freight ramp with direct access to the Exhibit Hall.
- Our loading dock is to be used for temporary unloading and loading. Our facility does not permit any long-term parking in the loading dock, and any vehicle or trailer found in violation will be ticketed or towed at the owner's expense. The facility has plenty of available parking for all contractors, exhibitors, and vendors.

Loading Dock Marshalling

Our facility does not have a truck marshalling yard. However, our parking lot can be used for truck marshalling on non-event days. To request use of our parking lot, please contact your Event Manager thirty (30) days before your scheduled load-in and load-out dates.

The control of ingress, egress, and marshalling will be the sole responsibility of Security Services. Three (3) personnel are required for all load-ins and load-outs in order to ensure control, safety, and efficiency. Please contact your Event Manager for pricing.



Load-In & Load-Out

The client is responsible for planning and communicating their load-in and load-out plans to Niagara Falls Convention Centre and subsequently to their exhibitors. All plans must be reviewed and approved in advance by your Event Manager, including timing, quantities, and types of vehicles, as well as holding lot requirements. Freight must be moved in and out through designated loading areas only. Vehicles are required to depart immediately following unloading or loading, as dock parking is not permitted (see “[Loading Dock](#)”). Security Services must be employed to control vehicle traffic (see “[Security Services](#)”). All materials must be removed from our facility upon completion of load-out (see “[Housekeeping](#)”).

Lost & Found

All lost and found items are inventoried and stored for ninety (90) days. After that period, they will be disposed of at the sole discretion of Niagara Falls Convention Centre. If attributable to an owner, attempts will be made to return lost or stranded items to their owner. Such items that require return shipping will be at the owner’s expense. Any inquiries regarding lost and found should be directed to either Security Services or our Guest Services Manager.

Music Licensing

All events with music, live or recorded, with or without lyrics, are subject to mandatory SOCAN (Society of Composers, Authors and Music Publishers of Canada) and Re:Sound fees. These fees are collected and remitted by Niagara Falls Convention Centre in accordance with the Copyright Board of Canada:

SOCAN

Without Dancing	With Dancing
\$93.78 per event	\$187.55 per event

Re:Sound

Without Dancing	With Dancing
\$39.33 per event	\$78.66 per event

Fees are based on capacity of the facility and not attendance at the event. If SOCAN and Re:Sound licenses have been obtained prior to the event, please submit a copy of these licenses and no charge will be added to the final invoice.

Parking (\$)

Niagara Falls Convention Centre offers visitors and guests over 800 parking spaces. Parking is conveniently located at the back of our building and can be easily accessed from intersections at Stanley Avenue and Dunn Street.

Photography & Filming

All photography and film footage from an event at Niagara Falls Convention Centre may only be used for its original intent, as approved by your Event Manager. This extends to both the exterior and interior of the facility. These assets must not be used in relation to any additional production or reproduction by a third party. Niagara Falls Convention Centre reserves the right to review and approve the appropriate use of these assets and the overall representation of their name and likeness. On request, Niagara Falls Convention Centre may obtain these assets for its own records, publicity, and promotional purposes.

Plumbing & Water Access (\$)

Plumbing services are provided exclusively by Niagara Falls Convention Centre. The reselling of these services, or others acting as our agent for these services, is not permitted. Plumbing services are not available in the Theatre, meeting rooms, or pre-function spaces. If wash stations are required in any of these spaces, portable self-contained sinks may be provided. Potable running cold water and drains are available in the Exhibit Hall. Drains are provided exclusively for the drainage of grey water. It is prohibited to use Exhibit Hall drains for the disposal of grease, solids, solvents, hazardous materials, or organic materials of any kind.



Product & Merchandise Sales

Products and merchandise sold at Niagara Falls Convention Centre may require a City of Niagara Falls business license. For specific regulations, please contact the City of Niagara Falls at niagarafalls.ca. It is the responsibility of the client to inform vendors and/or exhibitors of this requirement and to obtain proof of the necessary permits. It is not permissible for food and beverage products to be sold and served in the facility, regardless of quantity. Rules and commissions for the sale of products and merchandise are outlined in your license agreement.

