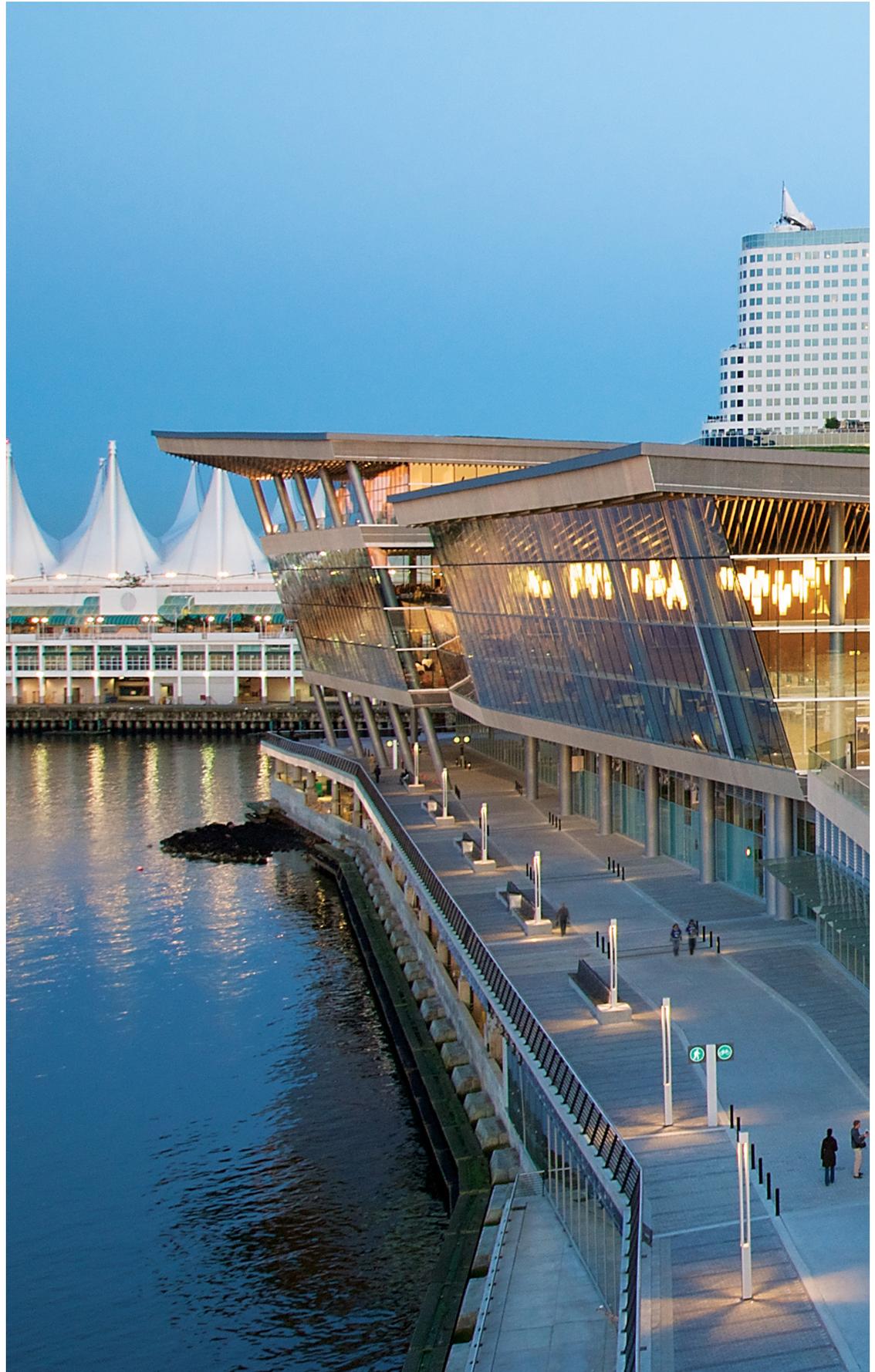


# OPERATING GUIDELINES



## PRIVACY POLICY

The Vancouver Convention Centre collects and utilizes client information in order to maintain a responsible commercial relationship and facilitate the provision of services and products required to meet the needs of our customers. This information may include contact names, postal and email addresses, phone and facsimile numbers, billing information, credit history, payment details and similar types of information. In doing this, we respect the privacy of our customers and recognize the need to safeguard any confidential information in our possession from unauthorized access. In this regard, we comply fully with the provisions of the BC Freedom of Information and Protection of Privacy Act.

As the Vancouver Convention Centre provides most convention services through sub-contracted Official Suppliers, customer information may be shared with these Official Suppliers in order to facilitate the solicitation and provision of those services. Any such disclosure is made on a confidential basis, and Official Suppliers are contractually bound to use the information only for the purposes for which it was disclosed.

The Vancouver Convention Centre uses a contracted credit/debit card processing company to facilitate some customer payments. This company does not retain, share, store, or use personally identifiable information for any secondary purpose. Except as required by law, neither the Vancouver Convention Centre nor its Official Suppliers disclose customer information to any other third parties under any circumstances.

## WEBSITE

Our website does not track, collect or distribute any personal information that has not been voluntarily entered by the user. While our analytics provide usage data such as visits and movement within the site, this information is only used for website development and enhancement purposes and contains no personal information.

Our website does not place permanent cookies on a visitor's computer. We do use sessional cookies, which are small files stored on a visitor's computer to help the visitor use the site. These are valid only during the time the visitor is actually logged on to the site.

We are happy to publicize your event on our website's event calendar. To have your event listed in the calendar, please inform your Event Manager at your earliest convenience.

## SOCIAL MEDIA

The Vancouver Convention Centre utilizes various social media platforms to share information and connect with guests, clients, community and the meetings industry. If you would like your event highlighted through our social media platforms, please advise your Event Manager.

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# WELCOME

# WELCOME

Thank you for selecting the Vancouver Convention Centre as the venue for your event. We look forward to working with you to provide the best event experience for you and your guests.

The Vancouver Convention Centre is committed to delivering exceptional service and ensuring the success of your event from start to finish. Your Sales Manager will help you book and contract your event, which is then assigned to a dedicated Event Manager who will work with you to coordinate all of your event details. From planning to delivery, our support and expertise will be at your service. We are experienced in staging a wide variety of events and hope you will consider us a valuable resource throughout the planning stages of your event and, of course, during your stay with us. These Operating Guidelines are designed to familiarize you with the Centre and to provide information on many of its more technical aspects.

## About the Vancouver Convention Centre

Located on Vancouver's downtown waterfront with a dramatic mountain backdrop, the award-winning Vancouver Convention Centre offers one of the most beautiful settings in the world. Covering four city blocks, the Centre's two connected buildings feature 466,500 ft<sup>2</sup> (43,340 m<sup>2</sup>) of flexible meeting, exhibition, ballroom and plenary space. Designed with the latest environmentally sustainable features and technologies, coupled with a commitment to global leadership in environmental practices, the Centre's West building is the world's first convention centre awarded double LEED® (Leadership in Energy and Environmental Design) Platinum certification.

Named "Best Convention Centre and Best Convention Centre Service in North America" by Watkins Research Group (2016), the Centre's team brings together event details seamlessly, from customs and shipping requirements to audio-visual, rigging and lighting. We take pride in delivering five-star cuisine from a 'scratch' kitchen philosophy of using fresh, local, and seasonal ingredients. We also offer industry-leading technology with connection speeds of up to 1Gbps.

Voted as the "Best City in the Americas" year after year by Condé Nast Traveller magazine, Vancouver is a vibrant, cosmopolitan city with a comfortable year round climate (from average lows of 5°C and highs of 20°C). The award-winning Vancouver International Airport is the second largest international passenger gateway on the west coast of North America, providing direct routes to and from most major destinations. Located in the heart of this dynamic city is the Vancouver Convention Centre where everything is easily accessible – 13,000 hotel rooms within walking distance including three connecting hotel properties, restaurants from around the globe and endless shopping and entertainment options.

# OFFICIAL SUPPLIERS

**Bell – Vancouver Convention  
Centre Office**

1055 Canada Place  
Vancouver, BC  
V6C 0C3

Telephone 604 647 7377  
Fax 604 647 7232

[bell.ca](http://bell.ca)

Bell is Canada's largest communications company, providing consumers with solutions to all their communications needs, including telephone services, wireless communications, high-speed internet, digital television and IP Telephony. Bell also offers integrated information and communications technology (ICT) and Data Centre hosting services to businesses and governments. Bell is proud to be the exclusive telecommunications and the exclusive telecommunications provider to the Vancouver Convention Centre.

**Telecommunications and technology services for the Vancouver Convention Centre**

Bell offers a complete range of reliable and innovative communication and conference services. From communications tools to advertising, and advanced connectivity services, Bell is your one-stop-shop for all of your conference technology needs while attending, supporting or hosting an event at the Vancouver Convention Centre.

**Advertising and sponsorship opportunities**

Bell supports more than 150 permanently mounted digital signs throughout the convention centre which can support booth advertising, sponsor recognition, product showcases or an event news service.

**Connectivity services**

Bell offers high speed internet, telephone, and wireless data and voice services to help you stay connected during your visit to the Vancouver Convention Centre. With an outstanding record for supporting events with thousands of Wi-Fi users we have the infrastructure capabilities to let you stay mobile. Hardwired internet services, with connection speeds up to 1Gbps, mean you never miss a beat.

**Communication services**

Whether you need one phone line or technology to support a fully functioning call centre, Bell can help. With over 8,000 network ports, 10 gigabytes of Internet bandwidth and dedicated on-site support staff, Bell has the technology and expertise to keep you connected while at the Vancouver Convention Centre. Bell also offers webcasting and videoconferencing capabilities, and even virtual presence robots, to keep you and your delegates connected in the facility or around the world.

Customized estimates may be obtained from the on-site Bell representatives at 604 647 7377. Please advise suppliers, contractors and exhibitors of our exclusivity and policies.



