

Facilities Management
Customer Support Services
May, 2022

City Hall
100 Queen Street West
Basement
Toronto, Ontario M5H2N2

Terms and Conditions for use of Public Spaces during the COVID-19 Pandemic

This COVID-19 section of the Terms and Conditions document is intended to inform you of additional COVID-19 Terms and Conditions for use of public space at City Hall, Metro Hall, Civic Centres and Squares and City of Toronto Archives. Where there is a perception of varying instruction between this COVID-19 section and the general Terms and Conditions document, you are required to observe the higher standard of care. Failure to comply with the following COVID-19 terms and conditions for use of public space may result in the suspension of your organization's booking account. Please direct any questions to the venue Facility Event Coordinator noted on the final page of this document.

- If applicable, Event Organizer/Applicant is responsible for educating and enforcing all terms and conditions and approved Public Health protocols such as mask wearing, hand sanitization, self-screening, as amended, with their event participants and attendees. All posted City site signage must be followed.
- Event Organizer/Applicant is responsible for supplying an operational plan, upon request, to Facilities Management, Customer Support Services and monitoring on-site operations in a manner that maintains compliance with all terms and conditions and Public Health guidelines and best practices, as amended from time to time.
- Due to COVID-19 protocols that may exist or may be implemented such as hand sanitization, mask wearing and self-screening Event Organizers, Participants and Attendees may need to allow for additional time to enter/exit each civic building and venue.
- Event Organizers must ensure seated room capacities noted on public space contracts are not exceeded and room configurations are not altered.
- All meeting rooms will be cleaned and sanitized on a regular basis, but will not be cleaned between every meeting. The Event Organizer is responsible for disinfecting all high touch surfaces before and after their meeting using provided disinfecting kits at venue.

Please note that your Civic Centre Contract could be cancelled or moved to an alternate location via last minute notification from Customer Support Services as a result of any law, rule, regulation, order, or other action adopted or taken by any Federal, Provincial, or City authority, including as a result of a pandemic or public health emergency as determined by the City's Medical Officer of Health.

The approval of your use of public space application and the issuance of a contract by the City of Toronto does not constitute an endorsement, approval or confirmation of your/your organization's compliance with the legal and public health requirements applicable to your meeting and/or event. Individuals and third party organizations seeking legal advice should consult with a qualified legal professional.

Terms and Conditions for use of Public Space

- *External Event Organizations with an active Public Space Booking Account are entitled to two (2) advance bookings per year. Should your organization require additional meeting dates please contact our office no earlier than 3 weeks prior to your meeting date of interest. (Letter of intent to be placed on organizational letterhead and emailed to facilities_customer_support@toronto.ca or mailed to 311 Facility Booking, 55 John St., 2nd Floor, Toronto, ON M5V 3C6 to our office).*
- *Facilities Management, Customer Support Services must approve furniture, equipment, catering and/or signage, which is supplied by the Event Organizer for an event, prior to the function date. Items provided by the Event Organizer for an event are to be removed immediately upon completion of the event. All articles left on City of Toronto property will be disposed of within 24 hours after the event. Event Organizer may incur additional costs for disposal.*
- *To ensure that your event is a success we request that details be finalized at least two weeks prior to the function date.*
- *Failure to comply with the terms & conditions can result in the suspension of the organization's account*

Accessibility

The City of Toronto complies with the Accessibility for Ontarians with Disabilities Act (AODA) and has policies that support or exceed accessibility requirements. Event Organizations should ensure events are accessible.

All City of Toronto properties are public facilities, and therefore, we request that no event block or hinder the normal passageways for pedestrians and emergency vehicles

Admission Fees

No individual or group fees can be charged for events held on City of Toronto property.

Alcoholic Beverages

Alcoholic beverages can only be served and/or consumed in the licensed premises, under a Special Occasion's Permit and/or a Caterer's Endorsement License.

