tiff the market

Metro Toronto Convention Centre Venue Access Guide

Introduction

TIFF: The Market takes place across three floors of the Metro Toronto Convention Centre (MTCC), in addition to the adjoining Intercontinental Toronto Hotel, located in downtown Toronto.

Alongside the featured Programming and Exhibition infrastructure of TIFF: The Market, there is a range of service points and public facilities throughout the building, designed to enhance the experience of each and every visitor to the MTCC, from registration and ticketing through to accessibility and hospitality.

This guide is designed to give an overview of key locations, service points and visitor facilities to support planning, wayfinding and comfortable use of the space.

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Facilities by Floor

Level 100 (John Bassett Theatre)	**Level 200 (Ground Floor)**	**Level 300 (Exhibitor Floor)**
Luggage Check	Main Entrance & Exit	Food Hall
Universal Washroom (Gender-Specific)	Universal Washroom (Gender-Neutral)	Washrooms (Gender-Specific)
Lobby Pass Waiting Area	Registration & Pass Pick-Up Desk	Sensory Friendly Lounge
Theatre Auditorium	Market Box Office	Quiet Room
	Information Desk	Central Lounge
	Troubleshooting Desk	Refreshment Stands
	Family Lounge (ft. Mamava Pod)	Market+ Lounge
	Self-Service Ticketing Kiosks	Producers' Hub
	Access to Intercontinental Toronto	Access to Bridge (leading to MTCC South Building)
	Innovation Hub	
	Programming Stages	
	Medical Office	

Location

255 Front Street West, Toronto, ON M5V 2W6

Closest intersection

Front St. W. & Lower Simcoe St.

Overview

This guide provides accessibility information to support visitors in planning their experience. If you have specific access needs, we recommend contacting the venue in advance.



Figure 1: A Map of downtown Toronto with Metro Toronto Convention Centre along Front St. W between John St. and Lower Simcoe St.

Getting There

***Please see Festival Street closures**



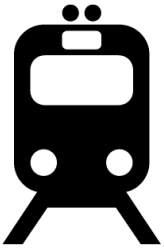
Subway

The MTCC is located near Union Station on Line 1. It is a 550 m (about a 9-minute walk at an average pace; travel time may vary) from Union Station to the MTCC.



Streetcar or bus

The King Streetcar (Route 504) stops at King St. W. & John St. It is 450 m (about a 7-minute walk at an average pace; travel time may vary) from the streetcar to the MTCC.



GO Transit or VIA Rail

The MTCC is 550 m (about a 9-minute walk at an average pace; travel time may vary) from Union Station.



Driving

The North Parking Garage offers 12 accessible parking spaces on Level 4A. The South Parking Garage has 9 accessible parking spaces.

Core Visitor Facilities

Arrival and Entrance

- The North Building features accessible street-level entrances from both Front Street and Internal Street.
- The South Building provides accessible street-level access from Bremner Blvd.
- There is also an accessible entrance from the PATH.

Elevators

West side, down the hall from the theatre/coat check, before room 101, has access to:

- Level 300 (Exhibit Hall A)
- Level 200 (Street, Registration, rooms 201-206)
- Level 100 (rooms 101-107, Constitution Hall, John Bassett Theatre)
- Theatre orchestra level
- Theatre stage level

South side, behind room 104, has access to:

- Level 200 (Street, Registration, rooms 201-206)
- Level 100 (rooms 101-107, Constitution Hall, John Bassett Theatre)
- Parking level

Escalators

- Main entrance, two sets of escalators located in central foyer
    - Going down to Level 100 (rooms 101-107, Constitution Hall, John Bassett Theatre)
    - Going up to Exhibit Hall B.

- West side, across room Cafe
    - Going down to Level 100 (John Bassett Theatre, rooms 101-107, Constitution Hall)
    - Across room 202, going up to Exhibit Hall

- East side, across room 206
    - Bridge over to South Building (Levels 400-500, exit to PATH and Union Station)

Washrooms

Public washrooms all have a wheelchair accessible booth or a single room. Locations:

- South side behind room 104
- East side pass and across room 107
- Inside the Theatre (Restricted public access to washrooms, available for attendees using the spaces)
- West side behind room 201
- East side behind room 206E
- Level 300 Hall A North end near west side elevators; south end of the hall
- Level 300 Hall B South end of the hall
- Level 300 Hall C South end of the hall

Features	Availability	Notes
Gender neutral	Yes	Single all gender washrooms on Level 200
Sensored flushing	Yes	
Sensored faucets	Yes	
Automatic soap dispensers	Yes	
Sensored hand dryers	Yes	
Change tables	Yes	(specify on which levels)

Delegate Services & Market Accessibility

Registration & Pass Pickup Desk

- Located in the central foyer of the building, immediately after passing through the main entrance of the building.
- This service point is equipped with accessible furniture, including low height desks and space to accommodate wheelchairs and mobility devices.