# BEST SERVICE PROS

OFFICIAL SUPPLIER OF HOUSEKEEPING SERVICES

BEST Service Pros  
Vancouver Convention Centre Office  
1055 Canada Place  
Vancouver, BC  
V6C 0C3

or

BEST Service Pros  
#101 - 85 Schooner Street  
Coquitlam, BC  
V3K 7A8

[best.ca](http://best.ca)

BEST Service Pros was named one of Canada's Best Managed Companies by Deloitte and CIBC in 2015 and 2019. They are a leading janitorial services provider specializing in integrated cleaning and related services in Western Canada and have been for 60 years. With a commitment to operational excellence, BEST earns the trust and loyalty of their team and clients, through the design and delivery of building maintenance solutions.

They have a proven history of providing green certified cleaning and third party certified service solutions to clients via their commitment to documented standard operating procedures and lean principles and strategy. Their goal is to provide consistency in creating a unique service experience, which they achieve through their commitment to and investment in, company culture. Their company culture is the foundation for delivering operational excellence under lean principles to clients.

BEST Service Pros takes a proactive approach in ensuring that guests are entering a welcoming environment at the Vancouver Convention Centre through their WorldHost Customer Service Training. With their comprehensive GREEN cleaning training program, they are qualified in providing guests with environmentally friendly solutions for all their needs. BEST's commitment to environmental sustainability stretches company-wide through their partnerships with environmental associations, which assist the BEST team in limiting their impact on the environment. Not only does BEST use only Ecologo Certified Products and Energy Star Equipment, they are also a Carbon Neutral Certified company through Offsetters. BEST's onsite management team has also been working closely with the Convention Centre and its' sustainability initiatives to increase waste diversion rate to over 70%.

BEST has demonstrated a commitment to a culture of operational excellence through the investment in the Cleaning Industry Management Standard-Green Building (CIMS-GB) audit and certification processes. This ensures service and environmental standards are consistently meeting LEED® (Leadership in Energy and Environmental Design) standards.

In addition to housekeeping, BEST can also provide confidential on-site document shredding services for your high profile events or meetings. BEST Shredding is AAA certified by the National Association for Information Destruction Inc. (NAID).

Please contact your Event Manager regarding your housekeeping requirements.



# CENTERPLATE

EXCLUSIVE SUPPLIER OF CULINARY &amp; FACILITY SET UP SERVICES

Centerplate –Vancouver  
Convention Centre Office  
1055 Canada Place  
Vancouver, BC  
V6C 0C3

Since Vancouver Convention Centre opened in 1987, Centerplate has been our seamless hospitality partner in most every aspect of our customer service. They have built a rich tradition of high quality culinary and beverage offerings, while at the same time supporting local growers and producers in an environmentally respectful manner.

In addition to the highest quality culinary services, Centerplate's team of professionals are also responsible for setting all event spaces at the Vancouver Convention Centre with staging, chairs, tables and dance floors to each client's exact specifications. Fully qualified and certified forklift operators are available for your freight and material movement needs. Please refer to 'Forklift operators' under the General Information section.

Centerplate also provides hospitality services to BC Place Stadium here in Vancouver and to the Conference Centre in Whistler. As well as these neighbouring locations, you will find Centerplate at more than 300 other venues across Canada, the U.S.A. and the United Kingdom. For more than 115 million guests every year, they "make it better to be there".



# FREEMAN AUDIO VISUAL

OFFICIAL SUPPLIER OF EVENT TECHNOLOGY, AUDIO VISUAL & PRESENTATION SERVICES

Freeman Audio Visual  
Vancouver Convention  
Centre Office

1055 Canada Place  
Vancouver, BC  
V6C 0C3  
Telephone 604 647 7280  
Fax 604 647 7232

or

Vancouver Branch Office

395 West 8th Avenue  
Vancouver, BC  
V5Y 1N7  
Telephone 604 255 1151  
Fax 604 255 0225

[freemanav-ca.com](http://freemanav-ca.com)

Freeman is the Global Leader in Brand Experience.

At Freeman Audio Visual, they strive for personalized experiences that make an emotional connection with your audience. They take your message and transform it into three-dimensional experiences that amaze your audience. Client collaboration leads to success, and Freeman Audio Visual leverages your brand's strengths to give your message impact. Freeman offers a broad selection of state-of-the-art audio visual equipment combined with their creative production services to ensure you deliver an impactful message. With offices across the globe and decades of industry experience, the collective expertise of their employees spans many industries, regions, and event types. The world's leading brands count on Freeman Audio Visual to bring their visions to life.

Freeman Audio Visual is proud to have been the Official Supplier to the Vancouver Convention Centre since it opened in 1987.

Freeman Audio Visual maintains an on-site staff of professional sales and technical support personnel who are accessible from the moment of initial contact right through to the conclusion of every event. As an integral part of the Vancouver Convention Centre's operational organization, the delivery of presentation services can be smoothly coordinated with the many other details necessary to the success of each conference. A large on-site warehouse of audio visual inventory minimizes costs associated with delivery, storage space rental, and security. It also permits a speedy and cost effective response to most last minute requests. Whether your event is a boardroom meeting for 10 or a dynamic conference for 20,000, Freeman Audio Visual is outfitted, here in Vancouver, to provide professional presentation services for your every need.

Please visit: [freemanav-ca.com/microsites/Vancouver-convention-centre](http://freemanav-ca.com/microsites/Vancouver-convention-centre)

Recognised as the Consumer Choice Award winner in the category of Audio Visual Services for the fourth consecutive year, Freeman Audio Visual's Vancouver Team provides a full range of services to support the modern meeting environment, including creative and digital services, virtual meeting technology and social media engagement tools. Services include:

- Event Production & Staging
- Audio Visual Equipment & Services
- Creative Services & CAD
- Wide Screen Panoramic Video Projection
- Video Projection Mapping
- Video Capture
- Computer Rental & Services
- Speaker Ready Rooms & Presentation Management
- Media & Press Conference Services
- Scenic Décor and Soft Goods
- Simultaneous Interpretation
- Audience Response +
- On-site Warehouse and Dedicated Inventory

Please email [FreemanAV@vancouverconventioncentre.com](mailto:FreemanAV@vancouverconventioncentre.com) and the on-site Freeman Audio Visual representatives will assist you in finding the appropriate solution for your event.

## F R E E M A N

A U D I O V I S U A L | C A N A D A

# GENESIS SECURITY GROUP

OFFICIAL SUPPLIER OF SECURITY & EVENT STAFF SERVICES

Genesis Security Group  
Vancouver Convention  
Centre Office  
1055 Canada Place  
Vancouver, BC  
V6C 0C3  
Telephone: 604 647 7290

or

Genesis Security Group  
1770 Burrard St #310  
Vancouver, BC  
V6J 3G7  
Telephone: 604 669 0822

[genesissecurity.com](http://genesissecurity.com)

Genesis Security Group was founded in 1997 on the need to continually provide a higher level of customer service in the security industry, and to be selected as the official Security Provider for the Vancouver Convention Centre was a true indication of us achieving our goal. Genesis Security is proud to be working with the Vancouver Convention Centre and look forward to assisting you with all your security needs during your event.

Genesis Security provides a diverse range of security services including:

- Event Security
- Personal Protection and Transportation
- Event Security Planning
- Asset Protection

Genesis Security has the ability to meet all your security needs. Please visit [genesissecurity.com](http://genesissecurity.com) for a list of all the security services they can provide.

**Vision Statement:**

"At Genesis Security Group our vision is to work with the community and create a safe environment in which we all can live."

Genesis Security Group envisions itself as an integral part of the community, and they continuously strive to help everyone work together to create a safer and more enjoyable environment. This vision has become the foundation of Genesis Security's business philosophy, and it is this way of thinking that they have applied to establishing long lasting relationships with their customers and the communities they work in.



# RIGGIT SERVICES INC.

EXCLUSIVE SUPPLIER OF RIGGING & OFFICIAL SUPPLIER OF SPECIALTY LIGHTING SERVICES

Riggit Services Inc. – Vancouver  
Convention Centre Office

1055 Canada Place  
Vancouver, BC  
V6C 0C3

Telephone 604 647 7366  
604 647 7388

Fax 604 647 7368

or

Head Office

8021 Enterprise Way  
Burnaby, BC  
V5A 1V5

Telephone 604 696 1481

Fax 604 568 6320

[Riggit.com](http://Riggit.com)

Riggit Services is a full service rigging company with over 20 years' experience in the corporate event arena. They offer innovative, safe and economical lighting and rigging solutions with services ranging from consultation, rentals and plot design to installation and on-site technical expertise. From a single trade show banner to the opening and closing ceremonies of the 2010 Winter Olympics, Riggit Services has the experience to help you with your event.

They offer innovative rigging systems for anything you need to hang plus a full range of lighting equipment to light your event:

As a key technical supplier to clients across Canada and the United States, their goal is to meet their clients' needs – every time. If they don't have it, they'll find it. If they can't find it, they'll make it. Riggit Services also offer an extensive inventory of stage lighting, including conventional and moving fixtures, consoles, dimming, effects and theatrical drapes. They understand the importance of innovative, affordable and reliable lighting systems. From a simple package to highlight a keynote speaker to a concert style rig with the latest moving fixtures, they can tailor their services to suit your needs and budget. Riggit Services carries gear from the following manufacturers:

- Marti
- Apollo Design Technology
- Elation
- Columbus McKinnon
- Robert Juliat
- Chain Master
- ETC
- Crosby
- MA Lighting
- Rosco
- Spectrum
- Lee Filters

Customized estimates may be obtained from the on-site Riggit Services representatives at 604 647 7388.



# GENERAL INFORMATION

# GENERAL INFORMATION

The client is responsible for all costs associated with the event. Your Event Manager will provide detailed estimates for all applicable Vancouver Convention Centre services based on your unique event requirements.