To sell alcoholic beverages, the Event Organizer must:

- Comply with the City of Toronto [Municipal Alcohol Policy](#)
- Obtain a [Special Occasions Permit](#) from the Alcohol and Gaming Commission of Ontario, 55 Lake Shore Blvd East, Toronto, Ontario M5E 1A4; 416-365-5900
- Obtain Toronto Council Approval. Contact the Facility Event Coordinator for details.
- Obtain a minimum of \$2,000,000 Certificate of Insurance for comprehensive liability coverage for the event (See insurance section of these guidelines)

Animals

Exotic animals are not permitted on City of Toronto property. The list of prohibited animals is extensive and includes monkeys, all felines, except domestic cats, all-venomous reptiles and elephants. Please refer to the [Prohibited Animals list](#) on the City of Toronto's website.

Anti-Hate

Public space, facilities and properties within the jurisdiction of the City of Toronto, and owned or leased by recipients of City grants, will not be available or accessible to any individual or group that promotes views and ideas which are likely to promote discrimination, contempt or hatred for any person or group on the basis of race, national or ethnic origin, ancestry, color, citizenship, language, creed (religion), age, sex, gender identity, gender expression, marital status, family status, sexual orientation, disability, political affiliation, membership in a union or staff association, receipt of public assistance, level of literacy or any other similar factor.

The City of Toronto (through its Corporate Real Estate Management Division, as well as through incorporating the above statement in contracts/agreements with recipients of City grants) requires potential users of public space to certify that they will not be conducting any business that violates the Criminal Code of Canada - hate propaganda laws and the Ontario Human Rights Code. Please review [Hate Policy](#) for more information.

Amplified Sound

The Event Organizer is responsible for adhering to the City of Toronto Sound Bylaw. A Noise Exemption Permit is required. A sound meter is to be used to monitor decibel level at all times for all external venues. Please visit this [link](#) for further information and application form.

Amplified sound may not be permitted in public spaces during business hours as it may interfere with building operations. The type and timing of sound amplification systems and instrumentation must be discussed with and approved by the Facility Event Coordinator in advance of an event.

Balloons

Helium and regular balloons are permitted on City of Toronto properties for decorative purposes only. Please advise your Facility Event Coordinator if you will be decorating with balloons. The distribution and/or release of balloons is not permitted.

Barbecues

Only propane barbecues will be permitted in exterior squares, *provided the Event Organizer supplies one fire extinguisher per barbecue unit*. For safety reasons all components of a barbecue must be enclosed/fenced at all times. Protective ground cover may also be required.

Beauty Pageants or Contests

Activities which degrade men or women through sexual stereotyping, or exploit the bodies of men, women, boys or girls solely for the purpose of attracting attention are not permitted on any City of Toronto property.

Bottled Water: The City of Toronto does not permit the sale and/or distribution of bottled spring water.

Candles

Open-flamed candles and the burning of incense are not permitted on any City of Toronto property due to Fire Code Regulations.

Catering / Sale of Food

Exclusive or preferred Catering may be in place at the various civic centres. Therefore, outside food & beverage services are not allowed. Please discuss catering arrangements with the Facility Event Coordinator prior to making catering arrangements. Exceptions made to the venue catering policy must be preapproved by the onsite caterer and the Facility Event Coordinator. Failure to abide by these rules will result in booking account suspension. Please note that all catering equipment/services must be set-up and removed from the venue within the hours of the venue booking noted on the contract.

The sale of food is permitted only in support of City-wide initiatives and strategy, and with prior approval from the Facility Event Coordinator and [Toronto Public Health](#). A copy of the Toronto Public Health approval will be required by the Facility Event Coordinator in advance of the event date. Locations of such sales may be dictated and vary per venue.

Children

Children under the age of twelve are not to be left unattended on any City of Toronto property.

Damages

A location audit will be performed pre and post event and should there be any damages found, the event organizer/applicant will be responsible for any costs related to repairing the damage. The event organizer is liable for any loss or damage to the City of Toronto property or equipment. These costs are payable to the City of Toronto by the event organizer immediately upon receipt of an invoice.

Deliveries

All scheduling of loading and unloading privileges will be arranged based on availability and must be arranged at least two weeks in advance through a Facility Event Coordinator. Freight elevators may be used and are scheduled in specific time blocks based on availability. If you have to arrange deliveries outside City of Toronto hour of operations, a charge for additional staffing may be incurred by the Event Organizer.

Displays, Literature, and/or Signs

Event Organizations must adhere to the [Corporate Facilities Display and Fundraising Policy](#) and [Guidelines](#). Only pre-approved artwork, displays and signage can be exhibited. Artwork, display content, floorplans, supportive materials (such as Information Pamphlets), and audio-visual components must be submitted to a Facility Event Coordinator for approval at least two weeks in advance of the display date.

