



Event Manual

City of Toronto

Nathan Phillips Square

416-395-1304

BookingNPS@toronto.ca

www.toronto.ca/nps

Important Announcement

As a unique heritage building and major transit hub, guidelines have been put in place to ensure the safety of the general public and maintain the stature and historic integrity of the square.

The City is committed to working with event organizers to mitigate and evaluate options for future COVID -19 recovery planning.

This Event Manual is a central location for all **Municipal Bylaws, policies and procedures related to the Square and its use.**

It is a comprehensive Manual, although it cannot address every possible question or topic.

For additional advice and guidance on planning your special event at Nathan Phillips Square and your responsibilities as an Event Organizer, we encourage you to contact:

Shalini Srivastava, Supervisor Event Support
416-395-1304; BookingNPS@toronto.ca

Please be advised that if an event permit is issued, third party permit holders and organizers are required to comply with all applicable legislation, orders or directives issued by the Province or public health officials, including provincial regulations issued under the [Reopening Ontario \(A Flexible Response to COVID-19\) Act, 2020](#).

In addition, all third-party event organizers must also comply with local public health guidance on COVID-19, including but not limited to [COVID-19 Guidance for Indoor and Outdoor Events and Gatherings](#) issued by Toronto Public Health.

The issuing of permits will be conditional on adherence to restrictions that remain in place.

Thank you.



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Section 1:

Eligibility and Condition for Approval



Section 1 (a): Eligibility

Nathan Phillips Square permit applicants are required to meet all of the following criteria to have their application considered:

- The applicant must be a registered non-profit or charitable organization;
- The event must service or benefit the residents of the City of Toronto;
- The event must be open to the public and free of charge;
- The event and applicant must meet the requirements of the City of Toronto Non-Discrimination Policy, Save and Hold Harmless Clause

Section 1 (b): Conditions for Approval

- The ability to hold special events in Toronto remains conditional on restrictions on mass gatherings set out by the City;
- Should events be permitted to take place, organizers will be responsible for submission of operational plans to the permit-issuing body, and monitoring of on-site operations in a manner that maintains compliance with all Public Health guidelines and best practices;
- The event must be open to the public and free of charge;
- The minimum expected attendance for public holiday and weekend events is 2,000 people per day;
- The event is deemed to raise the City's profile, support its arts and culture;
- Incorporates original and/or innovative programming, adds economic benefit to Toronto from a tourism perspective, and/or has a demonstrated benefit to the community;
- The event does not endorse views and ideas that are likely to promote discrimination, contempt, or hatred for any person on the basis of race, national or ethnic origin, citizenship, religion, age, sex, marital status, family status, sexual orientation, disability, political affiliation, economic status, or level of literacy. Please review [Hate Policy](#) for more information.
- The event does not interfere with normal business conducted by staff or with activities in the immediate area;
- The event does not conflict with any applicable laws, City by-laws or policies;
- The event organizer ensures that all regulatory approvals are obtained (i.e. alcohol, lottery license, etc.);
- Once the initial review of the Application has been completed, the date will be confirmed through a "Condition of Use". This "Condition of Use" is a "Conditional Approval" for the event to take place;
- At this point, you are free to begin advertising your event;
- The Event Support Supervisor will continue to work with you throughout the process and will be available to guide you and answer any questions you may have;
- If, at any point, up to and including the day of your event, you fail to receive the required permits and licenses or fail any required inspections, all or a portion of your event may be cancelled by the General Manager, Economic Development and Culture;
- Contravention of by-laws, policies, regulations and rules governing the Square will also result in immediate termination of event activities and will jeopardize future requests.

Please note: Submitting an application does NOT imply that your event is approved or that your proposed date is confirmed.

Section 2: Guidelines/Regulations to Consider When Planning an Event



Event Organizers will be responsible for submission of operational plans to permit-issuing body and monitoring of on-site operations in a manner that maintains compliance with all Public Health guidelines and best practices.

The operational plan shall consist of the following requirements:

- General overview and written plan of the model;
- A physical distancing plan including accurate site diagram;
- A cleaning/disinfection and personal protection equipment (PPE) plan;
- A food safety plan;
- A complete list of vendors and their products;
- Approved Public Health protocols with their vendor and patrons;
- Conduct entrance screenings for staff, vendors and patrons which includes wellness check, hand sanitization requirement, reminder of physical distancing.

