





For Production and Audio Visual Companies  
at The Omni King Edward Hotel.

The wide spectrum of and meetings and events which are staged in The Omni King Edward Hotel require the establishment of certain guidelines relative to coordination of services, liability and safety.

These guidelines apply to all Decorating, Production & Audio Visual companies working in The Omni King Edward Hotel meeting and function areas whether the event is open or closed to the public.

**Please read the entire document, forward all required ‘proof of insurance’, sign the last page, and return via email as described at least 30 days prior to load-in.**

Thank you for your cooperation. We look forward to a successful event.

CONTENTS

1. OPERATING SPECIFICATIONS .....	3
2. INSTALLATION AND DISMANTLING .....	3
3. PERSONNEL .....	5
4. SIGNAGE .....	5
5. BANNERS .....	5
6. ELECTRICAL SERVICES .....	6
7. SECURITY .....	6
8. CLEANING AND CUSTODIAL SERVICES .....	6
9. DAMAGES .....	6
10. HOTEL CONTACT INFORMATION .....	6
EVENT PRODUCTION ACKNOWLEDGEMENT .....	6
DELIVERY & LOADING DOCK PROCEDURES .....	7



## 1. OPERATING SPECIFICATIONS

An outside Production or AV Company can work within The Omni King Edward Hotel in Toronto under the following circumstances:

- 1.1. Current CERTIFICATE OF INSURANCE on file in compliance with The Omni King Edward Hotel INSURANCE REQUIREMENTS.
- 1.2. "OMNI SUPPLIER SERVICE AGREEMENT" from the Production or AV Company is on file absolving The Omni King Edward Hotel in Toronto from any claim of damages resulting from equipment used or labour provided by the Production or AV Company.
- 1.3. A copy of the "Event Production Acknowledgement" signed and on file with Hotel Conference Services Management.
- 1.4. All Local, Provincial, Federal and The Omni King Edward Hotel in Toronto codes and regulations are followed.
- 1.5. All connections to the building's power sources are handled by The Omni King Edward Hotel in Toronto personnel OR our exclusive in-house electrical contractor Pinnacle Live. The Production or AV Company is responsible for all charges for connecting to and usage of the hotel's power sources. This is not a complimentary service of the hotel.
- 1.6. The Omni King Edward Hotel in Toronto has no storage facilities for equipment. This is the responsibility of the Production or AV Company to remove all carts, road cases, etc. during the event(s).
- 1.7. The Production or AV Company is encouraged to provide a communications device or direct inhouse phone extension to Hotel Audio Visual & Production and Conference Services Manager in order to establish direct link communications in the event that a problem arises with the Production Company's equipment or personnel.
- 1.8. Pyrotechnics, either indoor or outdoor, are not permitted. Exceptions may be made for cold pyrotechnics under certain circumstances. Please inquire with your hotel representative for additional information.
- 1.9. When using water, chemical or dry ice fog/haze machines, the Production or AV Company is required to contact the Conference Services Manager department with the exact dates and times that such equipment will be used. This must be done to ensure that the fire alarm and sprinkler system is not accidentally enabled. The Production or AV Company is responsible for all costs of hotel personnel required to perform a fire watch.
- 1.10. The Production or AV Company accepts responsibility for any costs assessed to inspect or replace sprinkler heads or smoke sensors that have been discharged during an event. The Production or AV Company will be held responsible for any costs or fines assessed by the fire department for a false alarm resulting from the unscheduled discharge of pyrotechnics or smoke.
- 1.11. The Production or AV Company must adhere to all codes, rules and guidelines set forth by the Toronto Fire Marshal.
- 1.12. A Material Safety Data Sheet (MSDS) is required for any chemicals utilized by a Production or AV Company.
- 1.13. The Production or AV Company accepts responsibility for producing all necessary diagrams outlining the event setup. All diagrams must be submitted to the CS Manager for approval no less than 30 days in advance of the Event.
- 1.14. The Omni King Edward Hotel has the final say in the decision of whether an outside company may be utilized for a given program.

## 2. INSTALLATION AND DISMANTLING

- 2.1. The Production or AV Company must adhere to the procedures in the Delivery and Loading Dock Procedures addendum.
- 2.2. The Production or AV Company will work with Omni's Conference Services Manager to outline the exact days, times, and hotel access areas for both load-in and load-out. These times and areas must be adhered to.