Propane

Propane tanks used as part of an event in excess of 5 lbs (2.3 kg) are not permitted inside the building. Flow restriction valves must be used on all propane tanks. All propane connections are subject to inspection and approval by Niagara Falls Convention Centre. Propane tanks will generally be limited to no more than two (2) for any given exhibit booth or display. Propane tanks are not permitted on self-propelled vehicles or any other motorized equipment on display inside our facility. For events with larger propane requirements, special arrangements must be made through the Provincial Gas Inspector and our Building Engineers.

Pyrotechnics, Hazers & Confetti Canons

Formal approval must be given for all events requesting to use pyrotechnics, hazers, and confetti canons. All special effects or pyrotechnics will require the proper permits and approvals, which must be obtained by the client, and only licensed pyrotechnic or laser contractors are to be used. In terms of hazers, water-based machines are permitted, whereas oil-based machines are not. Because confetti is particularly difficult and time consuming to remove, clean-up is subject to a special charge. Please contact your Event Manager for approval and a clean-up estimate. Refer to the [Saftey & Security](#) section for further protocols to follow upon the request of pyrotechnics, hazers, and confetti canons found on [page 18](#).

Rigging

All overhead work beyond 3M (10ft), rigging installations and related services are provided exclusively by Encore Canada. For detailed information including equipment rentals and price quotes, please contact our in-house representative: James Abbott, 416-553-6264, james.abbott@encoreglobal.com.

Rigging from the hanging points throughout the Niagara Falls Convention Centre is subject to approval by our Building Engineers and Encore Canada. Rigging loads for the Exhibit Hall, Fallsview Theatre, and ballroom are 2,000 lbs. per hook. All rigging is expected to meet industry standards, since any improper bridling poses a health and safety risk, damages hang points, and compromises their load-handling capability.

Room Set-up

Daily room set-up is included with your rental and any set-up requirements in their final form must be received at least thirty (30) days before load-in. This includes all non-exhibit areas (i.e., show offices, meeting rooms, pre-function spaces, etc.) as well. If room set-up requirements are not received on time, or if substantial changes are requested after labour has already been scheduled, the client will be charged the additional cost of labour to set and/or change your rooms. Please contact your Event Manager for a labour estimate.

A standard room set-up includes:

- Tables and chairs in the seating style selected
- Speakers table with skirt
- Individual water service for speakers table
- Event/meeting listing on digital screen positioned outside the room in use
- Twelve (12) hours of room use

A standard registration set-up comes with one eight (8) foot table with skirt, two (2) banquet chairs, and a waste basket. Additional rental items are available in our Services Price List and can be arranged through your Event Manager.



Screens & Signage

Our exterior digital marquee sign, which can be found at the front of our building, is the perfect platform for promoting your event, or just simply to announce its presence to your guests and attendees. The two-sided sign faces Stanley Avenue, capturing the attention of thousands of vehicles and pedestrians as they travel every day.

Outside of each of our meeting rooms is a wall-mounted digital LED screen. The screens display advertisements on a rotational basis and may also be used by clients for advertising or sponsorship purposes (\$). All artwork displayed on these screens must be reviewed by your Event Manager prior to posting.

Security Services

From load-in to load-out, our in-house Security Services provide event security throughout our facility. Once the necessary information has been received, arrangements can be made through your Event Manager to service your security needs, which may include internal patrols, access control, and response to emergencies and alarms. NFCC will require the client to provide a minimum level of security coverage in all rented spaces. Such coverage is at the client's expense. Failure to meet the minimum security coverage required by our facility may result in the client needing to provide additional security, for which labour costs will apply. Or, if inadequate security coverage creates a risk to our facility, the event may result in cancellation.

To use an outside security provider, and for any other security requirements, please contact your Event Manager. Our facility must have final approval of the need to hire police or contract security, as well their deployment plans, no later than thirty (30) days prior to your scheduled load-in date.

