



# Client Handbook

## An abbreviated guide to organizing an event at Yonge-Dundas Square

Welcome!

This is a shorthand guide to some of the key aspects of managing an event at Yonge-Dundas Square. It doesn't replace the Guidelines (which form part of the Event Contract) so please read those carefully also.

It provides an outline of how things work at the Square, identifies some primary responsibilities, illustrates deadlines for information and invoices and lets you know how we will help you to execute a successful event.

### **A note about permits:**

As the Management of the Square on behalf of the City of Toronto, staff issue permits to groups for activities on the Square, groups don't "rent" the Square. While in one sense YDS is a big open space for public use, in regards to events, it is just like a building with 4 walls, staff need to let you in and let you out again and there are some rules to ensure things go smoothly.

### **Section 1: Timelines and Deadlines**

- 1.1 – Booking Slip to Contract
- 1.2 – Table of Deadlines for Information
- 1.3 – Timeline from Signed Contract to Event Day

### **Section 2: Staffing**

- 2.1 – The Role of the Event Coordinator
- 2.2 – Exclusive Staffing Requirements
- 2.3 – Minimum Staffing Requirements

### **Section 3: Schedule**

### **Section 4: Site Plan**

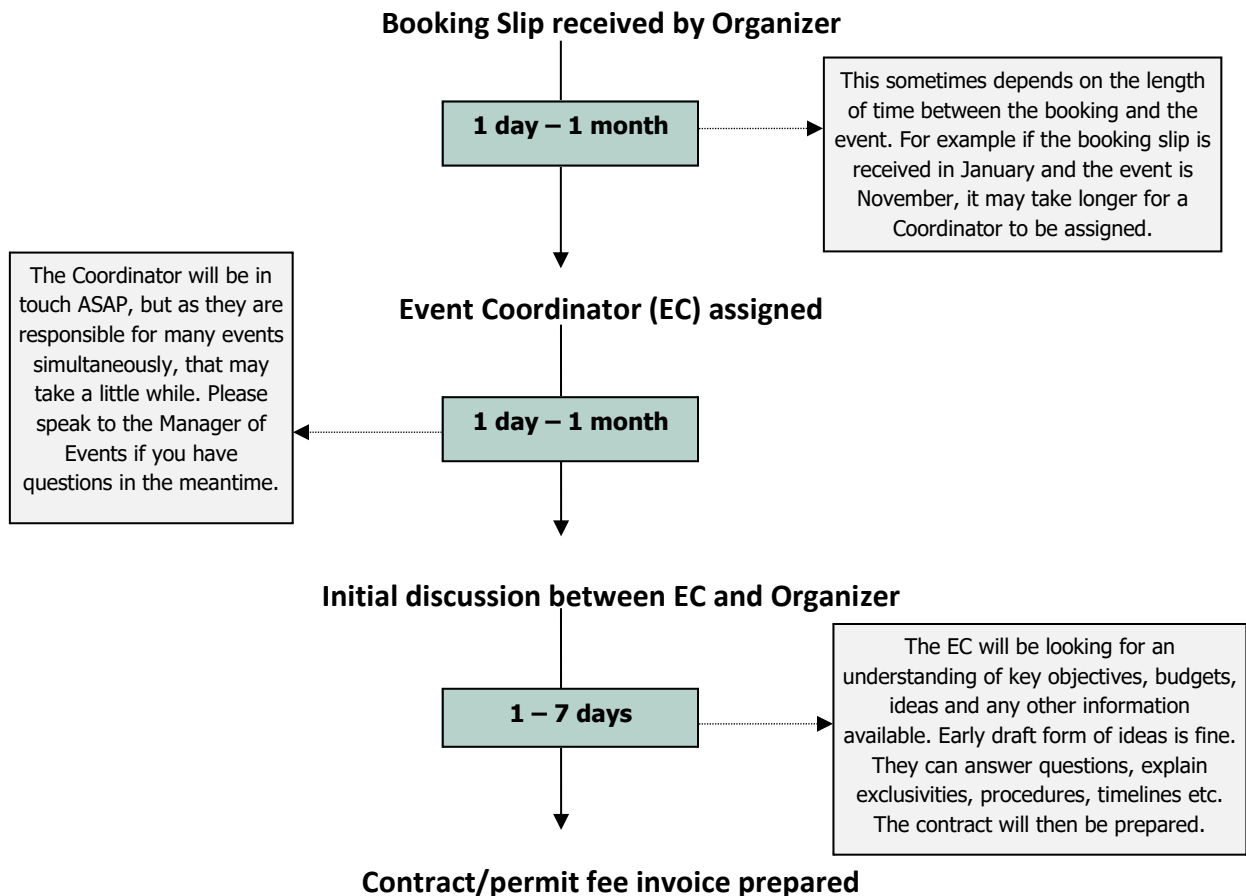
- 4.1 – The Yonge-Dundas Square Site Plan
- 4.2 – The Event Site Plan

### **Section 5: Equipment**

### Section 1: Timelines

This section outlines various timelines that apply to organizing an event at the Square from the moment the booking slip is received, until event execution and reconciliation.