- 2.3. An AV Services Liaison will be assigned to your Production Company during the load-in, set-up, teardown and load-out of your event. The AV Services Liaison assigned to you by Pinnacle Live will also do a walkthrough of the facility and note any existing damage in the room prior to load in. At the conclusion of load out, the AV Services Liaison will do a follow-up walkthrough and note any additional damage to the facility. See Damages (section 11) for more details. The AV Services Liaison will also be responsible for assisting said Production Company with questions or concerns regarding the facility. Billing will be calculated according to the published rate schedule and charged to the client's folio.
- 2.4. The Production or AV Company is required to bring their own carts to move equipment from trucks to rooms.
- 2.5. Before unloading/loading product into any ballroom, Carpet Protection may be required to be placed on floor.
- 2.6. The installation and construction of wooden stages may not be done unless Carpet Protection is installed under the entire area that the stage is going to encompass. No nails or bracing wires used in production set-ups may be attached to the building. No painting, mixing of chemicals or explosive materials is allowed inside the hotel. No sawing or cutting of materials with any power tool is allowed within the hotel.
- 2.7. The schedule of times and number of delivery vehicles used for load-in/out, productions or entertainment events must be submitted in writing to the Convention Operations Manager a minimum of ten (10) days prior to move-in.
- 2.8. All cabling that is in public view must be properly "managed"; out of view whenever possible. All extension cords will be properly taped to the carpet. Any tape applied to floors, carpets, etc., must be approved by management in advance. For aesthetics and safety reasons, all cabling must use a ramp if tape cannot properly cover multiple cable runs. Hotel property must be returned to the condition in which the Production or AV Company received it. This includes the removal of all trash. All charges for cleaning and repair will be the responsibility of the Production or AV Company.
- The use of packaging tape is prohibited on floor surfaces or walls. All outside contractors hired by the Production or AV Company will adhere to all applicable rules and regulations. Any damage incurred in their specific work areas will be the responsibility of the Production or AV Company.
- 2.9. The Production or AV Company is responsible for the traffic control of vehicles scheduled by them for load in/out. Parking of trucks or trailers overnight at the loading docks or on hotel property is prohibited without prior consent of the Conference Services Manager. Unless a trailer is being loaded or unloaded, it must be removed from hotel property. The hotel is not responsible for tickets.
- 2.10. All production equipment delivered to meeting rooms will be transported through service corridors. Equipment or road cases are not to be transported through the public areas.
- 2.11. The Production or AV Company shall not access The Omni King Edward Hotel and meeting rooms through public elevators and public passageways utilized by guests of the Omni. The Third-Party Supplier must use freight and service elevators, and service corridors and service hallways for all operations on Omni premises including, load- in/ load-out. The Production or AV Company will not have exclusive use of the service elevators as they are also used for housekeeping and room service.
- 2.12. To protect the integrity of our guest rooms, any audio-visual equipment to be used in any guest room must be delivered, set-up, and operated by The Omni King Edward Hotel in Toronto personnel or our in-house audio-visual supplier, Pinnacle Live. The Production or AV Company is responsible for labour costs that may result. This is not a complimentary service of the hotel.
- 2.13. No equipment is allowed in the public areas of the hotel without the consent of the Conference Services Manager.
- 2.14. Exit cannot be blocked at any time. If you do block exits, you will need to provide lighted exit signs for your event. This is not a complimentary service of the hotel.