## ACCREDITATION

The Vancouver Convention Centre will require a copy of any badges or access passes for exhibitors, delegates, invitees, guests and show personnel.

## ADHESIVES

Acceptable floor adhesives in the facility are poly-coated cloth tape or gaffer's tape. The only acceptable double-sided carpet tapes are Scapa #174 or Shurtape DF #642 double-coated cloth tape. Vinyl, duct, foam, and packing tape are prohibited in the facility. When taping anything to a non-carpeted floor, including the lobby, pre-function and delegate concourse floors, please use a protective layer of adhesive pre-mask tape (e.g. TransfeRite®) between the floor and the adhesive. To request approval for the use of alternative floor adhesives, please provide a sample at least two weeks in advance of your event move-in for review.

Acceptable wall adhesives in the facility are painters tape, masking tape, "Fun-Tak®" or Scotch® removable wall mounting tabs. Adhesion to glass walls and interior wood walls is prohibited.

Promotional floor stickers, decals, badges, signs or similar promotional items must have pre-approval for use at the Vancouver Convention Centre. Please provide a sample at least two weeks in advance of your event move-in for review and approval.

Please note that cleaning and removal of non-approved adhesives by Vancouver Convention Centre staff are chargeable costs.

## ADVERTISING, PUBLICITY, PROMOTION

All advertising, publicity and promotion for events held at the Vancouver Convention Centre must be sent to your Sales Manager or Event Manager for review and written approval prior to production and distribution. All references to the facility in promotional and marketing material should read "Vancouver Convention Centre" with no variations of the name to be used (the identification of the East or West building is optional). The use of the acronym "VCC" is not permitted. The Vancouver Convention Centre logo and images are available for inclusion in your promotional material. For further details regarding advertising, publicity and promotion, please refer to your License Agreement.

## ANIMALS

Certified guide/service animals are always welcome in the Vancouver Convention Centre and the following restrictions do not apply to service animals.

Animals or pets are not permitted in the Vancouver Convention Centre except as an approved exhibit, activation or performance legitimately requiring the use of animals. For the comfort and safety of all of our attendees, we restrict the presence of animals to unique situations where an animal is deemed to be integral to the event, exhibit, activation or performance. Such animals or pets must be on a leash or in an enclosed pen, and under control at all times. The owner must take full responsibility for their animal and is responsible for any additional costs associated with damage caused by the animal. Approval must be requested at least seven (7) days prior to the event, and include plans for control/enclosure and waste.

In addition to Vancouver Convention Centre approval, activations such as petting zoos, animal rides, or animal exhibits where the public may have direct contact with animals and their environment will require an application to Vancouver Coastal Health (vch.ca) and may be subject to specific health and safety requirements, including handwashing stations. All applicable costs will be the responsibility of the client. Enquiries may be directed to:

Vancouver Coastal Health  
Special Events, Health Protection  
1200 – 601 West Broadway  
Vancouver, BC V5Z 4C2  
Telephone 604 675 3800, Fax 604 736 8651  
[TemporaryEvents@vch.ca](mailto:TemporaryEvents@vch.ca)

# GENERAL INFORMATION

The client is responsible for all costs associated with the event. Your Event Manager will provide detailed estimates for all applicable Vancouver Convention Centre services based on your unique event requirements.

## AUDIO VISUAL SERVICES

Freeman Audio Visual ([freemanav-ca.com](http://freemanav-ca.com)) is the Vancouver Convention Centre's Official Supplier for in-house audio visual services (see 'House sound'). For detailed information including price quotes reflecting your specific event requirements, please contact our in-house representatives at [FreemanAV@vancouverconventioncentre.com](mailto:FreemanAV@vancouverconventioncentre.com) or 604 647 7280.

## BALLOONS

Helium-filled balloons and other inflatable items must be approved in advance. Due to the complexity and costs of retrieving balloons from various areas within the facility, we request a deposit and signed waiver form when helium balloon décor is planned. If retrieval does not become necessary, the deposit is refundable post-event. Helium filled balloons are restricted in pre-function areas of the West building due to fire system beam detectors.

## CABLE ROUTING

All electrical, data and audio visual cables must be secured and matted to conform to electrical and safety standards and are subject to inspection at any time. Cables must be run over doorways wherever valances are available. Cables may not be routed on the floor across food and beverage service pathways, which will be identified by the Vancouver Convention Centre on approved floor plans. Suppliers must install their own matting which will be inspected by the Vancouver Convention Centre prior to the event start.

## CANCELLATION

Please refer to the appropriate sections of your License Agreement for details pertaining to cancellations. Should you have any questions or require clarification, please contact your Sales Manager.

## CARPET PROTECTION

All carpeted spaces throughout the facility must be protected from freight or vehicle movement. Electric pallet jacks are not allowed on any carpeted surface without approved protection. Charges may apply.

## COAT CHECK FACILITIES

The East building has one coat check facility, located in the convention centre lobby. The West building does not have a permanent coat check facility but arrangements can be made to place a temporary coat check in your event space. Portable coat racks are available in limited quantity upon request. The Vancouver Convention Centre does not accept responsibility for items left in coat check rooms or on coat racks.

## DELIVERIES & FREIGHT

Advance deliveries and freight shipments are not permitted prior to event move-in date. The Vancouver Convention Centre must be advised of all deliveries, shipments, contractors, and vendors who require access to the facility in conjunction with your event. The Vancouver Convention Centre will not sign for or accept any COD deliveries, or those that have duty or taxes owing.

### **Exhibitor Deliveries**

Although the Vancouver Convention Centre does not accept freight shipments on behalf of exhibitors before scheduled move-in times, an exception is made for exhibitor banners which are permitted by the facility two (2) business days in advance of move-in. The client is responsible for communicating this message to exhibitors. Freight consignment and the arranging of off-site storage before, during, and after the license period outlined in the License Agreement is also the responsibility of the client.

# GENERAL INFORMATION

The client is responsible for all costs associated with the event. Your Event Manager will provide detailed estimates for all applicable Vancouver Convention Centre services based on your unique event requirements.

## DRONES & UNMANNED AIR VEHICLES (UAVs)

Due to the proximity of airports, Transport Canada regulations prohibit the flight of recreational drones / model aircraft anywhere in the vicinity of Vancouver Convention Centre.

The outdoor operation of Unmanned Air Vehicles (UAVs), also referred to as non-recreational drones, around the exterior of Vancouver Convention Centre is only permitted when:

- A Special Flight Operations Certificate (SFOC), or a written exemption to an SFOC has been issued by Transport Canada;
- Written approval has been issued by NAV Canada;
- Written approval has been issued by Port of Vancouver Marine Operations; and
- Authorization for the UAV flight has been additionally granted by Vancouver Convention Centre. Vancouver Convention Centre reserves the right to decline the use of UAVs on facility property, even if the requisite permissions from Transport Canada, NAV Canada, and Port of Vancouver have been obtained.

UAVs / non-recreational drones may not be operated indoors at VCC without the facility's express consent. Please note that UAVs will not be allowed to fly over attendees within the Vancouver Convention Centre.

Clients must submit a Comprehensive General Liability Certificate of Insurance that explicitly endorses drone flight(s) to the satisfaction of the Vancouver Convention Centre. The lead time to obtain the necessary permissions and accepted policies from insurers can be lengthy, so clients are encouraged to begin the process early.

## ELECTRICAL SERVICES

Temporary electrical services are provided exclusively by the Vancouver Convention Centre. The Vancouver Convention Centre does not allow the reselling of these exclusive services, or others to act as our agent for these services.

We offer a full range of electrical services up to 400 Amps at 120, 208 or 600 Volts in Single or Three Phase distribution. For all your electrical requirements, we have the in-house capacity, equipment, and expertise to deliver the power you need, where you need it.

Credit will not be given for orders installed but not used, or orders cancelled within 48 hours of installation. All electrical equipment used, offered for sale or displayed, must show a label or mark of a certification organization acceptable to the Electrical Safety Branch of the City of Vancouver. It is the responsibility of the client to ensure their contractors and exhibitors comply with local electrical safety requirements and approvals.

**For certification of electrical equipment, please contact:**

Canadian Standards Association  
13799 Commerce Parkway  
Richmond, BC V6V 2N9  
Telephone 604 273 4581  
Fax 604 244 6600

A minimum of 2 hours stand-by electrician time is required for any film shoot. The number of hours required is dependent upon the scope and complexity of the shoot and will be determined by the Vancouver Convention Centre.

Please be advised that camlock electrical disconnections may only be performed by facility electricians. Live cables or wires left unattended compromise the safety of the Vancouver Convention Centre staff and guests. Unauthorized electrical disconnections will result in a \$1500 fine or an investigation from WorkSafeBC, or both.

## EVENT HOSTS

Event Hosts may be booked directly from the Vancouver Convention Centre to provide your attendees with a first-class customer service experience and ensure their safe enjoyment of events. Duties may include ushering, ticket-taking, access control and responding to guest inquiries. Staff must be requested at least two weeks in advance.

# GENERAL INFORMATION

The client is responsible for all costs associated with the event. Your Event Manager will provide detailed estimates for all applicable Vancouver Convention Centre services based on your unique event requirements.

## EVENT STAFFING REQUIREMENTS

Event staffing requirements should be determined a minimum of one month prior to the event date. All staff cancellations must be made at least 48 hours prior to the start time of the requested shift (not including weekends or holidays) otherwise a minimum charge of four hours per staff will be incurred. Cancellations during shifts will result in charges for the balance of each shift. Staffing additions made less than 48 business hours prior to a shift will incur additional charges. Overtime or statutory holiday rates may apply.