Before filling out your application, please review these Guidelines/Regulations and note those that apply to your event.

All listed requirements must be met:

- All event activities must be approved and included on the final production schedule;
- Any unapproved activities will be removed from site at the organizer's expense;
- The following list outlines the most common event activities that require additional approvals. These approvals may involve other City departments and can take several weeks to process. This list is not meant to be exhaustive; all activities must be discussed in advance with the Event Support Supervisor;
 - ✓ Food vendors /cooking demonstrations,
 - ✓ Inflatables/amusement rides,
 - ✓ Raffles,
 - ✓ Alcohol,
 - ✓ Use of open flame and pyrotechnics,
 - ✓ Building structures,
 - ✓ Noise exemptions,
 - ✓ Music licenses.



Section 2 (a): Event Permit

- The Event Permit outlines the approved dates, times and conditions of the event;
- Service Fees and Refundable Security Deposit specific to the event will be sent once all the mandatory information has been provided;
- All fees, charges, and conditions of use will be issued by the Event Support Supervisor;
- Failure to return signed Event Permit prior to the start of the event or to comply with the terms and conditions of the Permit may result in the City cancelling the event.

Section 2 (b): Cancellations/Inclement Weather

- Outdoor festivals and events are, by their nature subject to inclement weather;
- In the case of rain, a performance can continue if it is safe for both the performers and equipment to do so;
- In the case of thunder and/or lightning, the Technical Supervisor/Event Support Supervisor is required to shut down the stage to reduce the risk of being hit by lightning;
- Once 30 minutes have passed without hearing thunder or seeing lightning, will the Technical Supervisor/Event Support Supervisor will advise the stage crew to re-open the stage;
- If the Event Organizer cancels the event or reduces the hours of the event for any reason, including inclement weather, the Event Organizer remains responsible for 100% of costs incurred.

Section 2 (c): Service Fee

- There are no Application or Permit Fees to book Nathan Phillips Square, however there are eligibility requirements and City Council mandated Cost Recovery Fees, applied at a cost to the Event Organizer if City staff are required to support the production of the event. Please see the following for more information: [Click Here](#);
- Staffing fees estimates are based on information submitted in the original application;
- As events grow and develop, fees may change depending on the services/hours the Event Organizer requests;
- Staffing fees: [Click Here](#). Staffing fees will be increased yearly based on the annual rate of inflation in order to ensure full cost recovery.

Cancellation:

Please be advised that notice of event revisions or cancellation less than 48 business hours (Monday to Friday from 8:30am to 4:30pm) prior to the event date will result in full charge backs for all staff hours and any operating costs as stated in the agreement

Section 2 (d): Payment Schedule

- Staffing fee along with the refundable security deposit to be submitted 1 week before the event;
- The refundable security deposit, will be returned once it has been determined that no damage has been done to the site; this typically takes 3 – 4 weeks.

Section 2 (e): Mandatory Events Lead

The Event Organizer is required to manage on site operations and these standard positions should be considered and assigned to someone as a point of contact for each to address on site challenges:

- **Compliance Officer** – responsible to ensure all health measures and safety plan protocols are upheld,

- **Lead On Site Coordinator** – responsible for all decision making on site during the event;
- **Vendor Coordinator** – responsible for all vehicles entering and leaving the site and controlling traffic onsite;
 - ✓ must direct vehicles/vendors to their locations and ensure they are setting up safely and within guidelines;
 - ✓ must have several volunteers assisting in guiding vehicles to their proper location;
- **Stage Coordinator** – responsible for providing information required to run the stage on the day of the event;
 - ✓ stage plots and input list for each performance,
 - ✓ run of show, including screens, copies of show related content etc.,
 - ✓ ensuring every person who will be onstage or backstage understands and signs the Code of Conduct,
 - ✓ acts as sole stage liaison with the technical staff,
 - ✓ remains on site until the stage has been closed down.
- **Volunteer Coordinator** – responsible for supervising volunteers;
- **Screen Content Coordinator** – responsible for providing digital screen content.
- During the event, the Event Organizer must have staff or volunteers who are responsible for:
 - ✓ setting up any tables, chairs, booths;
 - ✓ assisting with traffic control onsite during load in / load out;
 - ✓ answering inquiries from the general public about the event.
- Ensure adequate staffing/volunteers to manage the overall outdoor program. Duties involve:
 - ✓ managing capacity,
 - ✓ line-ups,
 - ✓ traffic flow,
 - ✓ reminding customers to physical distance and/or dealing with other event related issues