## 3. PERSONNEL

- 3.1. The Production or AV Company is responsible for hiring competent personnel to set up, operate and remove their equipment. The Production or AV Company is responsible for the actions of any personnel attached to or associated with their staff. Courtesy, professionalism, and respect is required. Violation will result in immediate removal of the individual from the premises and possible legal action.
- 3.2. All labour employed by a Production or AV Company, regardless of their craft, must wear a uniform shirt identifying the company that they are working for. T-shirts are acceptable. Service contractor employees' clothing will be neat, reflecting an overall tidy appearance to conform to Omni's image. Nametags for all management are encouraged.
- 3.3. Production crew/staff are not allowed in the Employee cafeteria. Crews shall not break or lounge in public corridors or other public spaces of the Hotel.
- 3.4. Smoking, eating, or drinking is prohibited within the ballrooms at all times. Room service or catered meals are allowed, per the client's request, at a cost. This is not a complimentary service of the hotel.
- 3.5. Beverages will be restricted to non-alcoholic drinks during set-up and teardown. Food and beverages staged or stored in hotel service corridors is Omni property and is not to be touched by Production or AV Companies.
- 3.6. Theft, attempted theft, misappropriation of property or the aiding of such acts will result in immediate removal and possible criminal prosecution.
- 3.7. The possession or use of intoxicants on Omni property or job sites is prohibited. Possession or use of illegal drugs is prohibited, other than medicine prescribed by the employee's physician. Violation will result in immediate removal of the individual from the premises and possible legal action.
- 3.8. The possession of guns, explosives or weapons of any kind is prohibited. Fighting, physical violence, creating a disturbance, horseplay, disorderly conduct, or the use of abusive language is a violation of hotel policy and will result in immediate removal of the individual from the premises and possible legal action.
- 3.9. Gambling is not permitted within the Hotel.

## 4. SIGNAGE

- 4.1. All requests for the placement of group direction and informational signs should be forwarded to your Conference Services Manager, in advance, for approval. Signage is permitted in the meeting and conference room areas only. Omni does not permit signage in the Hotel lobby or on guestroom floors. We request that all materials be professionally printed and framed. The Production or AV Company is responsible for providing their own easels.
- 4.2. The placement of signs, placards, banners, announcements, or distribution of any periodicals is prohibited without the consent of The Omni King Edward Hotel in Toronto.
- 4.3. Signs may not be taped, Velcro or pinned to any wall or podium surface. This includes Signs on podiums. Please contact Pinnacle Live for more information.

## 5. BANNERS

- 5.1. All requests for the placement of banners should be forwarded to your Conference Services Manager, in advance, for approval and pricing.
- 5.2. Hanging banners from the ceiling or roof structure is prohibited.
- 5.3. All banners and signs that are flown or hung overhead in a common area of the hotel need to be constructed of vinyl or cloth fabric. Hard material of any kind cannot be suspended overhead in any public area of the hotel. This applies to the surface material, top or bottom battens or rods, or any stiffening device.
- 5.4. Velcro is not acceptable as a means of attaching a banner to any structure or to other flown material.
- 5.6. The Omni King Edward Hotel in Toronto, will make every effort to place and position banners and signs as designated by the meeting planner. Safety is a dominating concern for anything that is suspended overhead. Pinnacle Live Rigging Services are responsible for the final approval of banner construction, configuration, and placement.

## 6. ELECTRICAL SERVICES

- 6.1. All electrical services must be coordinated through our exclusive in-house electrical contractor Pinnacle Live. The hotel is not responsible for the overloading of existing electrical circuits in the meeting space.
- 6.2. It is the responsibility of the Production or AV Company to provide Pinnacle Live a detailed listing of all power requirements at least 30 days prior to the show load in. There is a charge for electrical hook-up and service. This is not a complimentary service of the hotel.

## 7. SECURITY

- 7.1. The Production or AV Company is responsible for the security of its own equipment at all times. When contracting with outside security firms, that firm must have the approval of the Conference Services Manager prior to their work beginning.
- 7.2. The Omni King Edward Hotel in Toronto requires on file:
  - 7.2.1. Certificate of Insurance
  - 7.2.2. Hold Harmless agreement
- 7.3. All security personnel in uniform with acceptable grooming standards
- 7.4. No smoking or eating in public areas
- 7.5. No firearms are permitted in the Hotel.
- 7.6. No sitting when visible in public areas.
- 7.7. All meal breaks are to be taken in designated areas.

## 8. CLEANING AND CUSTODIAL SERVICES

- 8.1. It is the responsibility of the Production or AV Company to clean any area that they use and to remove any tape residue, used tape or large stains. The AV Liaison will do a walk-through at the end of the show.
- 8.2. The Omni King Edward Hotel in Toronto does not provide cleaning materials, supplies, vacuums, or janitorial services for the meeting room areas. Trash removal is the responsibility of the Production or AV Company.

- 8.3. At the conclusion of the convention, the ballroom, meeting space and loading docks used by a Production or AV Company must be presentable for the next day's business prior to leaving the property.

