



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.

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

Thank you.



Rugby in the Square

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Section 1: Eligibility and Condition for Approval



Brain Art Project in the Pool

Section 1 (a): Eligibility

Nathan Phillips Square permit applicants are required to meet all 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 event must be open to the public and free of charge.
- The minimum expected attendance for public holiday and weekend events is 5,000 or more patrons per day.
- The event is deemed to raise the City's profile and 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 the [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, fire, etc.).

Section 1 (c): Application Process

- The intake of Applications opens in October for the following year. **Submitting an application does NOT imply that your event is approved or that your proposed date is confirmed.**
- Once the initial review of the Application has been completed, the date will be confirmed through a "Letter of Condition". This "Letter of Condition" is a "Conditional Approval" for the event to take place.
- Along with this letter a "Checklist" with dates to submit information will be sent.
- 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.
- Once all information has been provided that is related to your event, a "Staffing Estimate Invoice", will be sent. The "Staffing Estimate Invoice" must be paid by a bank draft/certified cheque, payable to "The Treasurer, City of Toronto" one week prior to the load-in.
- 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 canceled by the General Manager, Economic Development and Culture.
- If all paperwork and information have been provided an "Event Agreement" will be sent and must be signed before entering the square understanding all the terms and conditions that are outlined in the clauses.

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



Cavalcade of Lights

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

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

Contravention of by-laws, policies, regulations, and rules governing the Square will result in immediate termination of event activities and will jeopardize future requests.

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 the 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.



Toronto Dragon Festival

Section 2 (a): 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, 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 (b): Service Fee & Payment Schedule

- 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 fee 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](#) will be increased yearly based on the annual rate of inflation in order to ensure full cost recovery.
- Staffing fee along with the refundable security deposit must 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.

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

Section 2 (c): 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 for ensuring all health and safety measures, plans, and 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 on site:
 - ✓ 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 the 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.
- **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:
 - ✓ set up any tables, chairs, and booths.
 - ✓ assisting with traffic control onsite during load in / load out.
 - ✓ answering inquiries from the public about the event.
- Ensure adequate staffing/volunteers to manage the overall outdoor program. Duties involve:
 - ✓ managing capacity.
 - ✓ line-ups.
 - ✓ traffic flow.

Section 2 (d): Washroom Requirements

- Events with an expected attendance of over 1000 must arrange for 4-6 portable washroom facilities including wheelchair-accessible and hand washing stations.
- Events with an expected attendance of over 5,000 must arrange for 10 portable washroom facilities including wheelchair-accessible and handwashing stations.
A 'Proof of Payment' will be required for these portable washrooms.
- The location of portable washroom facilities must be behind the Hero Burger and must be clearly marked on the final site plan.

Washroom Timings:

Public washroom facilities on the Square:	8:30 a.m. - 10:30 p.m.
Public washrooms in City Hall:	Weekdays: 8:00 a.m. – 8:00 p.m.
	Saturday: 10:00 am – 6:00 pm
	Sunday and Statutory Holidays: Closed

Section 2 (e): Security & Emergency Planning

- 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 (f): Waste Diversion

- It is mandatory for events with more than 5000 expected attendance and 10 food vendors to provide one 40-yard garbage bin.
- Events with more than 5000 expected attendance and more than 10 food vendors must provide two 40-yard garbage bins and ensure the bin is replaced should it fill up during the event.
- In order to comply with the City Council's Waste Diversion Policy, the organization signing the contract must agree to the removal of grey wastewater from the site.

- Non-compliance with these regulations may result in future requests for event space in City facilities being denied to the applicant.

Section 2 (g): Wireless Internet

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

Section 2 (h): 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.
- 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 the 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 (i): Vendors, Food Vendors, Alcohol and Sponsors

- 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.
- **Generators are not permitted on the square with an exception to the food trucks.**
- **Charcoal and wood BBQs are not permitted, only propane BBQs are permitted**
- **A portable fire extinguisher must be 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 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 preferably Masonite Boards to put down under all food preparation appliances (BBQs, 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 the 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 on site with a valid food handler's certificate.
- To serve/sell alcohol in Toronto you need a liquor licence from the Alcohol and Gaming Commission of Ontario. [CLICK HERE](#)
- There are 2 types of temporary licenses that may be required as part of your event: Special Occasion Permit (SOP) and temporary Extensions (e.g. patios or hours)
- To determine which permit your event requires, please refer to the 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 2 (j): 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.
- Each vehicle must be accompanied by a safety volunteer who will escort the vehicle to its' unloading zone. Any vehicle without an escort will not be permitted on the square.
- The vehicles must have flashers on and must not drive on the square beyond 8 km/hr.
- The Event Organizer's onsite liaison must supervise both load in and load out.
- In the event the liaison feels that safety is being compromised, Corporate Security must be 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 always ensure safety on site.
- 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.
- No vehicles will be allowed on the square while the event is going on.

Section 2 (k): Parking

- Underground Green P Parking is available for vendors and patrons parking. [CLICK HERE FOR GREEN P PARKING](#)

Section 2 (l): Promoting the Event & Event Day

- 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](#)
- 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 the 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 the 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 the production schedule.