#### 1.1 - Getting Started



#### 1.2 Specific Event Information Deadlines

These contractual deadlines apply to events (specific dates will be provided by the Coordinator).



Item	Deadline for information before event
Event Support Fees	25 days
Final Site Map/Plan	30 days
Production/Event Schedule	ASAP (but at least 30 days)
Staffing Requirements	30 days
Stage Plots/AV Requirements	30 days
Insurance	7 days
Toronto Public Health Forms	ASAP (but at least 21 days)
Electrical Requirements	30 days
Website listing	ASAP (but at least 30 days)
Liquor License Application	At least 8 weeks
Street Closure Application	At least 8 weeks
Paid Duty Police Officers	8 weeks

*All information is due 30 days before the event & payment in full is due 10 days before the event. If these deadlines are not met, the event may be cancelled.*

If you foresee any issues with meeting these timelines, please discuss your concerns with your Event Coordinator as soon as possible. That will enable your Coordinator to help problem solve the issues and address things well before the information due date.

Given that the YDS Coordinator will need time to review and approve the information provided, please provide the Coordinator with information (like schedules, site plans and staging) as soon as possible, even if it's in draft form or an email with loose outlines. This information is vital for us to create an accurate estimate of event support costs. Keeping the Event Coordinator informed as changes then occur will help to ensure the success of your event.

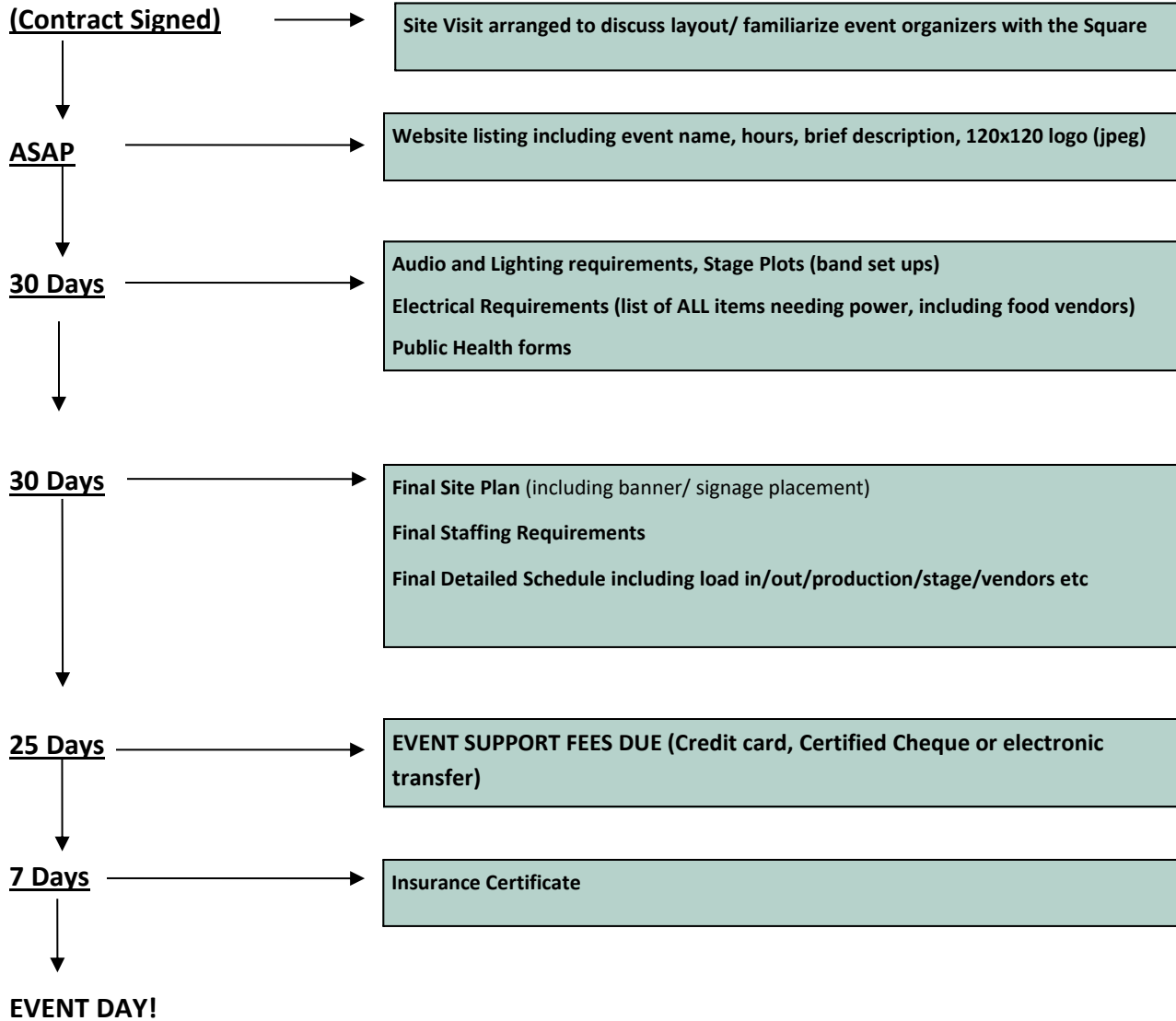
### **Timeline for Information/ Payment Requirements**