Show Services

[Stronco](#) is Niagara Falls Convention Centre's preferred supplier for show and logistical services. For detailed information including price quotes, please contact Mike Farrell, 416-989-4600, mike.f@stronco.com

Signs, Banners & Hanging Décor

All overhead work beyond 3M (10ft), Hanging of Signs, Banners & Overhead Décor are provided exclusively by [Encore Canada](#). For detailed information including equipment rentals and price quotes, please contact our in-house representative: James Abbott, 416-553-6264, james.abbott@encoreglobal.com.



Simultaneous Interpretation Services

Simultaneous interpretation and equipment rentals are available through our preferred supplier for in-house audio visual services, [Encore Canada](#). Please contact James Abbott, 416-553-6264, james.abbott@encoreglobal.com.

Smoking

In accordance with provincial regulations, Niagara Falls Convention Centre is a non-smoking facility. This policy extends to all tobacco and cannabis related products, as well as electronic cigarettes and vaporisers. All public areas, including pre-functions spaces, meeting rooms, ballroom, loading dock, and Exhibit Hall, are designated non-smoking areas. All outdoor spaces within a 7.5 m or 25 ft. perimeter of Niagara Falls Convention Centre are considered non-smoking as well.



Temporary Structures

The City of Niagara Falls requires building permits for temporary tent and stage structures erected outdoors in public spaces. It is the responsibility of the client to obtain and pay for all permits required. The procedure includes submitting an application for approval to the City of Niagara Falls a minimum of sixty (60) days prior to your event. For further information regarding City of Niagara Falls permits, please visit niagarafalls.ca. Temporary indoor structures, including staging, tents, and multi-storey booths, require approval from NFCC. Engineering plans for stages and multi-storey booths must be submitted at least thirty (30) days prior to your event for final approval.

Temperature

Niagara Falls Convention Centre strives to provide a comfortable environment for our guests, while at the same time adhering to our environmental commitments. To monitor the temperature in all of our meeting rooms, digital display systems have been installed, which can be used to adjust temperatures in order to suit your preferences.

Ticket Sales & Handling

Tickets.com is NFCC's exclusive supplier for ticket sales and handling. Publically ticketed events are required to use our Box Office in order to process and monitor sales. For detailed information, please contact your Event Manager.

Vehicles for Display

Vehicles and other motorized equipment for display are limited to those capable of being transported through our door openings and corridors. Display vehicles must conform to provincial and municipal fire codes as they pertain to fuel tanks and battery connections. Batteries must be disconnected, fuel tanks locked or duct taped closed, and a full tank of gas is required. Vehicles without lock-on type caps must have caps sealed in a manner acceptable to the Niagara Falls Fire Department.

The running of display vehicles during trade or consumers shows is prohibited unless approved by the Niagara Falls Fire Department. Because of their size and the flammable nature of their fuel tank, vehicles cannot be displayed in high traffic areas. Exceptions must be authorized by our Building Engineers or Facilities Manager. When motorized vehicles are approved for use on carpeted areas, heavy-duty visqueen or a comparable material must be used to eliminate damage from leaks of oil, gas, etc. In addition, a drip pan must be placed underneath the vehicle. Any vehicle that drips oil or other staining solutions will be charged back to the client in order to cover cleaning or replacement costs.

Keys for all vehicles must be given to Security Services for 24-hour access. No on-site refueling of vehicles and other motorized equipment is permitted at our facility.





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Combustible Materials

The following materials must be flameproof for display purposes: decorative fabrics, drapes, curtains, hangings, backdrops, banners, artificial flowers or foliage, trees, plastic materials, projection screens, split wood and bamboo fibers, textiles, cardboard, and poster paper. Flame retardant certificates must be provided for all decorative materials and the flame retardant label must be left on every item that has been sprayed or treated. All textiles used in, on or around displays must meet the requirements of CAN/ULC-S109 (Flame Tests of Flame-Resistant Fabrics and Films) or equivalent. Please contact your Event Manager to discuss the use of combustible materials.