Section 2 (m): 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 the 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, and a severability of interest clause and cannot call into contribution any other insurance available to the City of Toronto.
- The policy must not be canceled or amended without the prior written consent of the Event Support Supervisor.

Section 2 (n): Amplification and Event Timings

- Monday - Friday events:
 - Load-in: 7:00 am
 - Load-out: until 1:30 am (all gates will close at 1:30 am)
 - Amplification:
 - Soundcheck: 12:00 pm - 12:15 pm
 - Stage Programming: 12:15 pm - 1:30 pm
 - Soundcheck: 4:30 pm - 4:45 pm
 - Stage Programming: 4:45 pm - 11:00 pm
- Saturday:
 - Load-in: 7:00 am
 - Event end time: 11:00 pm
 - Load-out: until 1:30 am (all gates will close at 1:30 am)
 - Amplification: 10:00 am – 11:00 pm
- Sunday
 - Load-in: 7:00 am
 - Event end time: 9:00 pm
 - Load-out: until 1:30 am (all gates will close at 1:30 am)
 - Amplification: 10:00 am – 9:00 pm
- It is mandatory to apply for a [Noise Exemption Permit](#)



Maple Leaf's Outdoor Open Practice

Section 3: BY-LAWS AND POLICIES GOVERNING NATHAN PHILLIPS SQUARE



Taste of Vietnam

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): Animals, Balloons & Beauty Pageants

- 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 the Event Support Supervisor, who will advise if a permit is required or not. [CLICK HERE for Toronto Municipal Code Chapter 349, Animals](#)
- Helium-filled balloons are prohibited. Balloons for distribution to the public must be air-filled.
- Releasing balloons is prohibited.
- Activities that degrade men or women through sexual stereotyping, or exploit the bodies of or contest 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, or Hatred for any person based on 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 (c): Adhesives

- Only gaffer tape, cable path tape or sidewalk chalk may be used for marking the square.
- NO duct, electrical, painters, or masking tape is permitted.
- The 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 (d): Building Permit

- When erecting any structure, be it a temporary tent or stage a building permit may be required
- 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 (e): Carnival Rides

- Carnival, amusement rides, and inflatables are subject to approval by the Event Support Supervisor.
- All rides and inflatables will require a TSSA permit.

Section 3 (f): Cannabis/Smoking

- Keeping with the federal government’s Cannabis Act and in accordance with this legislation, the City of Toronto, divisions, and agencies will not entertain permit requests to raise awareness and educate the public about cannabis.
- Like the City of Toronto Municipal Code 636 and former Municipal Code 237 bans smoking on the City of Toronto Public Squares including Nathan Phillips Square.
- The Tobacco Act and the Cannabis Act prohibit the promotion by means of a testimonial or endorsement, false or misleading advertising, sponsorship promotion, or 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 the 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 [Statement on Cannabis & City Partnership](#)
- The smoking ban is in effect 24 hours/day, seven days a week.

Section 3 (g): Drones

- The use of drones is forbidden on the Square.

Section 3 (h): Electrical Outlets Availability

- A limited number of 15-amp outlets are available within the Square.
- Before an electrical product or piece of electrical equipment is used, sold, displayed, or advertised for sale in Ontario, it must be approved by an accredited certification or evaluation agency.
- The item must carry the official mark or label of the agency which indicates that the product has been independently assessed for safety.
- These rules define the standards for safe electrical products and electrical installations in Ontario, and when followed, protect the public, workers, and contractors as well as business owners.
- Installation and connection of unapproved electrical equipment is against the law, puts people at risk, and can lead to prosecution.

Mandatory Requirement: Share this link with all food vendors and with your certified electrical company providing power to your vendors <https://esasafe.com/electrical-products/recognized-certification-marks/>

- 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 (i): Fund-Raising, Gaming and Lottery Licenses

- Selling items is permitted only in support of non-profit or charitable organizations.
- Soliciting for donations is prohibited unless approved by the City Council.
- A lottery license 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). The Gaming Services issues lottery licenses to eligible charitable, religious, or not-for-profit organizations. To obtain a lottery license, please contact the Lottery Licences Office in the City Clerk's Office, at (416) 392-7037. [CLICK HERE for more information.](#)

Section 3 (j): Music License Fees

- It is mandatory to pay the Music License fees.
- Once these fees are 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: 1.855.957.6226 x 3363; Cell: 647.928.3977

Section 3 (k): Noise By-law

- Changes to the Noise-By Law came into effect on October 1, 2019. [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 (l): Open Flame and Pyrotechnics

- Any form of open flame and pyrotechnics is prohibited unless approved by the City Council.

Section 3 (m): Plastic Water Bottles

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

Section 3 (n): 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 always wear the following personal protective equipment when on a project:
 - ✓ protective headwear (CSA certified, Class E).
 - ✓ protective footwear (CSA certified, Grade1).
 - ✓ high visibility safety apparel (day/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 ALWAYS within barricades!

Section 3 (o): 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 (p): 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, buildings, walkways, or arches of City Hall.
- No signs of any kind are permitted in the Peace Garden.
- 80-20 rule of signage is enforced. 80% signage of the organization and 20% of the sponsors.
- The display of any tobacco/cannabis company or product identification is strictly prohibited.

Thank you for choosing Nathan Phillips Square.



Khalsa Day Parade