## EXCLUSIVE SERVICES

The following services and products are required to be obtained through the Vancouver Convention Centre:

- Electrical services
- Food and beverage products and services
- Forklift equipment and operators
- Housekeeping
- Plumbing
- Rigging
- Security for
  - Move-in and move-out staffing
  - Life safety and building protection
- Telecommunications, Internet, Broadcast, Digital Signage and related services

## EXHIBITS

All exhibit floor plans require advance approval by the Vancouver Convention Centre. Doors, fire cabinets, fire extinguishers, pull stations, and house lighting controls cannot be covered or obstructed. Emergency exiting requirements and approved occupancy capacities must be adhered to.

East building public spaces cannot be obstructed by exhibits or closed to general public access without prior approval.

10'x10' or larger booths with roofs of any kind, including tents and pop-up canopies, require a 5 lb ABC-type fire extinguisher. Booths with any type of display involving open flame or gas fireplaces also require a 5lb ABC-type fire extinguisher. These should be visible and easily accessible within the booth.

Fully enclosed structures or roofed structures larger than 10'x10' may require supplemental smoke detection as required by Vancouver Fire and Rescue Services. Multi-story booths will require the submission of an engineered drawing subject to approval by the Vancouver Convention Centre.

Exhibitors are requested to bring their own tools, ladders, brooms, dollies and other items required to build their exhibit. The Vancouver Convention Centre does not supply these items.

Any exhibit construction that requires the use of power tools must have the appropriate dust extraction equipment. All construction waste, including but not limited to, drywall, concrete, wood, grout, molding, flooring etc., must be removed by the exhibitor.

All on-site work must comply with WorkSafeBC regulations and Vancouver Convention Centre safety practices. Personal Protective Equipment (PPE) is the responsibility of each worker. Please see 'Safety & Security' section for further information.

The facility does not provide furniture, equipment or lights for exhibit booth use. Arrangements for these can be made through the designated display company for your show.

# GENERAL INFORMATION

The client is responsible for all costs associated with the event. Your Event Manager will provide detailed estimates for all applicable Vancouver Convention Centre services based on your unique event requirements.

## FACILITIES FOR PEOPLE WITH DISABILITIES

The Vancouver Convention Centre is committed to meeting all our clients' needs including providing an accessible environment and accommodating the needs of people with disabilities.

The facility complies with federal, provincial and local regulations and laws governing accessibility and the rights of persons with disabilities. Please communicate any specialized accessibility requirements for your event at the earliest time possible.

## FLOOR LOADING

East building			West building		
Exhibit halls:	300 psf	1465 kgm <sup>2</sup>	Exhibit halls:	350 psf	1710 kgm <sup>2</sup>
Ballrooms:	100 psf	490 kgm <sup>2</sup>	Ballrooms:	150 psf	730 kgm <sup>2</sup>
Meeting room level:	100 psf	490 kgm <sup>2</sup>	Meeting room levels 1–3:	100 psf	490 kgm <sup>2</sup>
Lobby:	100 psf	490 kgm <sup>2</sup>	Lobby spaces:	100-125 psf	490-610 kgm <sup>2</sup>
Delegate concourse:	100 psf	490 kgm <sup>2</sup>	Pre-function:	100-125 psf	490-610 kgm <sup>2</sup>
Outside plaza:	250 psf	1220 kgm <sup>2</sup>	Jack Poole Plaza:	150 psf	730 kgm <sup>2</sup>
Truck route:	250 psf	1220 kgm <sup>2</sup>	Truck route:	250 psf	1220 kgm <sup>2</sup>

## FLOOR MARKING

Powdered ice paint, fabric or railway chalk or Scapa 136 polyethylene tape is acceptable for marking booth locations on all concrete exhibit hall floors. Scapa 136 polyethylene tape is acceptable for marking booth locations on carpeted floors throughout the facility.

To assist with the initial tradeshow layout, the west exhibit halls feature a 30'x30' grid cut into the concrete floor, which is based on a standard 10'x10' booth layout and aligns with floor port layout. The Vancouver Convention Centre recommends existing grid lines be used in lieu of chalk, paint or tape to facilitate marking booth locations.

## FLOOR PLANS & RIGGING PLANS

All floor plans must be submitted to the Vancouver Convention Centre for approval at least 15 business days in advance of your scheduled move-in date. Charges may apply for late plan approvals.

We request that all floor plans are to scale with the following information clearly identified:

- Event name, date and location
- Event type (trade show, consumer show, banquet, special event)
- Approximate daily attendance
- Entrances/exits
- Aisles and aisle widths
- Storage areas
- Food service areas
- Designated freight movement areas and aisles
- Dimensions of booths, displays, staging and other special items
- Events with a large amount of production must show cable paths

### Rigging Plans

A rigging plan is required for any items suspended from the Vancouver Convention Centre structure. All rigging plans must be submitted to the Vancouver Convention Centre for approval at least 15 business days in advance of your scheduled move-in date. As the exclusive supplier of rigging labour, Riggitt Services will review all rigging plans and approval fees will apply. Rigging plans submitted less than 15 business days prior to move-in are subject to additional late fees. When Riggitt Services is selected as the rigging equipment supplier for an event, approval fees for standard rigging plans will be waived.

# GENERAL INFORMATION

The client is responsible for all costs associated with the event. Your Event Manager will provide detailed estimates for all applicable Vancouver Convention Centre services based on your unique event requirements.

We request that all rigging plans are to scale with the following information:

- Event name, date and location
- Location of all truss lines and/or suspended items
- Location of each fixture on truss
- All motors or hoists must be clearly indicated on the drawing with the weight load expressly written or identified by a number/symbol that corresponds to a legend indicating its weight
- Cable paths (including swag runs and all large ground runs)
- Facility rigging points must be reflected in the submitted drawing (facility diagrams are available upon request)
- Equipment list including:
  - Type and weight of fixtures including manufacturer, model, quantity, component weight, brackets, bumpers, and rigging hardware
  - Number of each type of fixture by truss line
  - Type of truss (e.g. 12 x 12 ARCO TVC Box Truss)
  - Total weight of each truss line (including all cables)
  - Weight load of each hanging point

## FOOD & BEVERAGE GUARANTEED ATTENDANCE

For Conventions and Conferences over 500 attendees, your guarantees are due five (5) business days prior to your event start date.

For events larger than 1000 guests, a minimum of five (5) business days' notice is required for any change request to the food and beverage order or the original quantities will be considered as guaranteed and billed in full. For events smaller than noted above, three (3) business days' notice is required. Actual attendance will be billed if it is higher than the original guarantee number, provided that the additional meals have been served.

## FORKLIFT OPERATIONS

Forklift operators for material movement are available exclusively through the Vancouver Convention Centre. Forklift operators booked less than 21 days prior to move-in will incur a range of additional charges.

Vancouver Convention Centre forklifts are limited to 4,000 lbs capacity and are equipped with standard forks (48" long). Additional charges may apply for requirements outside the above parameters.

The Vancouver Convention Centre reserves the right to refuse forklift service for applications it deems to be unsafe.

# GENERAL INFORMATION

The client is responsible for all costs associated with the event. Your Event Manager will provide detailed estimates for all applicable Vancouver Convention Centre services based on your unique event requirements.

## FREIGHT & SERVICE ELEVATORS

### East building

#### Large freight elevator (1)

- 6'6" wide 16'11" deep 9'10" high
- 20,000 lbs

#### Small freight elevator (1)

- 4'2" wide 8'4" deep 7'11" high
- 10,000 lbs

### Floor Access

Convention – Meeting Room Level

Convention – Meeting Room Level

### West building

#### Freight elevators (3)

- 9'8" wide 22'0" deep 8' high
- 20,000 lbs

#### Service elevator (2)

- 5' wide 8'4" deep 7' high
- 5,000 lbs
- NOTE: Electric Pallet Jacks are not permitted on Service elevators

### Floor Access

Exhibition – Level 2

Exhibition – Level 3

Event staffing for freight and service elevators will be determined based on your event requirements. For the safety of all individuals, freight elevators are not intended for passenger use.

## GOODS & SERVICES TAX AND PROVINCIAL SALES TAX

Goods and Services Tax (GST) of 5% and Provincial Sales Tax (PST) of 7% will be applied to all goods and services accordingly.

## GUEST INFORMATION DESKS

The facility has two guest information desk locations that are open during events; one in the lobby of the East building and the other in the Burrard entrance of the West building. These locations offer a wide range of information regarding the facility and surrounding areas. Basic business services such as photocopying, scanning and faxing are also available.

## GUEST SERVICES OPERATIONS CENTRE

Guest Services Operations Centre is available 24 hours a day from any house phone by dialling 7299 (or 7500 for emergencies), or from an outside line or cell phone by dialling 604 647 7299 (or 604 647 7500 for emergencies). Guest Services Operations Centre is the primary telephone contact for event and building related inquiries and can dispatch all facility services related to your event.

## HELICOPTER LANDINGS

Helicopter landings can only take place on the Pacific Terrace of Vancouver Convention Centre's West building. Please notify the Vancouver Convention Centre immediately should your event wish to arrange helicopter landing(s). Approvals from a number of external agencies will be required.

## HELIUM

All helium tanks brought into the facility for use during events are to be stored and secured in an upright position in accordance with the Hazardous Products Act (Canada). All empty canisters must be removed at the end of the event. Fees may apply for any tanks left on-site post event.

# GENERAL INFORMATION

The client is responsible for all costs associated with the event. Your Event Manager will provide detailed estimates for all applicable Vancouver Convention Centre services based on your unique event requirements.

## HOUSE LIGHTING

The facility features energy efficient lighting throughout both buildings. Lighting levels in the meeting rooms and ballrooms may be adjusted from wall-mounted Crestron panels based on your function requirements. For special lighting requests, advance notice is required.

A limited number of wireless portable Crestron panels may be assigned to clients or their production suppliers to allow for remote house lighting adjustments. Portable Crestron panels are each subject to a refundable deposit. Repair or replacement costs will be added to the final invoice for any panel that is damaged or not returned.

## HOUSE SOUND

House sound audio services are provided exclusively by Freeman Audio Visual ([freemanav-ca.com](http://freemanav-ca.com)).