Section 2 (f): Washroom Requirements

- Events with expected attendance of under 1000 can be accommodated by the existing public washroom facilities at Nathan Phillips Square;
- Events with expected attendance of over 1000 must arrange for portable washroom facilities including wheelchair accessible and hand washing stations;
- Location of portable washroom facilities must be clearly marked on the final site plan and submitted for approval.

Washroom Timings:

Public washroom facilities on the Square: 8:30am-10:30pm

Section 2 (g): First Aid Requirements

- The Event Organizer is responsible for providing a highly visible first aid station/s as part of the event;
- Certified first aid attendant/s must be present.

Section 2 (h): Security & Emergency Plan

- Event Organizers must submit their Security and Emergency Plan along with the Production Schedule for review;

- The Security Plan must provide identification of high risk areas:
 - ✓ stage during a popular performance;
 - ✓ types of guards patrolling (e.g. Private/Toronto Police Pay Duty Officers);
 - ✓ times and route of patrols, and a list of artists performing at the event;
 - ✓ overnight security (two guards, minimum) is mandatory for events where the main stage is to be left set up overnight.
- Event Organizers must ensure their event designs include various methods for mitigating and managing risks associated with their event;
- The Emergency Action Plan form is designed to assist in developing plans to respond to any emergency situations that may occur during their event, and how to link into the City of Toronto's Emergency Response Structure.
- It is mandatory to complete the [Online Form](#).

Section 2 (i): Waste Diversion

- In order to comply with City Council's Waste Diversion Policy, the organization signing the contract must agree to removal of grey waste water from site;
- Non-compliance with these regulations may result in future requests for event space in City facilities being denied to the applicant.

Section 2 (j): Wireless Internet

- Wireless network/Wi-Fi is not available on the square

Section 2 (k): Media

- The news media is an important part of how the City communicates with the public and a fundamental pillar of the Canadian democratic process;
- The City of Toronto is committed to developing and maintaining professional working relationships with the news media to promote public awareness and understanding of Council decisions, City policies, events open to public, services and programs, as well as new initiatives;
- The news media has the right to be present, report on what is happening and conduct interviews with willing participants at events open to the public on City of Toronto properties regardless of the occasion, vendor or permit holder;
- Those asked to participate in interviews can choose to participate or respectfully decline;
- Members of the news media must not be asked to leave or stop reporting on events open to the public on City properties;
- The City of Toronto is committed to transparency and accountability, and permit holders are expected to uphold the same level of commitment and professionalism while operating on City properties.

Section 2 (l): Vendors/Sponsors

- The Event Organizer MUST submit a draft vendor and sponsors list 30 days prior to the event and a final vendor list ten days before the event;
- All Vendors MUST comply with guidelines, by-laws and rules governing Nathan Phillips Square;
- Vendors are expected to conduct themselves in a professional manner and treat members of the public and City staff in a courteous and respectful manner;
- Follow [Public Health Guidelines for Indoor and Outdoor Events & Gathering](#)

Section 2 (m): Food Vendors

- Follow [COVID – 19 Guidance for Indoor & Outdoor Events & Gatherings](#)
- Only propane barbecues are permitted;
- A portable fire extinguisher is on hand at all cooking activities and requires that barbecues be located at least three (3) meters from any structure (i.e. tents, buildings, etc.);
- Extra propane tanks/cylinders must be stored in a locked up cage;
- If the cage is not provided the tank/cylinder must be shifted off the square at the end of the day and brought in the next morning;
- No cylinder/s can be stored in the parking garage as they would be confiscated;
- All food vendors MUST bring grease mats to put down under all food preparation appliances (bbq's, etc);
- Event Organizers will be charged for additional cleaning if vendors leave grease behind in their food preparation area;
- The Event Organizer must send an email proof to Event Support Supervisor that all application/s have been submitted to Public Health at least 15 days prior to the event [CLICK HERE for Food Safety at Special Events](#)
- One staff person must always be onsite with a valid food handler's certificate.