Signs are not to be affixed to any walls, pillars, windows, etc., on City of Toronto property. Signs may be placed on easels and/or display units.

Drones

Drone operations are regulated by Transport Canada. Please visit the [Transport Canada](#) website for details. All exterior use of drones must be approved by the Facility Event Coordinator a minimum of two weeks in advance of the event. Additional insurance coverage may be required.

Electrical Power

All electrical requirements and plans are to be presented two weeks prior to the event for approval by the Facility Event Coordinator. Additional electrical services may be made available upon request and additional costs may be incurred by the Event Organizer. Please note that power access/resources vary per venue and may be limited. The Event Organizer is responsible for providing pre-approved extension cords and cable matting. An ESA permit may be required by the [Electrical Safety Authority](#) and a copy is to be provided to the Facility Event Coordinator prior to event date.

Equipment

All in-house audio visual equipment and furniture (tables, chairs, lecterns, etc.) is available free of charge and on a first come, first serve basis. Therefore, it is recommended that equipment requests be submitted as soon as possible and no later than two weeks prior to event date to help ensure availability. Should you require technical support to assist with the set-up and/or operation of the in-house audio visual equipment for your event, a staffing fee may be applied to the Event Organizer. Please speak with the Facility Event Coordinator for more detail.

Fire

Any form of open flame is prohibited.

Fireworks

Fireworks are prohibited.

Flags

The desecration of flags or other national symbols is prohibited. To request a flag raising on a courtesy flag pole please visit the [Flag Raising & Half Masting](#) website.

Fundraising

Please refer to the [Corporate Facilities Display and Fundraising Policy](#). Please enclose samples, photographs or sketches of all proposed items with your application. Selling or distributing items will be restricted to designated tables. Soliciting for donations is prohibited

Insurance

The Event Organizer is responsible for obtaining the necessary Comprehensive General Liability Insurance coverage (if required). Should the event require liability insurance, the following provisions must be included:

- Minimum liability of \$2,000,000.00;
- The City of Toronto be named as an additional insured; and
- Cross liability/sever ability of interest clause.

Please provide a copy of the Certificate of Insurance to the applicable Facility Event Coordinator. The Event Organizer is also requested to sign a Save and Hold Harmless Clause prior to your event. This protects the Organization under the City of Toronto insurance plan if you events do not include any activities noted. Participants in your event may require waivers, if the event activity is deemed risk sensitive.

Internet & Wi-Fi

The City of Toronto now offers free public Wi-Fi in the public areas of City Hall and the Etobicoke, North York and Scarborough civic centres. Connect to "City of Toronto", accept the terms and conditions, and you will join the Wi-Fi network. No user name or password is required.

If you have trouble connecting, call 311 for assistance.

The service will be provided during the hours the buildings are open to the public, not just during meetings of City Council and committees.

Here's a complete list of the free public Wi-Fi locations:

- *City Hall*: Ground floor, second floor and Council Chamber.
- *Etobicoke Civic Centre*: Council chamber, board/committee room, Councillors' offices and the basement meeting rooms.
- *North York Civic Centre*: Ground floor public areas, Council Chamber, committee rooms, Members' Lounge and Councillor's offices
- *Scarborough Civic Centre*: Ground floor rotunda, Council Chamber, committee rooms and Second Floor Councillors' offices.

Lighting

All City of Toronto properties have various lighting capabilities. Event specific requests must be submitted to the Facility Event Coordinator two weeks in advance of the event date. Please note that all properties have emergency lighting, which cannot be dimmed or turned off.

Lost, Stolen or Misplaced Articles

The City of Toronto is not responsible for any stolen or misplaced items left on the property.

Megaphones

Megaphones are prohibited.

Media

The Event Organization is responsible for the issuing of any press releases or public service announcements unless the event is co-sponsored by the City of Toronto.

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 public space booking contract 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 public space booking contract holders are expected to uphold the same level of commitment and professionalism while operating on City properties.

Music Licencing Fees

A Music License provides an Event Organization with the ability to legally use recorded and live music in public settings.