This timeline indicates when some of the key requirements are due to the Event Coordinator and how long before the event they are due.



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### **Section 2: Staffing**

#### **2.1 Event Coordinator**

After the initial booking stages with the Manager of Events, an Event Coordinator will be assigned to work on the event. The staff at the YDS know the Square better than anyone and will be a great resource for staging, set up, logistics, staffing and scheduling expertise.

##### **The YDS Event Coordinator can:**

- Talk about ideas and offer suggestions about how to make them practical logistically, and help brainstorm alternatives if something isn't going to work.
- Give advice on planning the site map to maximize visibility, utilize space efficiently, allow easy pedestrian flow, provide easiest access to power/ water etc.
- Advise on scheduling, like the time food and craft vendors will need to load in and out, appropriate sound check lengths, breaks between bands, how long set up will take etc.
- Manage YDS suppliers onsite (Technicians, Site Operations, Security etc)
- Help with a listing for the YDS website calendar.
- Assist with the process of getting insurance (if help is required).

##### **The YDS Event Coordinator will not:**

- Run the event.
- Revise estimates every time anything changes.
- Draw the site plan.
- Stage Manage the entertainment and stage.
- Manage the event vendors, volunteers or staff onsite.
- Make executive decisions about programming or creative aspects of the event (unless related to safety/ logistics and is necessary).

#### **2.2 Exclusive Staffing Arrangements**

YDS has **EXCLUSIVE** staffing arrangements for:

- Security services
- Operations/ Maintenance (who perform cleaning duties and set up YDS power/ equipment etc)



- Audio and Lighting crew
- Electrical/ Plumbing staff

### 2.3 Minimum Staffing Requirements

#### Onsite Coordinator:

- A member of the YDS Event Management team (an Onsite Coordinator) will be required onsite at all times during the event and load in and load out.
- They will be there as an onsite resource for the event, to supervise YDS Staff and Suppliers and to ensure the Guidelines and bylaws are being followed.
- The Event Coordinator will always arrive onsite before the event load in begins to prepare the space and manage set up of YDS equipment. The Coordinator will then remain onsite after load out is finished, to supervise the cleanup of the space and finish the packing up of YDS equipment.

#### Security:

- At least one security guard will be required for all events, regardless of scale. Security will be scheduled for (at latest) the Event's arrival time to load in, and at least until the last of the Event personnel is offsite, and load out complete.
- The minimum number of security guards required depends on the scale of activity. Factors include if there is a concert, a rally, a licensed area, free sampling, large numbers expected, what is being promoted etc.
- Security is required to help make sure YDS and event patrons are kept safe and that YDS and City bylaws and guidelines are being followed.
- The YDS Coordinator will be able to offer advice on optimal and sensible numbers of guards (beyond the minimum requirement), and will have the final say in how many guards are required.

#### Operations Crew:

- At least one operations staff member will be required for all events, regardless of scale.
- Operations staff clean up the Square before the event load in starts, during the event and then after the event's portion of the load out is done, so they will be first onsite (before load in starts) and last to leave (after load out finishes), with an Onsite Coordinator.
- The minimum number of Operations crew depends on what is planned (factors include whether there is food, large crowds, handouts, lots of tents, lots of power cable to be run etc).



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- The YDS Coordinator will ascertain Operations levels based on event requirements/ scheduling requirements/ projected needs.