Compressed Gases & Aerosols

Please contact your Event Manager to discuss the use of compressed gases and aerosols.

Emergency Evacuation

Emergency evacuation procedures are designed to ensure that all persons exit the building safely during an emergency. An emergency can be defined as any pending, present or imminent event, natural or man-made, which risks endangering the lives of people or damage to property and requires immediate response by trained personnel.

The building is equipped with a two-stage Fire Alarm System. Upon hearing the first-stage fire alert signal, all persons should prepare to evacuate the building. The Chief Fire Warden will communicate the emergency condition to all building occupants by way of the Building Emergency Voice Communication System. Upon hearing the second-stage fire alarm signal, all persons must evacuate and proceed to the back of the building. No one is permitted to re-enter the building without approval from the Niagara Falls Fire Department. Please contact your Event Manager to discuss our emergency evacuation procedures.

Emergency Exits & Equipment

All emergency exits and equipment must be fully accessible, unobstructed, and clearly visible at all times.

Escalators

For safety precautions, all clients are asked to set-up their materials and displays a minimum of 10 feet away from our escalators. Please contact your Event Manager to discuss this requirement.

Fire Safety

Niagara Falls Convention Centre has a Fire Safety Plan that is reviewed and approved annually by the City of Niagara Falls Fire Department. Our fire safety procedures identify ways to recognize, mitigate, and prevent fire hazards while maintaining a safe building environment. Please contact your Event Manager for all your fire safety requirements.

Fire Watch (\$)

Niagara Falls Convention Centre is required to implement a Fire Watch when a portion of the Fire Safety System is taken offline for any reason, and/or when this system cannot be reset and operate in the normal mode. The use of hazers or pyrotechnics requires advance approval by your Event Manager and if approved, a Fire Watch will be necessary. Please contact your Event Manager for all your Fire Watch requirements. Any last minute Fire Watch requirements are subject to personnel availability and a surcharge.

First Aid

Niagara Falls Convention Centre's Security Services and Engineering personnel are trained in first-aid emergency response, including the use of on-site automated external defibrillators (AEDs). Clients with an event requiring a greater degree of first aid or health and safety response are encouraged to arrange for additional emergency medical services coverage. Please contact your Event Manager to discuss your requirements.



Harassment

Niagara Falls Convention Centre is committed to providing and maintaining a workplace that ensures all people (i.e., employees, clients, guests, workers, customers, suppliers, vendors, etc.) are treated with dignity and respect, and are able to work and/or conduct business in an environment free from harassment and discrimination of any kind. Harassment is a form of discrimination that is prohibited by law and any such behaviour is strictly not tolerated.

Hazardous Chemicals, Materials & Waste

Please contact your Event Manager to discuss the use of hazardous chemicals, materials, and waste.

Open Flame Candles

Enclosed votive, tea light, and floating candles are acceptable, while pillar or taper flame candles must have a solid base, be enclosed in a hurricane glass, a fire resistant vessel, or another approved enclosure. Please contact your Event Manager to discuss the use of open flame candles.

Personal Protective Equipment

All exhibitors, service providers, and contractor personnel working on the show floor during load-in and load-out periods are required to wear CSA approved Personal Protective Equipment (PPE), such as safety boots, hard hats, harnesses, gloves, and safety eyewear. Please contact your Event Manager for all your safety requirements.

Power Failure

In the event of a power failure, an emergency generator will power all emergency exit lighting, and other critical systems. Please contact your Event Manager to discuss our power failure procedures.

Room Occupancy & Capacity

The client is not permitted to admit more people to a room or space than it can reasonably accommodate, or which may impede safe and free movement. The decision of Niagara Falls Convention Centre in this respect is final. Please contact your Event Manager for all your occupancy requirements.

Security

It is our responsibility to provide a secure building, including: oversight of a 24-hour camera and alarm control centre, access to freight ramps and loading bays, traffic and perimeter patrols, securing of rented spaces, coat and parcel checking, lost and found, and first aid or emergency response. Our in-house Security Services also maintain relationships with local law enforcement and emergency response agencies, who are continuously consulted to validate our emergency preparedness and the efficiency of our response plans. Please contact your Event Manager for all your security requirements.