## 9. DAMAGES

- 9.1. An inspection of the ballroom is to be made prior to installation and upon completion of the load-out by the Production or AV Company. All vendors, Production Companies, and groups are responsible to leave the hotel in the same condition it was found.
- 9.2. Damages to the furniture, fixtures and equipment in the ballrooms are the responsibility of the Production or AV Company.
- 9.3. An acknowledgment of damages, if any, will be presented to the Production Manager at the end of the show.
- 9.4. All claims for damages will be submitted to the Production or AV Company in writing within ten (10) business days following the final walk-through.
- 9.5. To prevent damage, furniture will not be removed from public areas for meeting room purposes.

## 10. HOTEL CONTACT INFORMATION

Hotel Main Number: +1 416-863-9700  
Hotel Engineering: +1 416-863-4128  
Pinnacle Live: +1 416-863-3219

### ACKNOWLEDGEMENT

Event Name

Event Date

Name (First, Last)

I hereby acknowledge that I have read and agree to abide by the above Production Guidelines.

Today's Date

Signature

Please use Acrobat Reader to sign with a Digital ID, then email the signed form to [1019@pinnaclelive.com](mailto:1019@pinnaclelive.com). Alternately, a scanned version of the signature page is acceptable.

# Delivery & Loading Dock Procedures for The Omni King Edward Hotel

37 King Street West, Toronto Ontario, M5C 1E9

**Please Note:** All Entrances of The Omni King Edward Hotel have stairs to enter – with the exception of coming in utilizing a delivery truck with loading dock height.

## SPECIAL NOTES

- Please note that vendors are required to provide their own pallet jacks, scissor lifts, fork lifts or carts for transportation of the items. The hotel does not provide any of these items.
- Please note that the hotel receives deliveries every day and as such vehicles cannot be parked in the loading dock for a prolonged period of time. You will need to coordinate with the Receiver or Security to ensure that all parties have access and sufficient time to unload.

## LOADING DOCK HOURS & HOW TO ENTER THE BUILDING

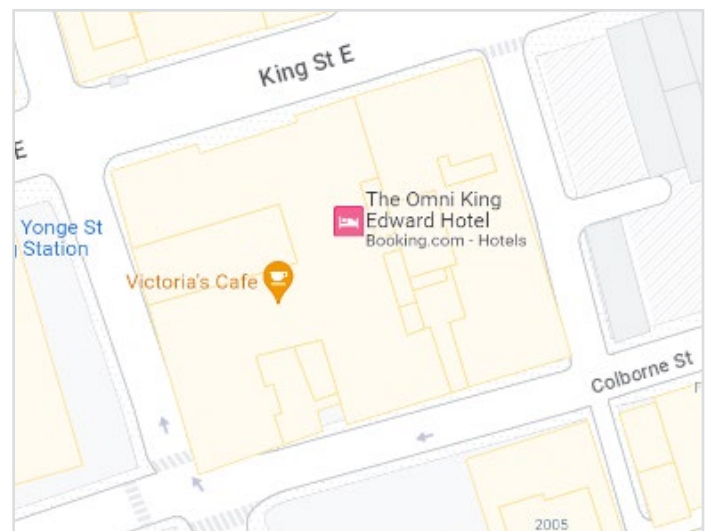
Delivery Hours are between 11:00am – 4:00pm on a scheduled basis.

On Saturdays & Sundays from 8am – 4:00pm on a first come, first serve basis (or scheduled by wedding planner).

If the loading dock gate is closed, you can call switchboard at 416-863-9700 to page someone to open the loading dock. Alternatively, the associate entrance located beside the loading dock receiving doors has a phone that connects directly to the hotel operator.

## LOADING DOCK DIRECTIONS

The Loading Dock is located on Colborne Street at the back of the hotel. From King Street driving East, Turn right at Church Street and turn right onto Colborne Street. The loading Dock will be on your right hand side. (See Map at Right of Page).



# Delivery & Loading Dock Procedures for The Omni King Edward Hotel

37 King Street West, Toronto Ontario, M5C 1E9

## LOADING DOCK PROCEDURES

Drivers are required to shut down their engines while in the dock area

Drivers will unload all items. The hotel does not provide pallet jacks, scissor lifts, fork lifts or carts.