It is mandatory to obtain a Music License when hosting an event with a recorded and/or live music component at a City of Toronto public venue.

Once the Event Organization has obtained a Music License, Proof of Payment must be sent to the Facility Event Coordinator in advance of the event date. To learn more about process for obtaining a Music License: <https://www.entandemlicensing.com/>

For general inquiries, please contact the Facility Event Coordinator.

Occupancy Loads

All public spaces have individual maximum occupancy capacities and loads based on the Fire and Building Code Regulations and are not to be exceeded. Please contact Facility Event Coordinator for details.

Parking

Parking is not provided at any City of Toronto property. Deliveries (see “deliveries” section) may be arranged via temporary parking permits; however, we request that all vehicles be removed promptly after loading and/or unloading. All unauthorized vehicles on any City of Toronto property will be tagged and/or towed at the owner’s expense.

Parade Permit

If your event includes a parade on the street, please visit the [Toronto Police, Public Safety – Major Events](#) website or call 416-808-4900 to obtain information about applying for a Parade Permit.

Proclamations

Requests for proclamations and letters of greeting can be submitted online through the [Strategic Protocol and External Relations](#) webpage. Requests must be submitted at least four weeks in advance of the due date or print/event deadline.

Placards

Placards and/or picket signs are not permitted on any City of Toronto property.

Raffles

A license is required for raffles and is available through the Gaming Services Office. Please visit their [website](#) or e-mail lotterylicences@toronto.ca for more information.

Rules & Regulations

The Event Organizer must comply with all applicable City of Toronto terms and conditions, rules, regulations and by-laws. Failure to comply will result in the event being cancelled and possibly the booking account being suspended.

Safety, Security and Surveillance

For safety and security reasons, all exits, stairwells and security/reception desks must remain accessible at all times. All security and life safety requirements for events on City property must be coordinated through Facility Event Coordinator and in conjunction with the Supervisor of Security Services. Should the Event Organizer, or the Facility Event Coordinator deem it necessary that a third party security guard provide security services upon City property, only a security service as outlined under the Private Security and Investigative Services Act may be contracted.

1. The Security Company must be the holder of a licence to engage in the business of selling the services of security guards.
2. The Security Guard must be the holder of a licence to act as a security guard.
3. The Security Guard must have successfully complied with all required training.
4. The Security Guard, or every person who is acting as a security guard, or holding himself or herself out as one shall wear a uniform that complies with the regulations.

All guards who are hired to perform security services upon the City of Toronto properties shall be compensated as required under the City of Toronto's Fair Wage Policy.

The Fair Wage Policy can be found here: <https://www.toronto.ca/business-economy/doing-business-with-the-city/understand-the-procurement-process/fair-wage-office-policy/fair-wage-policy/>. The Fair Wage Schedule can be found here: <https://www.toronto.ca/business-economy/doing-business-with-the-city/understand-the-procurement-process/fair-wage-office-policy/current-previous-fair-wage-schedules/>

Safety, Security and Surveillance continued

Please note civic public space may be monitored by video surveillance cameras (CCTV). The personal information collected by the use of the CCTV at these sites is collected under the Authority of the City of Toronto Act, 1997 and City of Toronto By-law, 1120-2004. This information is used for the purpose of promoting public safety and reduction of crime at these sites. Any questions about this collection can be directed to the Manager, Security & Life Safety, Corporate Security at (416) 397-0000, Toronto City Hall.

Sales

Selling or distributing t-shirts, buttons, posters, books, magazines, crafts, or other items is permitted in support of City initiatives and programs. Please enclose samples or photos/sketches of all proposed items with your event application. Please refer to the [Corporate Facilities Display and Fundraising Policy](#) or contact the Facility Event Coordinator for more details.

Scented Products

Scented products such as cosmetics, fragrances, hair sprays, deodorants, shampoos, lotions, body gels, laundry detergents and fabric softeners may trigger sensitivities or aggravate asthma, allergies and other medical conditions in certain individuals. Wherever practicable, eliminate use of these scented products and use unscented safe alternatives.

Smoking / Cannabis

Under Toronto Municipal Chapter 636 & 237, smoking in City of Toronto public squares is prohibited and enforced. Please be advised that anyone caught smoking will be dismissed from the premises, personal fines and/or the termination of the event.