Smudging Ceremonies

Please contact your Event Manager to discuss your requirements.

Warming Food in Exhibit Booths

Warming food is permitted in exhibit booths when food or food equipment products are featured, and only with advance approval from Niagara Falls Convention Centre. Devices or equipment producing open flames, as well as deep fat fryers, are prohibited for use within the facility. Please contact your Event Manager to discuss any food warming requirements.



food & beverage

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Alcohol Service

Alcohol served at Niagara Falls Convention Centre is in accordance with the regulations of the Alcohol and Gaming Commission of Ontario (AGCO). Such regulations dictate that all alcohol served in the facility must be purchased under Niagara Falls Convention Centre's liquor license, which gives our facility the exclusive right and responsibility to supply and dispense any alcohol. Any guest who appears to be under the legal age of consumption will be required to show valid, government-issued photographic identification as proof of their age. Moreover, our staff reserves the right to discontinue service to any guest who violates the principles of responsible alcohol consumption and, at its own discretion, can remove from the premises disruptive persons who may pose a threat to guests or property due to alcohol intoxication. It is not permissible for any alcohol to be purchased or brought in from off-site and served in the facility, regardless of quantity. All remaining alcohol, in any form and quantity, cannot be taken off the facility premises.

Allergies & Alternative Dietary Needs

Niagara Falls Convention Centre is committed to offering a wide range of food options that can accommodate a variety of dietary requests, including restrictions related to allergies, intolerance, medically prescribed diets, as well as vegetarian or vegan diets. With the increasing demand for gluten-free foods, it is strongly recommended that clients add these items to their menus. Please note that our facility does not have a separate kitchen to prepare allergen-free items, nor separate dining areas for guests with allergies or intolerances. Thus, it is possible for an allergen to be introduced inadvertently during food preparation, handling or service.

Niagara Falls Convention Centre will make every effort to accommodate any dietary requests, but only with advance notice, which must be received no later than twenty-one (21) days prior to the event. While our culinary team will attempt, to the best of our ability, to accommodate dietary requests made at the

last minute, these additional meals will be subject to a surcharge. Please note that applicable service charges and taxes will be added to this surcharge.

Please contact your Event Manager with a final list of names and restrictions along with the final guaranteed attendance five (5) business days prior to the event.

Availability

Niagara Falls Convention Centre has the right to make substitutions to any order or any menu item which is not reasonably or readily obtainable on the open market or appears inferior to our quality standards.



Retail Food and Beverage Services

Retail food and beverage services will be made available during show hours. Niagara Falls Convention Centre reserves the right to determine hours of operation and the number of concession outlets based on the volume of business. The location of all outlets, as well as the menu items served, is at our sole discretion. All concession food and beverage is permitted inside the Fallsview Theatre during performances, including alcoholic beverages.

Niagara Falls Convention Centre reserves the right to close a concession outlet should the revenue being generated not support the labour required to staff it. A minimum of \$150.00/hr. must be generated in order for the outlet to be



kept open. Any additional outlets must generate \$600.00 net sales in four (4) hours of operation, or the client will be responsible for the difference in revenue. All additional outlets will be held to the food and beverage minimum. Please contact your Event Manager for details.

Delayed or Extended Service

On the day of your event, if the agreed upon start and end times of meal service change by thirty (30) minutes or more, an additional labour charge may be applied. Should your event require extended pre- or post-service, as well as stand-by time, an additional labour charge will be applied. Food presented on buffets can only remain there for a maximum of two (2) hours.

Exclusivity

Food and beverage services are provided and controlled exclusively by Niagara Falls Convention Centre. Our facility also retains the exclusive right to retain any revenues from all food and beverage services for any event held at our facility, including catering and retail services, as well as from the sale of alcoholic and non-alcoholic beverages.