When Freeman Audio Visual is selected as the audio visual supplier for an event, meeting room house sound systems will be provided at no charge. All Exhibit Hall and Ballroom house sound systems are chargeable per room/per day.

For detailed information including price quotes reflecting your specific event requirements, please contact our in-house team at [FreemanAV@vancouverconventioncentre.com](mailto:FreemanAV@vancouverconventioncentre.com) or 604 647 7280.

## HOUSEKEEPING

Housekeeping services are provided exclusively by the Vancouver Convention Centre. Basic housekeeping is included for conventions, meetings, and food and beverage functions. Depending on the nature of these events, additional housekeeping costs may be incurred. The Vancouver Convention Centre does not allow the reselling of these exclusive services, or others to act as our agent for these services.

Housekeeping and cleaning for all exhibits, trade shows, consumer shows, and special events are chargeable costs including:

- Pre-cleans, nightly-cleans, and post-cleans
- Move-in and move-out
- Aisle carpet vacuuming
- Booth vacuuming
- Dedicated housekeeping patrollers
- Restroom attendants
- Special crews or equipment required to clean and remove excessive debris

Clients/exhibitors are required to remove all materials upon completion of the event. This includes, but is not limited to, all printed materials, equipment, furniture, carpet, and construction waste. The Vancouver Convention Centre cannot accept responsibility for items left beyond the licensed move-out time. Costs related to the disposal of abandoned materials are chargeable to the client.

All tape, stickers, or other adhesive materials must be removed from the Vancouver Convention Centre surfaces prior to leaving the building. Additional costs may be incurred if areas are not clean and clear of adhesive materials.

## INDEMNIFICATION

The client is responsible for all costs and fees arising from the use of patented, trademarked, copyrighted or franchised materials, devices, processes, music (SOCAN/Re:Sound), dramatic and other rights used in connection with the production of the event. Clients agree to indemnify and save harmless the Vancouver Convention Centre from any and all claims, damages, costs or expenses, including legal fees, suffered or incurred by the Vancouver Convention Centre, in connection with the event.

# GENERAL INFORMATION

The client is responsible for all costs associated with the event. Your Event Manager will provide detailed estimates for all applicable Vancouver Convention Centre services based on your unique event requirements.

## INSURANCE

Please refer to the appropriate sections of your License Agreement for details pertaining to insurance coverage. Depending on the nature of your event, additional insurance may be required as determined by the Vancouver Convention Centre.

## KEYS & ACCESS CARDS

Access cards or keys may be obtained with advance notice, and must be returned on the last day of the event.

### Access Cards

Vancouver Convention Centre's integrated electronic security system allows function room entrances to be locked or unlocked remotely, or to be scheduled for locking/unlocking at predetermined times. Customized access cards may be assigned to allow entry to designated function spaces. Each access card is subject to a \$50 refundable deposit.

### Keys and Lock Changes

Some doors are only accessible with traditional brass keys. Should you require key access or should your event's security requirements necessitate a lock change, doors may be temporarily re-keyed at a charge of \$50 per lock. If required, a limited number of keys will be assigned for your use and the Vancouver Convention Centre will maintain an emergency access key. Under no circumstances are keys to be duplicated. Due to the costs of replacing a lock system compromised by a lost key, a \$1,000 charge will be applied to your final invoice if all keys are not returned one week following your event.

Please see 'Safety & Security' section for further information regarding event security and staffing.

## LABOUR SERVICES

General labour services are available through the Vancouver Convention Centre.

## LICENCES

The client is responsible to obtain and pay for all licences, permits and approvals from the appropriate regulatory boards and authorities that may be required for staging the event (including, but not limited to, business licences, special event permits, building permits and health and safety approvals).

For further information regarding City of Vancouver licences and permits, please visit:  
[vancouver.ca](http://vancouver.ca)

## LOADING FACILITIES

The Vancouver Convention Centre is located in the downtown core. Loading facilities will be designated and assigned to your event and are to be used for temporary unloading or loading. Parking is prohibited in the loading area and truck route. Freight may not be stacked or stored on the truck route, loading dock, against fire exits, fire pull stations or fire hose cabinets.

### Vancouver Convention Centre – East Building 999 Canada Place, Vancouver, V6C 3E1

Loading facilities for the East building are via the East Truck Route at the foot of Howe Street off of Canada Place.

The East Truck Route has one-way access only and is 16' wide (4.88 m). There is an incline of 3'6" (1.07 m) over a 35' (10.67 m) section, as well as an overhang with a clearance of 13'11" (4.24 m) at the access point to the exhibit halls. The incline will allow a standard trailer with a bottom clearance of no less than 12" (30.48 cm) to enter exhibit halls.

The loading dock consists of three loading bays, which can accommodate trailers up to 30' (9.14 m) in length. All three bays have levellers. Loading dock clearance is 13'10" (4.22 m) high, 12' (3.66 m) wide. Exhibit Halls A and C have limited drive-on access through roll-up doors for full-sized trailers.

# GENERAL INFORMATION

The client is responsible for all costs associated with the event. Your Event Manager will provide detailed estimates for all applicable Vancouver Convention Centre services based on your unique event requirements.

Measurements of roll-up doors are as follows:

- East Exhibit Hall A: 19' (5.79 m) high, 17'6" (5.33 m) wide
- East Exhibit Hall B: 13'7" (4.14 m) high, 16'8" (5.08 m) wide
- East Exhibit Hall C: 13'7" (4.14 m) high, 28'6" (8.69 m) wide

Maximum length of vehicles for drive-on access to exhibit halls is as follows:

- East Exhibit Hall A: 73.5' (22.41 m)
- East Exhibit Hall B: 30' (9.14 m)
- East Exhibit Hall C: 73.5' (22.41 m)

Deliveries, move-in and move-out are not permitted at facility or hotel entrances or via elevator/escalator.

## Vancouver Convention Centre – West Building 1055 Canada Place, Vancouver, V6C 0C3

Loading facilities for the West Building are via the West Truck Route off of Waterfront Road accessible from Cordova Street or the foot of Main Street.

The West Truck Route has two-way access and is 29'6" (9 m) wide with a lane width of 14'9" (4.5 m). There is a downward slope moving northbound on the truck route which falls 4' (1.22 m) over 63'11" (19.5 m).

The loading dock consists of sixteen loading bays available for event use, which can accommodate full-size semi-trailers up to 80' (24.4 m) in length. Two of these bays have dock levellers and there are ramps off of the truck route for drive-on access to West Exhibit Halls A and B (drive-on access to West Exhibit Hall C is available from Waterfront Road). Loading dock clearance is 17' (5.2 m) high, 12' (3.65 m) wide. Each exhibit hall has limited drive-on access through roll-up doors for full-sized trailers.

Measurements of roll-up doors are as follows:

- West Exhibit Hall A: 23'4" (7.11 m) wide by 14'4" (4.37 m) high
- West Exhibit Hall B: 23'8" (7.21 m) wide by 13'7" (4.14 m) high
- West Exhibit Hall C: 16'5" (5.00 m) wide by 14'8" (4.47 m) high (forklift only)
- West Exhibit Hall C Waterfront Road: 23'5" (7.14 m) wide by 23'1" (7.04 m) high (street clearance permits 15' maximum height).

Deliveries, move-in and move-out are not permitted at facility entrances or via elevator/escalator.

The Vancouver Convention Centre is committed to providing a seamless experience for all vehicles and freight accessing our facility. Utilizing the Logistics Management System (LMS) by Voyage Control™, clients, suppliers and exhibitors can reserve convenient time slots for move-in/out at the loading facilities. This streamlined system can eliminate the need to rent off-site vehicle marshalling yards, save exhibitors time from waiting in line, and also reduce the carbon footprint by eliminating idle waiting time of vehicles.

Selected Vancouver Convention Centre events will use LMS to manage loading facility access during move-in and move-out. Interested clients may inquire with their assigned Event Manager about using this system for their events. Vancouver Convention Centre staff will work with the client to ensure the system will be effective and beneficial for the specific event. Please note: a minimum of four months will be required to implement LMS for a selected event.

LOGISTICS MANAGEMENT  
SYSTEM BY  
VOYAGE CONTROL™

# GENERAL INFORMATION

The client is responsible for all costs associated with the event. Your Event Manager will provide detailed estimates for all applicable Vancouver Convention Centre services based on your unique event requirements.

## LOST & FOUND

All lost and found articles are catalogued and stored for 30 days. After that period, all articles are disposed of at the sole discretion of the Vancouver Convention Centre. Any inquiries regarding lost and found items may be directed to the Guest Services Operation Centre at 604 647 7299.

## MOVE-IN & MOVE-OUT

The client is responsible for planning and communicating the move-in and move-out plans and guidelines to the facility and to exhibitors. Standard guidelines for move-in and move-out include:

- All plans must be reviewed and approved in advance by the Vancouver Convention Centre including timing, quantities and types of vehicles, and staging/holding lot requirements
- Facility staff must be employed to control vehicle traffic (this may include Vancouver Traffic Authority for street control)
- Freight must be moved in and out through designated loading areas only – facility and hotel entrances may not be used
- Vehicles are required to depart immediately following unloading or loading – onsite parking is not permitted
- Materials must be removed from the facility upon completion of move-out – the facility will not store unclaimed materials and will forward freight or dispose of such items at its sole discretion
- Applicable charges for any materials handling will be applied to the final invoice
- Children under the age of 15 years are not permitted on-site during move-in/move-out, with the exception of employed and insured workers who are at least 12 years of age and:
  - Not working with inherently dangerous equipment or power tools
  - Not working in an inherently dangerous work environment or a construction safety zone
  - Working under the direct and immediate supervision of a person at least 19 years of age
  - Employed in compliance with the BC Employment Standards Regulation (Part 7.1) regarding conditions of employment for children
  - Employed with the written consent of their parent or guardian (section 9(1) of the BC Employment Standards Act)
- Alcohol consumption is not permitted during set-up, move-in or move-out times. Alcohol service in an exhibit space will conclude at least one hour prior to a scheduled move-out

# GENERAL INFORMATION

The client is responsible for all costs associated with the event. Your Event Manager will provide detailed estimates for all applicable Vancouver Convention Centre services based on your unique event requirements.