Section 2 (n): Load In/Load Out

- Vendor load in and load out must be managed by the Event Organizer in a safe manner with security/volunteer persons;
- Corporate Security guards are responsible for every vehicle they allow onsite;
- Each vehicle must be accompanied by a safety volunteer that will walk the vehicles to its' unloading zone;
- The Event Organizer's onsite liaison supervises both load in and load out;
- In the event the liaison feels that safety is being compromised, the Corporate Security will be immediately notified to step in to provide guidance to Event Organizers;
- At the end of the event, the Event Supervisor/Corporate Security will notify the organizer when the site is clear enough of patrons to allow vehicles to come back on site to tear down and load out;
- It is the organizer's responsibility to ensure safety on site at all times.

Section 2 (o): Parking

- All vehicles must be off the square 1 hour prior to the start of the event and NO vehicles will be allowed on site during an event.
- Underground Green P Parking is available for vendors and patrons parking. [CLICK HERE FOR GREEN P PARKING](#)

Section 2 (p): Promoting the Event

- City of Toronto Festivals & Events Calendar, attracts over 1 million visits directly and is a free database feeding numerous independent event calendars and media outlets;
- Submit your event in order to benefit from this calendar/database [CLICK HERE](#)

Section 2 (q): Event Insurance

- A certificate of insurance in the amount of \$2 Million or \$5 Million per occurrence as the City requires must be provided to Event Support Supervisor prior to permit issuance;
- The insurance policy must add the City of Toronto as an additional insured and contain a cross liability clause, a severability of interests' clause and cannot call into contribution any other insurance available to the City of Toronto;
- In addition, the policy must not be cancelled or amended without the prior written consent of the Event Support Supervisor.

Section 2 (r): Event Day

- The Event Organizer must be the first person on site on event day and conduct a pre-event walk-through;
- This walk-through will detail any pre-existing conditions the Event Organizer will not be held responsible for;
- A post-event walk-through by Event Support Supervisor/Corporate Real Estate Management staff will be scheduled to assess clean-up and/or damage and to ensure that all conditions and requirements outlined in the Event Permit were adhered to;
- The evaluation will be kept on file by Event Support Supervisor;
- The Event Organizer is responsible for being present for the delivery of all event components such as tents, portable washrooms, fencing/barricades etc;
- Contact information, delivery and pick up times must be included in production schedule.



Section 3:

BY-LAWS AND POLICIES GOVERNING NATHAN PHILLIPS SQUARE



Section 3 (a): Accessibility

"Accessibility for Ontarians with Disabilities Act" (AODA – Provincially mandated and adopted by Council)

- Event Organizer should provide an accessible environment for all visitors to the event, including: designated entertainment viewing areas;
- The City of Toronto supports the goals of the Accessibility for Ontario with Disabilities Act (AODA) [CLICK HERE](#) encourages all event planners to make their events as accessible as possible to all members of the public.

Section 3 (b): Alcoholic Beverages

- To serve/sell alcohol in Toronto you need a liquor licence from the Alcohol and Gaming Commission of Ontario. [CLICK HERE](#)
- Depending on the type of licence you require you may also need additional;
- Documentation from the City of Toronto to support your licence application to the AGCO.

There are 2 types of temporary licences that may be required as part of your event:

- ✓ Special Occasion Permit (SOP)
- ✓ Temporary Extensions (e.g. patios or hours)

To determine which permit your event requires, please refer to types of SOP – [CLICK HERE](#)

If you are directly or indirectly selling alcohol, not using a Catering Endorsement, along with your SOP application you must submit a letter from City Clerks declaring that the event is an "Event of Municipal Significance" [CLICK HERE for City of Toronto Municipal Alcohol Policy](#)

Section 3 (c): Animals

- City of Toronto Animal Services, part of Municipal Licensing and Standards, regulates animal welfare and well-being in Toronto;
- Animal Services does not issue permits for events with animals;
- If you are holding an event with animals, please consult with Event Support Supervisor, who will advise if a permit is required or not. [CLICK HERE for Toronto Municipal Code Chapter 349, Animals](#)

Section 3 (d): Adhesives

- Only gaffers tape, cable path tape or sidewalk chalk may be used for marking the square;
- NO duct, electrical, painters or masking tape is permitted;
- Event Support Supervisor must be informed when marking the square;
- Cleaning fees will be applied if adhesive residue remains following the event load out.

