

# EXHIBITION PLACE SECURITY SERVICES



## Welcomes You!



### A little bit about us...

As year round residents of Exhibition Place, our Guards are highly knowledgeable and familiar with the variety of events and shows, along with the unique challenges they each face. Our Guards strive to provide quality and professional services to meet the needs of all clients, exhibitors, and show management teams.

### Common Challenges Exhibitors Face and Helpful Solutions

#### *Where can one park?*

Exhibition Place has both surface lots and an underground. Unless otherwise specified, these lots are Pay and Display lots.

During move-ins, exhibitors are not charged for parking in the lots, but are responsible to obtain parking permits once their respective event begins.

#### *How can I get a parking pass?*

Parking passes can be purchased in advance of your event by completing the Parking Pass order form provided by show management and is ready for pick-up during move-in at Exhibition Place order desk. Parking pass can also be purchased on-site at the Posted Rate during move-in days only.

#### *I've lost, found, or would like to report stolen property?*

Exhibition Place Security can help! Call 416-263-3333 to report lost, found, or stolen property. Found recovered property is kept by security for safekeeping, and the information obtained stored in a database. If the owner is able to be determined, he or she will be contacted by us and requested to attend to obtain their property. Valid identification must be presented prior to obtaining said property.

#### *Can I leave my valuables in my booth during a move in or move out, what about overnight?*

You may, however, it is imperative that you secure your product or personal items to the best of your ability before leaving for any length of time. Exhibition Place is not responsible for stolen or lost goods so please make sure you take every precaution available to you.

#### *Will I get ticketed if I don't pay for parking?*

Yes, our Parking lots are enforced 24/7. When looking to park on the grounds you should ensure that you are in a designated parking lot, and that there is either an attendant or a Pay and Display machine available so you can obtain a parking receipt. Lastly, ensure you leave your parking receipt on the dashboard face-up as proof of purchase to avoid receiving a parking infraction.

***I put my credit card in a Pay and Display machine but never received a receipt, did I get charged?***

If you put your credit card in and do not receive a receipt, you were never charged. It is a standardized system designed to prevent accidental or double charging. No receipt means no payment, so please try again or use another machine.

***What if I receive a parking Ticket?*** If you have received a parking infraction notice you must follow the instructions on the back in order to dispute it. Unfortunately, the order desk cannot help you once the ticket has been issued.

***There is contract security overnight in the halls but I'm still a little nervous about the overall security of my booth, what can I do?***

It is important to ensure that you secure the booth before you leave for the night. Remember to store valuables away from the perimeter of the booth, and always take inventory of your stock on a nightly basis.

***I saw some activity that did not appear to be safe, who should I contact?*** The first step is to contact your show manager. The next step is to contact Exhibition Place Security. We will respond immediately by attending on scene and contacting the proper authorities.

***I hurt myself while here at Exhibition Place, is there anyone I should notify?*** Contact your show manager immediately! You should also ensure that they contact Exhibition Place Security. For insurance purposes, a report must be generated for future reference, both yours and ours.

***I've witnessed some Exhibition Place property damage, who should I notify?*** Please contact Exhibition Place Security immediately, followed by your show manager. Remain on scene as a Security Guard will be arriving shortly to take a detailed report.

***Someone or something damaged some property of mine, can anyone help?***

Should you experience damage to your show related or personal property while here at Exhibition Place, ensure show management is advised. Your show manager will relay the information to the relevant parties, however, we recommend Exhibition Place and Show Security be contacted as well. Similar to a personal injury incident, for insurance purposes it is in your best interests to ensure a report is taken for future reference.

***Exhibition Place Security: Professional, Qualified, Committed.***