These restrictions apply to the smoking of tobacco, cannabis (medical and recreational) as well as vaping or electronic cigarettes.

Sports

Sports events must meet all safety requirements. If approved, each participant must sign a waiver prior to the event. All detail must be discussed and submitted to the Facility Event Coordinator for approval at least 2 weeks prior to event date.

Staffing Costs

Additional City of Toronto staff may be required to support the production of an event at a cost to the Event Organizer. After finalization of event detail, the Facility Event Coordinator will forward specific staff requirements. The rates for the following City staff are available [online](#) or from the Facility Event Coordinator, and are applied in order to recoup costs associated with hosting your event. Staffing rates will be increased yearly based on the annual rate of inflation in order to ensure full cost recovery. Staff required for your event could include:

Audio/Visual Technician
Electrician
Custodial Personnel
Building Operator

Facility Event Coordinator
Foreperson
Security Guard
Event Logistics Personnel

Storage

Storage facility/space is not provided on any City of Toronto property.

Vehicles

Access to the venue must be requested and arranged in advance. Vehicle weight will be required as weight restrictions are in effect.

Only vehicles essential to the operation of the event will be permitted on the property and written approval must be received from the Facility Event Coordinator in advance. Parking is permitted only for loading and unloading purposes.

The speed limit must not exceed 8km/hour. All vehicles must have their hazard lights on and must be escorted on and off the property. Drivers are required to report to the Security Desk to gain access and require approved City escort.

Please specify anticipated arrival and departure times, license plate numbers, size, weight, and number of axles for each vehicle when completing the application. Without this information, it is not guaranteed that vehicles will be permitted to park.

Waste / Recycling Management

The City of Toronto has a 70% waste diversion bylaw; Event Organizers, applicants and attendees using City facilities are obliged to comply with this bylaw. Information on recycling and what can be put in blue bins and green bins is available at <http://www.toronto.ca/recycle>. Event Organizers are asked to communicate the City's waste management expectations in their event promotions and communications.

IMPORTANT INFORMATION

1. If at any time an Event Organization or Event Organization's meetings, events, displays, or other activities associated with the use of the City Civic Centre do not comply with any City Policy, including but not limited to the Corporate Facilities Display and Fundraising Policy, the Terms and Conditions, and the Human Rights and Anti-Harassment/Discrimination Policy, the City may at its sole discretion:
 - a. Place a hold on the Event Organization's ability to book any Civic Centre Public Space, until the Event Organization complies with all City Policies;
 - b. Suspend the Event Organization's account;
 - c. Refuse any request to book Civic Centre Public Space, until the Event Organization complies with all City Policies; or
 - d. Cancel any meeting or event, remove any displays, signage, information or any materials erected in a Civic Centre Public Space without notice.
2. Tentative booking of a date does not guarantee permission to hold your event. Your event is confirmed only when all information is received and approved you receive a Contract once.
3. Please be advised that your event could be cancelled or moved to an alternate location via last minute notification from Customer Support Services as a result of any law, rule, regulation, order, or other action adopted or taken by any Federal, Provincial, or City authority, including as a result of a pandemic or public health emergency as determined by the City's Medical Officer of Health.

4. The organization agrees that a decision made under sections 1, 2 and 3 are final and shall save and hold harmless the City, its officers, employees, agents, members of Council and the Mayor of any loss or damage associated with a decision made under sections 1, 2 and 3.

Facility Event Coordinators

If you have questions about the content of this document, the production of your meeting, event, display or venue, you may contact the Facility Event Coordinator at each of the [Civic Centres](#).

City Hall	416-397-7199
City of Toronto Archives	416-397-0816
East York Civic Centre	416-396-7766
Etobicoke Civic Centre	416-396-7766
Metro Hall & David Pecaut Square	416-397-9887
North York Civic Centre & Memorial Hall	416-338-1354
Old City Hall	416-397-7199
Scarborough Civic Centre & Albert Campbell Square	416-396-7766
York Civic Centre	416-396-7766

My signature below certifies that I have read and understood the Terms and Conditions for Use of Public Spaces and agree to abide by these conditions.

Name of Event Organization

Event Organizer / Applicant Name (please print)

Position in Event Organization

Signature of Event Organizer / Applicant (Must be 19 years of age or over)

Date