## MUSIC LICENSING FEES

Daily licence fees for functions where music will be played must be collected and remitted by the Vancouver Convention Centre. These fees cover the Society of Composers, Authors and Music Publishers of Canada (SOCAN) and artists and record companies (Re:Sound). Fees are in accordance with the Copyright Board of Canada:

### SOCAN

#### Without dancing:

- Room capacity of 001 to 100: \$22.06
- Room capacity of 101 to 300: \$31.72
- Room capacity of 301 to 500: \$66.19
- Room capacity of over 500: \$93.78

#### With dancing:

- Room capacity of 001 to 100: \$44.13
- Room capacity of 101 to 300: \$63.49
- Room capacity of 301 to 500: \$132.39
- Room capacity of over 500: \$187.55

### Re:Sound

#### Without dancing:

- Room capacity of 001 to 100: \$9.25
- Room capacity of 101 to 300: \$13.30
- Room capacity of 301 to 500: \$27.76
- Room capacity of over 500: \$39.33

#### With dancing:

- Room capacity of 001 to 100: \$18.51
- Room capacity of 101 to 300: \$26.63
- Room capacity of 301 to 500: \$55.52
- Room capacity of over 500: \$78.66

If you obtain your own licences from SOCAN/Re:Sound, please forward a copy of the licence and no charge will be added to your final invoice.

## OLYMPIC CAULDRON

The Olympic Cauldron, located on the Jack Poole Plaza, is a legacy of the 2010 Vancouver Olympic and Paralympic Winter Games and is one of Vancouver's most popular and significant public landmarks. Conditions for lighting the Olympic Cauldron are currently under review and any requests to light the Cauldron will be evaluated on a case by case basis.

## PARKING

There are two independently operated parking facilities located within the Vancouver Convention Centre. These lots operate 24 hours per day, 7 days a week on a first come, first served basis. For any parking enquiries please contact the appropriate provider.

### East building (999 Canada Place)

The East building has 750 stalls and is operated by WestPark (WestPark Lot #034 – Canada Place). WestPark can be reached at 604 669 7275 or at [vancouver@westpark.com](mailto:vancouver@westpark.com). Rates can be viewed at [canadaplace.westpark.com/rates.html](http://canadaplace.westpark.com/rates.html).

### West building (1055 Canada Place)

The West building has 440 stalls and is operated by Impark (Impark Lot #1940). Impark can be reached at 604 331 7288. Rates can be viewed at [lots.impark.com](http://lots.impark.com)

On-site parking in any area outside of the designated parking facilities, including Vancouver Convention Centre's Loading Facilities, is prohibited.

## PHOTOGRAPHY & FILMING

Requests to photograph and film during an event held at the Vancouver Convention Centre must be reviewed and approved by your Sales Manager or Event Manager. This includes photography and filming around the exterior of the facility. The Vancouver Convention Centre may photograph and/or film events for its own records, publicity and promotion purposes upon agreement.

# GENERAL INFORMATION

The client is responsible for all costs associated with the event. Your Event Manager will provide detailed estimates for all applicable Vancouver Convention Centre services based on your unique event requirements.

## PHOTOGRAPHY & FILMING – USAGE RIGHTS

All photos and video footage captured during an event held at the Vancouver Convention Centre may only be used for the original intent, as approved by your Sales Manager or Event Manager. These assets may not be used in relation to any additional production or reproduction by a third party. The Vancouver Convention Centre reserves the right to review and approve the appropriate use of these assets and the overall representation of its name and likeness. On request, the Vancouver Convention Centre may obtain the assets for its own purposes.

## PLUMBING, WATER & COMPRESSED AIR ACCESS

Plumbing services are provided exclusively by the Vancouver Convention Centre. The Vancouver Convention Centre does not allow the reselling of these exclusive services, or others to act as our agent for these services.

Potable cold water and drains are available in the exhibit halls. Plumbed sinks may be installed in select locations on the Jack Poole Plaza; availability and costs will be determined based on desired location. Potable cold water connections are available at locations throughout West building pre-function spaces. Plumbed services are not available in any ballroom, meeting room, or pre-function space. If wash stations are required in any of these spaces, portable self-contained sinks may be provided, pending Vancouver Coastal Health approval.

Drains are exclusively provided for the drainage of grey water. It is prohibited to use drains for the disposal of grease, solids, solvents, hazardous materials, or organic materials of any kind.

Compressed air services are available in the West Exhibit Halls only and are delivered through the nearest floor port. Installation must be completed prior to event move in. Onsite compressed air requests are subject to availability and pricing will be provided by quote.

## PRODUCT SALES

Sales of event-related products are permitted within rented event space excluding all common areas. Please note that all food and beverage services must be supplied exclusively by the Vancouver Convention Centre. It is not permissible for any food and beverage to be brought in from off-site and served in the facility.

Product sales may require a City of Vancouver business licence and it is the responsibility of the client to obtain and pay for all permits required. For specific regulations, please contact the City of Vancouver: [vancouver.ca](http://vancouver.ca)

## PROPANE

Propane tanks in excess of 20 lbs (9.1 kg) are not permitted inside the building. Flow restriction valves must be used on all propane tanks and are available from most hardware supply stores. All propane connections are subject to inspection and approval by the Vancouver Convention Centre. Propane tanks will generally be limited to no more than two for any given exhibit booth or display (exceptions may be made at the discretion of the fire marshal). For events with larger propane requirements, special arrangements must be made through the Provincial Gas Inspector.

## PYROTECHNICS

Formal approval must be given for all events requesting to use pyrotechnics.

# GENERAL INFORMATION

The client is responsible for all costs associated with the event. Your Event Manager will provide detailed estimates for all applicable Vancouver Convention Centre services based on your unique event requirements.

## RIGGING

Rigging is an exclusive service to the Vancouver Convention Centre and is provided by RiggIt Services. RiggIt Services ([RiggIt.com](http://RiggIt.com)) is located on-site and is available to assist with all your needs. All rigging plans must be submitted to the Vancouver Convention Centre for approval at least 15 business days in advance of your scheduled move-in date. As the exclusive supplier of rigging labour, RiggIt Services will review all rigging plans and approval fees will apply. Rigging plans submitted less than 15 business days prior to move-in are subject to additional late fees. When RiggIt Services is selected as the rigging equipment supplier for an event, approval fees for standard rigging plans will be waived. For detailed information including price quotes reflecting your specific rigging requirements, please contact our in-house RiggIt Services representatives at 604 647 7388.

Available hanging points and rigging load capacities differ from space to space:

### East Ballrooms

East Ballrooms A, B and C have non-removable eye-bolt hanging points of a 500 lbs (226.8 kg) vertical load capacity that are distributed throughout the rooms.

### East Exhibit Hall A

East Exhibit Hall A has non-removable eye-bolt hanging points of a 500 lbs (226.8 kg) vertical load capacity that are distributed throughout the rooms. Several 1,000 lbs (453.6 kg) locations also exist at various locations throughout the room.

### East Exhibit Hall B

In East Exhibit Hall B there are aircraft cables, which can be used to suspend lightweight signs and banners. Note: There are no hanging points in East Exhibit Hall B.

### East Exhibit Hall C

In East Exhibit Hall C there are no fixed rigging points. The ceiling is a combination of drywall and exposed structural steel. The exposed structural steel allows for hanging points of up to 1,000 lbs (453.6 kg) each.

### West Ballrooms

The West Ballrooms have 1,000 lbs (453.6 kg) hanging points that are evenly distributed throughout the rooms.

### West Exhibit Halls

The West Exhibit Halls have no fixed rigging points - all rigging will be tied directly to the exposed structural steel truss. There are 3,000 lbs (1360.8 kg) and 1,000 lbs (453.6 kg) hanging points throughout.

Please contact RiggIt Services at 604 647 7388 for rigging solutions throughout the Vancouver Convention Centre.

## SIGNS & SPECIAL DECORATIONS

Signs, banners, and printed material may not be displayed in the facility without prior approval from the Vancouver Convention Centre. Approved materials may not be physically attached to any part of the facility, furnishings or fixtures without authorization. Poster boards or easels are available for posting such material. Handwritten signs are not permitted in any area of the facility.

The client is responsible for removing all signs, banners, and printed material, which the Vancouver Convention Centre finds objectionable. All materials not removed by the client before the end of the move-out period will be removed by the Vancouver Convention Centre and all costs incurred will be invoiced. Approved adhesives are listed under the 'Adhesives' section.

Event/exhibitor banners must be installed and removed by the facility's exclusive rigging supplier, RiggIt Services (see 'Rigging').

Digital room signage and pre-function digital screens are exclusively provided by Bell and are available for advertising or sponsorship. For detailed information including price quotes reflecting your specific event requirements, please contact our in-house Bell ([bell.ca](http://bell.ca)) representatives at 604 647 7377.

# GENERAL INFORMATION

The client is responsible for all costs associated with the event. Your Event Manager will provide detailed estimates for all applicable Vancouver Convention Centre services based on your unique event requirements.

## SIMULTANEOUS INTERPRETATION SERVICES

Simultaneous interpretation and equipment rentals are available through our in-house supplier of audio visual services, Freeman Audio Visual ([freemanav-ca.com](http://freemanav-ca.com)) at [FreemanAV@vancouverconventioncentre.com](mailto:FreemanAV@vancouverconventioncentre.com) or 604 647 7280.