Section 3 (e): Balloons

- Helium-filled balloons are prohibited;
- Balloons for distribution to the public must be air-filled;
- Releasing balloons is prohibited.

Section 3 (f): Beauty Pageants

- Activities which degrade men or women through sexual stereotyping, or exploit the bodies of or contests men, women, boys or girls solely for the purpose of attracting attention, are not permitted;

- An event must not endorse views and ideas that are likely to promote:
 - ✓ Discrimination
 - ✓ Contempt
 - ✓ Hatred for any person on the basis of race
 - ✓ Nationality or ethnic origin
 - ✓ Citizenship
 - ✓ Religion
 - ✓ Age
 - ✓ Sex
 - ✓ Marital status
 - ✓ Family status
 - ✓ Sexual orientation
 - ✓ Disability
 - ✓ Political affiliation
 - ✓ Economic status
 - ✓ Level of literacy

Section 3 (g): Building Permit

- When erecting any structure, be it a temporary tent or stage a building permit may be required if your plans include:
 - ✓ Tents and Stages:
 - A tent greater than 60 m²;
 - A grouping of tents greater than 60 m²;
 - If attached to a building, or within 3m of another structure or property line;
- A building permit is not required where:
 - ✓ the aggregate area of all stage platforms is not more than 60 m² and there is no stage platform more than 3 m in height above adjacent ground level;
 - ✓ the aggregate area of all stage platforms is not more than 225 m² and there is no roof, wall or associated structure more than 5 m in height above adjacent ground level;
 - ✓ there is no associated structure that:
 - is more than 3 m in height above a stage platform or adjacent ground level,
 - is designed to carry a superimposed specified load in excess of 115 kg;
 - would create a hazard to the public;

Contact Toronto Building to verify if a building permit is required for structures utilized within your event [CLICK HERE for Tents and Temporary Structures Permits](#)

Section 3 (h): Carnival Rides

- Carnival, amusement rides and inflatables are subject to approval by the Event Support Supervisor.

Section 3 (i): Cannabis/Smoking

- Keeping with the federal government's Cannabis Act and in accordance with this legislation, City of Toronto, divisions and agencies will not entertain permit request:
 - ✓ to raise awareness;
 - ✓ educate the public about cannabis

- Like the City of Toronto Municipal Code 636 and former Municipal Code 237 bans smoking on City of Toronto Public Squares including Nathan Phillips Square.
- Tobacco Act, the Cannabis Act prohibits;
 - ✓ promotion by means of a testimonial or endorsement,
 - ✓ false or misleading advertising,
 - ✓ sponsorship promotion,
 - ✓ lifestyle advertising (which evokes images of glamour, excitement and risk),
 - ✓ advertising appealing to young people
- The Act further bans all cannabis and related companies, whether they be;
 - ✓ producers,
 - ✓ distributors,
 - ✓ accessory providers (sponsoring persons, entities, events, activities or facilities)
 - ✓ companies are banned from displaying their names;
- No permits will be issued to organizations/applicants/events that would be in violation of this Act. This information can also be found here [CLICK HERE](#)
- The smoking ban is in effect 24 hours/day, seven days a week.

Section 3 (j): Drones

- The use of drones is forbidden on the Square.

Section 3 (k): Electrical Outlets Availability

- A limited number of 15 amp outlets are available within the Square. [CLICK HERE for the available electrical outlets](#) on the square and [Electrical Safety Authority's Requirements](#).
- Additional power can be requested on the application form;
- All electrical requirements and plans must be submitted to the Event Support Supervisor, at least 10 weeks prior to the event for review;
- An Electrical Safety Authority inspection may be required, if so a copy of the application must be provided to the Event Support Supervisor. [CLICK HERE for more information](#).