Lobby Access

- Any delegate who is unable to stand or wait in a line-up prior to a screening or event, due to an accessibility requirement, can request a Lobby Pass.
- A Lobby Pass allows the delegate to wait in a suitable area close to the event space, where seating is provided.
- Most Lobby Passes will have been arranged in advance with the Accreditation team, but they can also be requested in-person at the Registration & Pass Pickup Desk.
- Lobby Passes are issued digitally and attached to the delegate's Market Accreditation in their Ticketmaster account. They are person-specific and non-transferable.
- To gain access to the relevant Lobby Area, alert the TIFF staff or Market Volunteer attending the screening or event space and show them the Lobby Pass.

Accessible Seating

- Each stage area has an allocation of 6 accessible seats, located in the centre of the audience space.
- Prioritised for those with an accessibility requirement and made available on a first-come first-served basis.
- These seats are adjustable and allow extra space for mobility and assistive devices, as well as a reasonable vantage point.

- Requirements for accessible seating at film screenings should be arranged in advance with Customer Relations, either by phone (416-599-2033 or 1-888-258-8433) or via email at customerrelations@tiff.net.

Assistive Devices & Services

- Assisted Listening devices, which amplify film sound through a personal audio device, are available for all screenings and can be collected at the Market Box Office, located on Level 200 beside the main entrance.
- Audio Description availability is dependent on the particular screening and can be found in TIFF's online film schedule and at the Market Box Office.
- Live Captioning is available for all speaker events on stage, and American Sign Language (ASL) interpretation is available for a select number of events. Details can be found in the Market Schedule and at the Info Desk.

Hospitality Services & Delegate Facilities

Market Food Hall

- Level 300, East Side
- Food and beverages, including alcohol, are available for purchase at the Market Food Hall.
- Outside food and drink are not permitted, though delegates may bring their own water bottles.
- Visitors will first need to purchase a ticket at the Visa Pay Station and after which you can proceed to the food service stations, to purchase relevant item tickets:
    - Food & Beverage tickets $30
    - Food tickets $25
    - Beverage tickets $5

- Food stations:
    - A Little Italy
    - Across the Mediterranean
    - Flavours of Asia
    - A Taste of India
    - From The Islands
- Cash, debit, and credit are accepted.
- A variety of seating options are available, including cafe tables, communal tables and some high-top seating.
- MTCC Staff will be in attendance to maintain this space.
- Service 11am - 3pm

Central Lounge

- Level 300, Centre of the exhibitor floor.
- Free Lavazza coffee service with specialty machines staffed by baristas, in addition to self-serve machines and cold brew options.
- Snacks and other soft beverages available to purchase.
- This four-sided bar is located in the center of the lounge, with cafe tables, communal tables and lounge seating available.
- Open 9am - 7pm.

Sensory Friendly Lounge

- Level 300, next to the TIFF Pop-up Shop.
- Provides a calm, low-stimulus environment that is sheltered from the noise and activity of The Market. Includes gentle lighting, soothing sound, comfortable furnishings and interactive items, to support self-regulation.

Quiet Room

- Level 300 (Exhibitor Floor), next to the Producers' Hub.
- A small, seated area. May be used for rest, prayer or a moment of quiet throughout the opening hours of the exhibitor floor.
- Equipped with a bench, chairs, storage locker and lamps.

Family Lounge

- Level 200 (Ground Floor), East Side next to the Main Entrance, directly across from Room 203D.
- A quiet room for those with childcare or dependent needs.
- Mamava XL Pod
    - A freestanding booth designed to offer a private space for breastfeeding and pumping.
    - For use by any Market Delegate or Staff Member, accessible via the Mamava Pod App.
    - Wheelchair and stroller accessible.