## SMOKING RESTRICTIONS

All indoor spaces at the Vancouver Convention Centre are NON-SMOKING. For the purpose of this regulation, the Vancouver Convention Centre considers the loading bays and truck routes to be indoor spaces. All outdoor spaces within a 7.5 m or 25 ft perimeter of the Vancouver Convention Centre, are NON-SMOKING. Likewise, outside of designated smoking areas, any outdoor space used by the building for business purposes is non-smoking; this includes all sidewalk seating, retail area patios, kiosks as well as events taking place at the plazas. This is in accordance with the City of Vancouver Health By-Law #9535 and as required by LEED® building standards. Electronic cigarettes and vaporisers are subject to the same regulation by the Vancouver Convention Centre.

## STAGE & PLATFORM HANDRAIL REQUIREMENTS

In accordance with safety considerations and the applicable building code for Vancouver Convention Centre functions, handrails with a minimum height of 42" (1070 mm) are required to be installed on temporary stages and platforms as follows:

- Stage/platform heights of 16" (406 mm) or higher – handrails are required on the back edge of the stage
- Stage/platform heights of 24" (610 mm) or higher – handrails are required on the side and back edges of the stage, except where a staircase is in place

Any exceptions to these handrail requirements must be approved by Vancouver Convention Centre and will require a signed Waiver, Release and Indemnity Agreement.

## TELECOMMUNICATIONS, INTERNET & BROADCAST TECHNOLOGY

Bell ([bell.ca](http://bell.ca)) is the exclusive provider of telecommunications, internet, Wi-Fi and Wi-Fi access points, webcasting, broadcast feeds and digital signage. Category 6 and fibre connections are available in all exhibit halls, ballrooms, meeting rooms, and pre-function spaces in both the East and West buildings. Any of these connections can be used for telecommunications, internet, broadcast, and audio visual services. Wireless internet is readily available throughout the facility for a fee, as well as two free Wi-Fi Zones: one in the East building's Coal Harbour Café and one in the West building's LOT185 Café + Wine Bar.

Third Party Wi-Fi access points, routers and switches are prohibited anywhere in the Vancouver Convention Centre. For detailed information including price quotes reflecting your specific event requirements, please contact our in-house representatives at 604 647 7377.

Technology features include:

- VoIP Phone Service
- High speed internet access
  - 10 Gigabit bandwidth to the facility
  - Wired speeds up to 1Gbps available
  - Wi-Fi available throughout the building
- Fibre-optic networking
- Beam Virtual Presence Robots
- VLAN wireless and wired capabilities
- Digital signage
- Videoconferencing
- Webcasting and Streaming
- Bell Cable TV
- Broadcast connectivity to all major TV networks
- Custom network design

# GENERAL INFORMATION

The client is responsible for all costs associated with the event. Your Event Manager will provide detailed estimates for all applicable Vancouver Convention Centre services based on your unique event requirements.

## TEMPORARY STRUCTURES

The City of Vancouver requires building permits for temporary tent and stage structures erected outdoors in public spaces. This applies to:

1. Structures or Stages larger than 420 ft<sup>2</sup> (40 m<sup>2</sup>) in size or higher than 48" (1.2 m)
2. Tents over 645 ft<sup>2</sup> (60 m<sup>2</sup>)
3. Multiple tents closer than 9' - 10' (3 m) apart AND which total more than 645 ft<sup>2</sup> (60 m<sup>2</sup>) in area.

It is the responsibility of the client to obtain and pay for all permits required. The procedure includes submitting engineered drawings for approval to both the City of Vancouver and the Vancouver Convention Centre a minimum of 30 days prior to your event. For further information regarding City of Vancouver permits, please visit [vancouver.ca](http://vancouver.ca)

Temporary indoor structures, including staging, tents, and multi-storey booths, require approval from the Vancouver Convention Centre. Engineered plans for stages as described above and multi-storey booths must be submitted at least 30 days prior to your event for final approval.

## TICKET SALES & HANDLING

Information pertaining to ticket sales and handling are outlined in detail in your License Agreement. Should you have any questions or concerns, please consult your Sales Manager.

## VEHICLES FOR DISPLAY

Any vehicles to be displayed are subject to the following conditions:

- Due to emergency exiting and building load restrictions, all display vehicles and locations must be approved in advance
- Fuel tanks must not be more than ¼ full (pressurized nitrous oxide tanks must be emptied)
- Fuel caps must be locked shut
- Floor protection must be placed under vehicle
- Ignition must be disabled or the vehicle locked and hood inoperable from the outside of the vehicle
- Keys must be left with Guest Services Operations Centre

Arrangements must be made for carpet protection where necessary (see 'Carpet protection'). For safety reasons the use of spray bottles for cleaning and detailing of display vehicles is prohibited inside as the overspray can create a slippery and therefore dangerous floor surface.

# GREEN PRACTICES

# GREEN PRACTICES

Since its inception in 1987, the Vancouver Convention Centre has been taking steps to manage and minimize its impact on the environment. The West building has achieved double LEED® Platinum status and is carbon neutral. As mandated by the Province of BC, the Vancouver Convention Centre measures and reports on greenhouse gas (GHG) emissions from buildings, fleets, paper and business travel.

## WASTE MINIMIZATION

In the early 1990's, the Vancouver Convention Centre initiated a recycling program focused on recycling office paper. Over the years, the program has steadily increased in range and scope. To assist you in managing the waste produced by your event, please review our [Waste Management Policy](#) and [Waste Management Toolkit](#).

The recycling program is facility-wide and includes both front-of-house and back-of-house operations. Recycling bins are placed throughout the facility to encourage clients, delegates and visitors to recycle their materials.

Recycling bins and smaller wastebaskets can be provided for your use during your event. Please let your Event Manager know if you would like to explore this option.

To further help minimize waste, note pads and pens are only supplied on request with an applicable cost per item and filtered water is typically served in jugs and not bottles.

Zero-waste events are becoming of increasing interest to some of our clients whereby events seek to minimize their waste and have it audited post event (at an additional cost). Please speak to your Event Manager/Catering Manager if this is of interest to you.

## ENERGY EFFICIENCY & RESOURCE CONSUMPTION

As part of our sustainability efforts to reduce the consumption of electricity, we ask that you assist us by turning off all non-essential appliances outside of event opening times. All production lighting should be turned off when the spaces are not occupied.

## AIR QUALITY CONTROL

In line with our double LEED® Platinum certification, the Vancouver Convention Centre has established air quality control measures which include prohibiting smoking within 25 feet (7.5m) of the building, as well as a no idling policy for all vehicles.

## PRINTING & PAPER USE

The Vancouver Convention Centre website offers user-friendly features to encourage the use of electronic materials and to reduce the amount of printed materials needed. The facility encourages double-sided printing and uses FSC certified copy paper with 100% post-consumer content. Please let your Event Manager know if you would like to source a similar product or would like to know more about options for your printing needs.

## WASTEWATER TREATMENT SYSTEM

As part of the Vancouver Convention Centre's commitment to the environment, the West building utilizes its own on-site state-of-the-art wastewater treatment system to cleanse and purify black and grey water for re-use in the facility for non-potable purposes.

The system uses the latest bioreactor technology to treat wastewater to the highest standards required by the Ministry of the Environment and the Ministry of Health for re-use in toilet flushing and roof irrigation. Although the system is very robust, there are certain materials which cannot be allowed to enter the drains and toilets.

Putting the wrong things down any drain in the West building will damage the system, cause blockages, odours, interruption of the wastewater treatment process and potentially lead to spills and contamination. Please note the following list of items that cannot go down the drains, and help us maintain the integrity of our wastewater treatment system.

These products do not belong in the wastewater treatment system:

### Fats, oils and greases

Fats, oils and greases of any kind and in any amount will cause serious impact to the wastewater treatment system. It is not permissible to pour any of these down any drains including floor drains. All fats, oils and greases must be separately contained and removed for proper disposal.

# GREEN PRACTICES

## **Fruit, vegetable or animal matter**

The facility has an extensive organic recycling program and organic waste containers are available for collection of organic materials. Fruit, vegetable and animal matter cannot be put down any drains including floor drains.

## **Plastics, latex, rubber, fabric, cardboard, string and paper**

Items, including personal hygiene items, containing these materials cannot be disposed in toilets. Please use the proper containers that are provided for appropriate and hygienic disposal.

## **Medical and personal items**

Items such as medications, vitamins, band-aids, needles, hair, cigarette butts, cosmetics, dental floss, cotton balls or swabs cannot be disposed in toilets. Please use the proper containers that are provided for appropriate and hygienic disposal.

## **Harsh chemicals and paper products**

With the exception of bathroom tissue, all other paper products such as paper towels, cleaning towels and personal paper products cannot be disposed in toilets. Chemicals such as strong solutions, paints and varnishes cannot be disposed of in toilets and drains. All materials associated with the use of these chemicals, such as containers, paint brushes and rags, must be removed from site after use.

Your assistance in helping maintain our state-of-the-art wastewater treatment facility is appreciated.

# FOOD & BEVERAGE SERVICES

# FOOD & BEVERAGE SERVICES

## QUALITY STANDARDS

The Vancouver Convention Centre proudly operates a 'scratch' kitchen where everything is prepared with the finest and freshest ingredients using a wide variety of local products. We provide customized, creative service for all events and guarantee the highest possible standards of performance. Our complete catering menu selection is available on our website at [vancouverconventioncentre.com/services/food-and-beverage/menus](http://vancouverconventioncentre.com/services/food-and-beverage/menus). The Vancouver Convention Centre retains the exclusive right to provide and control all food and beverage services for any event held in our buildings, including catering and concession services, sale of alcoholic as well as non-alcoholic beverages, and to retain any revenues from these sales. It is not permissible for any food and beverage to be purchased or brought in from off-site and served in the facility, regardless of quantity. Leftover food and beverage cannot be taken off the premises.

Complementing the Vancouver Convention Centre's LEED® Platinum status, we are proud to have our Centerplate Food and Beverage operation certified by the Green Meetings Industry Council under the auspices of the American Society for Testing and Materials. This means that the Vancouver Convention Centre promotes workable means of achieving both ecologically and socially responsible practices.