#### Electrician:

- Due to the nature of YDS being a large, open space, most power sources are located on the perimeter of the Square. There are some 15amp outlets (normal household outlets) available, but these have some limitations when running many items (especially freezers/microwaves/coffee urns etc). The YDS Coordinator will help plan electrical to minimize cost and maximize efficiency.
- YDS will need a list of EVERY POWERED ITEM BEING BROUGHT ONSITE so the Coordinator can determine if that power can come from the 15amp outlets, or if a portable power panel will be required (which provide more outlets and amperage to a concentrated area).
- If a panel is required an electrician will be required to set it up, and depending on the location of the panel, two electricians may be needed.

#### Section 3: Scheduling

Every event is different, but here are some generalizations that can be a good starting point.

- Final schedules are due 14 days in advance of the event.
- The Event Organizer or a senior representative of the organizer **MUST BE ONSITE FROM THE BEGINNING OF LOAD IN UNTIL THE END OF LOAD OUT.**
- Food vendors usually want about 3 hours before the event starts to set up, craft vendors need about 1.5 – 2 hours before the event to set up.
- Vendor arrival time should be staggered as there is VERY limited car access to the Square.
- For most local or community bands, sound checks aren't necessary. YDS' Audio crew are great at mixing live music 'on the fly' and have extensive experience with festival set ups.
- A minimum amount of time will be required between bands for the stage crew to switch equipment over. The less time scheduled between bands, the more staging crew are required. The Event Coordinator can advise on appropriate stage scheduling if required.
- **THERE MUST BE A STAGE MANAGER** to manage all the performers and be the contact for the Audio and Lighting crew. They should be experienced and well prepared. Talk to the Coordinator about the role of a Stage Manager and what their responsibilities are.



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- It takes hours to load out and clean up the Square after a big event as the public has to leave the Square first, then vendors, then equipment, then clean up. Be prepared for a long day as someone from your Event's Management team must be onsite until the very end.

Please note that the Good Neighbour Policy dictates that no music or amplification should be heard outside the boundary of the Square before 5.30pm, and must then be limited to under 85dB between 5.30 and 11pm. All noise must cease at 11pm. See the Policy for further details.

### **Section 4: Site plan**

#### **4.1: YDS Site Plan**

**Yonge-Dundas Square does not issue permits for the entire Square.** The area that is covered by the full Square permit includes the stage, an area beside the stage and the plaza area in front of the stage to the sidewalk at Yonge Street. Not included are the areas near the corner of Yonge and Dundas Streets (including around the video screen), in front of the subway, TO Tix, or in front of/ within 15' of the Sightseeing booth. The entire event footprint must be contained within the permitted area (talk to the Coordinator to clarify what areas are included in an event permit).

#### **4.2: The Event Site Plan**

Please use the plan provided with the contract and using any program (Photoshop, AutoCAD etc) or simply hand drawn and scanned/ faxed, add in all of the event equipment that affects the footprint of the Square, including power requirements. Please remember that there must be some seating available to the general public at all times, somewhere on the Square. This can be discussed with the Event Coordinator.

Site plans should include:

- Tents
- Barricades
- Power (where you need power outlets to be)
- Inflatables/ large displays/ extra staging or structures/anything else your event is bringing in





It doesn't matter if it's not pretty, the Coordinator just needs it to be legible so it can be reviewed, issues rectified and YDS Staff prepared for set up on event day.

### **Section 5: Equipment**

YDS has some equipment onsite, primarily 10'x10' tents, tables, chairs, barricades and cable mats. This equipment may be rented from YDS and extras sourced by YDS if required, although this equipment may also be brought in by the event directly (non-exclusive). All equipment sourced independently by an event must be in good working order, look presentable and the Event Coordinator will need to approve any 10'x10' tents (to be sure they're safe and look acceptable). YDS has an **exclusive large tent supplier** for anything above a 10'x10' pop up. Please discuss this with the Coordinator.

YDS has an **exclusive audio and lighting supplier** and events must use this supplier for all sound and lighting equipment. For extensive or complicated technical requirements a meeting will be arranged with YDS, the Supplier and the Event Organiser to discuss needs and options. For simpler requirements, the YDS Coordinator will provide estimates directly.

YDS installs a good, concert quality digital sound system from May to October (approximately) that is available for use by events at a reasonable cost. This size system is sufficient for most concerts, although for enormous crowds, bands with lots of members or specific instruments, additional equipment may be required to supplement the seasonal system (at the event's cost).

There will be garbage removal costs for all events, and power-wash charges may be applied (and will be mandatory for large events or any event with food products).