## RECOMMENDED TRUCK SIZE

The loading dock height is 13 feet & 3 inches.  
The height of the platform is 45 inches.

12.5 Ft: Only regular 5-tonne trucks fit comfortably into the loading dock, preferably with a hydraulic lift or dock plate.

**VENDORS** - Please note that if your truck extends past the length of the loading dock, then you may be subject to a ticket from Toronto Police Services for obstruction of the sidewalk. The King Edward Hotel is not responsible for any parking violations.

## DIMENSIONS OF SERVICE ELEVATORS

The King Edward Hotel does not have a freight elevator, all items that are wider than 29 inches will need to manually disassembled in order to be transported through the door of the loading dock and into the service elevators.

### Inside Elevator

Elevator #	Length	Width	Height
7	6'	4'9"	8'
8	5'	5'	8'
9	5'	5'	8'
10	4'	6'	8'

### Elevator Door Dimensions

Elevator #	
7	35x7
8	35x7
9	34x7
10	33x7

### Loading Dock Parameters

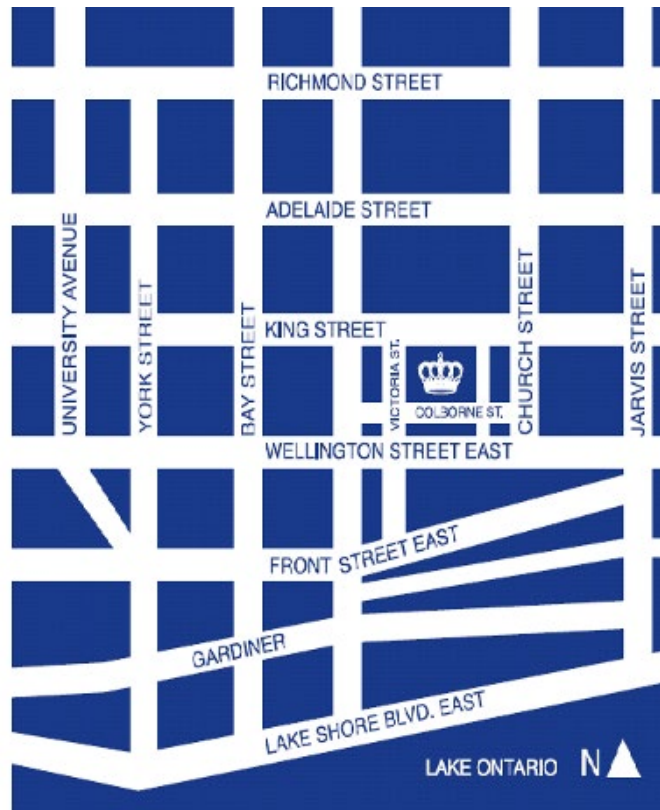
Size of Truck	5 ton short
Height	12.5'



# Delivery & Loading Dock Procedures for The Omni King Edward Hotel

OMNI KING  
EDWARD

37 King Street West, Toronto Ontario, M5C 1E9



## DIRECTIONS TO THE KING EDWARD

### FROM THE EAST

- Take Highway 401 into Toronto to the Don Valley Parkway.
- Take the Don Valley Parkway (southbound) through to the Gardiner Expressway.
- Take the Yonge Exit and travel north on Yonge Street.
- Go through 3 sets of traffic lights to the intersection of Yonge and King Street.
- Turn right onto King Street, the hotel is 1 block east on the south side of the street.

### FROM THE WEST

- Take Highway 401 into Toronto to Highway 427, exit on to the 427 south.
- Follow the 427 south until QEW highway, exit on to the QEW east.
- Continue east and the QEW becomes Gardiner Expressway.
- Exit the Gardiner Expressway at Yonge Street.
- Turn left (northbound) on to Yonge Street and go 4 sets of lights to King Street.
- Turn right onto King Street, the hotel is 1 block east on the south side of the street.

Contact Pinnacle Live at The Omni King Edward Hotel

[1019@pinnaclelive.com](mailto:1019@pinnaclelive.com)

[pinnaclelive.com](http://pinnaclelive.com)

EXPERIENCE  
pinnacle  
LIVE™