Guarantees

The client is required to inform their Event Manager of the final guaranteed number of persons attending the event no less than five (5) business days (excluding holidays and weekends) prior to this event. If the client fails to provide their Event Manager with a final guaranteed attendance within the requested time limit, Niagara Falls Convention Centre will prepare for and service the number of persons specified in the Event Resume. The final guaranteed attendance must not exceed the maximum capacity of the rooms and spaces within the facility in which the event will be held. Niagara Falls Convention Centre may re-assign your event to another space pending substantial increases or decreases in expected attendance.



Our culinary team will allow for a five percent (5%) overage to a maximum of thirty (30) meals above the final guaranteed attendance. If this overage is needed to accommodate any last minute additions, the client will pay a surcharge for each additional person or menu item plus applicable service charges and taxes. Actual attendance will be billed to the client if it is higher than the final guaranteed attendance, provided that additional meals were served. Any leftover food cannot be taken off the premises without the written approval of your Event Manager.

Health Guidelines

If you or your vendors plan to sell or give away food and beverage during your event, it is your responsibility to follow the Regional Municipality of Niagara's health guidelines and submit all applications to them at least one (1) month before the event. This applies to all shows, regardless of whether they are open to the public or trade only. Please contact your Event Manager and visit the Region's Public Health Department website at niagararegion.ca/health for more information (see "Warming Food in Exhibit Booths").

If an exhibitor requires their food items to be prepared or served by Niagara Falls Convention Centre, a fee will be charged. Please contact your Event Manager for details. It is important to note that only Niagara Falls Convention Centre employees are authorized to prepare and cook within our kitchen spaces.



Hours of Operation

Our facility is prepared and staffed to serve meals within the following time frame parameters:

Breakfast – 3 hours total

Lunch – 3 hours total

Dinner – 5 hours total

Timelines falling outside of these parameters may be subject to labour charges.

Linen Service, Décor, and More

Niagara Falls Convention Centre provides its own in-house linen for all meal functions with our compliments. Additional linen fees will apply for any specialty linens requested. Floral, décor, centerpieces, and entertainment services can be arranged through your Event Manager.

Menu Selections

Your Event Manager, together with our Executive Chef, is pleased to assist you in customizing menu selections that are perfectly suited to your event. To assist your Event Manager in ensuring our facility provides the best food and beverage experience possible, menu selections and estimated attendance must be given twenty-one (21) days in advance. After this time, a maximum variance of ten percent (10%) will be allowed (up to 150 guests), or an attrition policy may apply, calculated at fifty-percent (50%) of the difference in value. A minimum of five (5) business days' notice is required for any change requests to the food and beverage order, or the original quantities will be considered final and billed in full.

Current menus are available on our website at: fallsconventions.com/planning/food-and-beverage

Refrigeration & Storage

Our facility has limited refrigerated storage space on-site for food and beverage products. Provisions can be made for on-site storage only if fourteen (14) days advance notice is given. Please contact your Event Manager for more information.

Service Charges & HST

An eighteen percent (18%) service charge will be applied to all food and beverage, at Thirteen percent (13%), HST is applied to all food, beverage, labour charges, equipment rentals, and service charges.

Supplemental Staffing Fees

Unless otherwise indicated, charges for the staffing of your event are included in our menu prices, provided the guaranteed minimum sales requirements are met.

If additional staffing is needed, over and above what is normally provided, the following hourly rates will apply. Please note that a four (4) hour minimum per staff member applies.

Banquet Staff
\$30.00/hr.

Chef/Carver
\$30.00/hr.

Bartender
\$30.00/hr.

Service Standards:

- 1 bartender for every 100 guests (hosted and cash bar)
- 1 server per 20 guests (plated meals)
- 1 server per 30 guests (buffet meals)
- 1 buffet per 100 guests (double sided)

Water Service

At no additional charge, basic water service is provided at all tables during plated meals, at a station during buffets, and at the head table only during meetings. Complimentary self-service stations are available in shared spaces for public consumption as a way to reduce the environmental impact of our facility.