Section 3 (l): Filming

- All filming, photography and media-related requests, whether commercial, public or private, must go through an approval process;
- The production equipment must not block the access or egress routes of the square;
- Unattended tripods are trip hazards, therefore a staff MUST be designated at all times when filming;
- All cables must be enclosed in outdoor cable mats;
- Signage must be placed at conspicuous locations notifying the patrons that the event is being filmed;
- Accredited media is permitted to film on the square;
- A list of all media at the event should be provided to Event Support Supervisor;

Section 3 (m): Fund-Raising

- Selling items is permitted only in support of non-profit or charitable organizations;
- Samples or sketches of all proposed items must be submitted with your application;
- Selling or distributing items requires written authorization on the Permit and will be restricted to designated tables;
- Soliciting for donations is prohibited unless approved by City Council

Section 3 (n): Gaming and Lottery Licenses

- A lottery licence from the Gaming Services Unit of the City Clerk's Office will be required if you want to hold a lottery at your event including bingo or raffles (i.e. elimination draw, 50/50 or stub draw);
- Gaming Services issues lottery licences to eligible charitable, religious or not-for-profit organizations;
- To obtain a lottery licence, please contact the Lottery Licences Office in the City Clerk's Office, (416) 392-7037. [CLICK HERE for more information.](#)

Section 3 (o): Music License Fees

- It is mandatory to pay the Music License fees.
- Once this fees is paid send the Proof of Payment to the Event Support Supervisor.
Submit the fees directly to:
Marc Teghrarian, Licensing Agent – Business Development,
marc.teghrarian@entandemlicensing.com
Tel: 416-445-8700 Ext. 3443; Cell: 647-264-5558,

Section 3 (p): Noise By-law

- Changes to the Noise-By Law came into effect on October 1, 2019;
- The Noise Bylaw - [CLICK HERE FOR THE Bylaw](#) provides standards for noise in Toronto;
- This includes decibel limits and time restrictions for some types of noise.
- Noise Exemption Permits can be requested for events or activities that may be in contravention of the Noise Bylaw. [CLICK HERE for the Noise Exemption Permit](#)

Section 3 (q): Open Flame

- Any form of open flame is prohibited, unless approved by City Council.

Section 3 (r): Plastic Water Bottles

- Distribution or the sales of bottled water is prohibited;
- As an alternative, a water trailer can be booked by the applicant.

Section 3 (s): Personal Protective Equipment (PPE)

- Nathan Phillips Square is considered a construction site if structures are being built on the square, stage and or reflecting pool;
- Every worker shall wear the following personal protective equipment at all times when on a project:
 - ✓ protective headwear (CSA certified, Class E);
 - ✓ protective footwear (CSA certified, Grade1);
 - ✓ high visibility safety apparel (day vs night) ;
 - ✓ eye protection (when required) ;
 - ✓ hearing protection (when required)
- ALL work must be completed within proper barricaded zones- all road cases, machinery and bodies working are to be within barricades at ALL TIMES!

Section 3 (t): Sale or Distribution of Literature, Merchandise & Publications

- All printed materials to be sold, distributed or displayed are subject to prior approval by Event Support Supervisor;
- Enclose samples or sketches of all proposed items with your Application;
- Selling or distributing items requires written authorization on the Permit and will be restricted to designated tables;
- Any materials, displays or speeches that is deemed inappropriate to any age group is prohibited.

Section 3 (u): Signage

- Sketches of all proposed signage must be sent to the Event Support Supervisor for approval prior to your event;
- No signs can be posted at any time on columns, building, walkways, or arches of City Hall;
- No signs of any kind are permitted in the Peace Garden;
- Limited approved signage is allowed on the stage and surrounding area;
- The display of any tobacco/cannabis company or product identification is strictly prohibited.

Section 3 (v): Theft/Loss of Items

- City of Toronto is not responsible for any stolen or misplaced items left on the property;
- For lost or stolen items contact City Hall Front Desk Security – 416-392-7149



Thank you for choosing
Nathan Phillips Square.