## MENU PLANNING & GUARANTEED ATTENDANCE NUMBERS

### Menu Planning

To assist with our planning and to allow us to offer our best services, we require that you provide your menu selection and an estimated number of guests 30 days prior to each meal function. After this time, a maximum variance of 20% will be allowed (up to 200 guests) or an attrition penalty may apply, calculated at 50% of the difference in value. The Vancouver Convention Centre may re-assign your event to another event space pending substantial increases or decreases in expected attendance.

### Guaranteed Attendance

For Conventions and Conferences over 500 attendees, your guarantees are due five business days prior to your event start date.

For events larger than 1000 guests, a minimum of five (5) business days' notice is required for any change request to the food and beverage order or the original quantities will be considered as guaranteed and billed in full. For events smaller than noted above, three (3) business days' notice is required. Actual attendance will be billed if it is higher than the original guarantee number, provided that the additional meals have been served.

### Prices

Food and beverage prices cannot be guaranteed more than 90 days prior to the event. All prices are subject to an 18% service charge and 5% GST.

### Surcharges for New Orders or Increases

Since we make everything from scratch, we do not carry extra inventory and it takes time to prepare a great quality product. If the guaranteed attendance number is increased after the above deadline, a menu surcharge will apply on the additional meals. This is calculated at 20% of the original menu price. Any new orders received within three (3) business days will also be subject to a 20% surcharge of the original menu price, assuming that we are able to accommodate the request. We allow for a 5% "overage" to a maximum of 30 guests which is used to accommodate last minute, on-site alternative meals or dietary restrictions.

### Meal Periods

Our kitchen and operating departments are prepared and staffed to serve meals that are planned in advance within the timeframes noted below; and the maximum time from start of service to completion is two hours – otherwise a 20% surcharge would apply:

Breakfast: 6 am to 9 am

Lunch: 11 am to 2 pm

Dinner: 5 pm to 9 pm

Please note that we do not relocate food and drink from one event space to another within our buildings.

# FOOD & BEVERAGE SERVICES

## ALLERGIES & ALTERNATIVE DIETARY NEEDS

### Allergies & Alternative Dietary Needs

Handling alternative dietary requests demands careful attention – particularly when it comes to allergies that can result in serious, sometimes life-threatening reactions.

The Vancouver Convention Centre is committed to offering a wide range of food options for all of our guests. Part of this commitment includes meeting the needs of guests who have special dietary restrictions (such as a food allergy, including intolerance, or other medically restricted diet) and we recognize that many of our guests may also adhere to a vegetarian or vegan diet. However, please note that the Vancouver Convention Centre will make every effort to accommodate dietary requests pertaining to cultural and medical restrictions with advance notice, to be received no later than the final guarantee deadline.

We will prepare a 5% overage to a maximum of 30 guests above your alternate meal requirements for potential on-site, additional orders. Please note that charges will apply if these extra alternate meals are served.

If at the time of service the number of alternate meals (including vegetarian) required exceeds the number on your dietary list, an additional fee of \$40 per entrée (exclusive of tax and service charge) will be applied. We cannot guarantee that we will be able to meet all requests but we will attempt, to the best of our ability, to satisfy our guest's needs.

With the increasing demand of "gluten friendly" and "wheat free" requests, we strongly recommend that you provide a small percentage by building these items into your order.

Please note that we do not have a separate kitchen to prepare allergen-free items, nor separate dining areas for guests with allergies or intolerances. Thus, it is possible for an allergen to be introduced inadvertently during food preparation, handling or service.

Please ask your Catering Manager if you require additional information.

## CHINA SERVICE

In all carpeted Meeting Rooms, Ballrooms and Foyer spaces, china and glassware will automatically be used for all meal services, unless our compostable/disposable ware is requested by the client.

For all food and beverage events located in the Exhibit Halls or outdoors on Terraces (with the exception of formal plated meals), compostable/disposable ware is used. If china is preferred in these spaces, additional charges will apply.

## CORKAGE WINES

Recently the Province of British Columbia changed the law to allow patrons to bring their own wine into restaurants. While this has proven popular, the law does not apply to those establishments holding "Liquor Primary" licences such as we hold at the Vancouver Convention Centre.

## LABOUR CHARGES

A labour charge of \$100.00 applies to all meal functions with less than 20 guests; or in instances where there is a specific minimum attached to the menu. For any meal function on a Canadian Statutory Holiday, a menu surcharge of \$3.00 per person, per meal function will apply.

## DEPOSIT REQUIREMENTS

A 10% deposit is required upon signing of the contract, or due 6 months prior for convention events. A second deposit of 50% is due 30 days, and the remaining balance 10 days prior to the event. Your Catering Manager will be working with you to tabulate your deposit requirements. Any overpayment will be refunded or applied against other Vancouver Convention Centre charges. Any additional charges incurred during the function will be due upon completion of the event. All deposits are payable by certified cheque or wire transfer.

# FOOD & BEVERAGE SERVICES

## LOT185 CAFÉ + WINE BAR, COAL HARBOUR CAFÉ & MOBILE RETAIL FOOD SERVICES

Within two blocks of our building there are more than 40 different casual and fast food outlets. In fact, under our own roof there are 9, with another 14 in a Food Court directly connected to the Centre.

Vancouver Convention Centre operates two cafés on a daily basis: [LOT185 Café + Wine Bar](#) in the West building and Coal Harbour Café in the East building. Both of these destinations offer great views and excellent coffee custom-roasted by Moja. Freshly-baked pastries, pizzas, panini and snacks provide your guests with a great quick service option!

To keep your guests on hand to meet exhibitors, we can also offer temporary food concessions at custom-planned locations inside your function area. Your Catering Manager will explain our wide variety of menu combinations, with different minimum revenue requirements to suit your needs

## EXCESS FOOD

Thanks to the predictive nature of food and beverage events at the Vancouver Convention Centre (complimented by our "made from scratch" approach to menus) we control waste to a much higher degree than most hospitality operators. In the rare instances where we have excess perishable food on hand, our first plan is to provide wholesome meals to our employees in the "Crew's Nest" employee café at no charge. Once the demand from our employees is exhausted, we provide donations to the Union Gospel Mission and the Greater Vancouver Food Bank (along with their affiliate, Food Runners).

Please be advised that any food that has been out on a public buffet or display must be composted in order to avoid cross-contamination.

In instances where food-related events know in advance that they will have substantial quantities of packaged and fresh food at the conclusion of their trade shows, the Greater Vancouver Food Bank will set up on site, to take donations from individual exhibitors.

The last stop for any un-usable food product is to become part of our recycling program, where organics are separated and removed for composting; completing nature's cycle by providing nutrients for the next crops.

With rare exceptions, as noted above, leftover food and beverage cannot be taken off the premises.

# SERVICE OF ALCOHOL

# SERVICE OF ALCOHOL

## GUIDELINES FOR RESPONSIBLE SERVICE OF ALCOHOL

The Vancouver Convention Centre is committed to the responsible sale and service of alcohol. This commitment involves a multi-step procedure to ensure the safe enjoyment of any alcohol served by the facility. Your support and commitment to the following facility guidelines for responsible service of alcohol is important to us and will help us deliver a safe and enjoyable event for all your guests.

## EVENT HISTORY & PLANNING

Please share information regarding your past events with your Event Manager and/or Catering Manager. Include specifics where possible regarding patterns of beverage consumption. In addition to a quick assessment regarding risk, this will also allow the facility to plan inventory and staffing to best serve your guests.

The facility operates under its own Liquor Primary liquor licence, issued by the British Columbia Liquor Control and Licensing Board (LCLB).

The consumption of alcoholic beverages is restricted to the event area and during those times designated jointly by the Event Manager, Catering Manager and client. For safety reasons, alcohol consumption is not permitted during set-up, move-in or move-out times. Alcohol service at functions for individuals involved with set-up, move-in or move-out will be stopped one hour before such activity is scheduled to start. All beverage services are provided exclusively by the Vancouver Convention Centre for all functions held on-site. It is not permissible to purchase alcohol off-premises to bring into the facility. Recently the Province of British Columbia changed the law to allow patrons to bring their own wine into restaurants. While this has proven popular, the law does not apply to those establishments holding "Liquor Primary" licences such as we hold at the Vancouver Convention Centre.

Vancouver Convention Centre's Liquor Primary licence allows service of alcoholic beverages from 11 am to 1 am, seven days a week. Normally "last call" is given one half hour prior to stopping service. Following the conclusion of service, we are permitted another half hour before the room must be cleared of guests. We recommend that any entertainment should be curtailed at the same time that service of alcohol ends.

## COMMUNICATING A MESSAGE OF RESPONSIBLE DRINKING

We recommend that you include a message of responsible drinking as a reminder in your invitations, tickets or programs.

## PREVENTION OF SERVICE TO MINORS

The legal age for alcohol consumption is 19 years. British Columbia's liquor laws require that we check for two pieces of identification for any patrons who appear to be under the age of 25. If a guest is a minor, they will not be served any alcoholic beverages. We request your assistance in ensuring that guests who are of age do not purchase alcoholic beverages for minors.

If minors persist in seeking alcohol service, they and any adult guardians present will be asked to leave the event. Your active support in this situation is greatly appreciated.

## PREVENTION OF OVER-SERVICE TO GUESTS

To the best of the facility's ability, guests will be monitored for possible over-service. Your assistance is invaluable in this area by agreeing to:

- Limit bar service hours
- Limit the amount of hosted alcoholic drinks
- Host non-alcoholic alternatives
- Be part of the facility's team in monitoring alcohol consumption by your guests

Once a guest has been identified as exhibiting signs of possible intoxication, facility staff members are required to stop alcoholic service to this guest immediately, have the person removed from the service area, and ensure they depart safely. The facility's Manager On Duty, Banquet Captain, or Security Supervisor will bring such situations to your attention.

# SERVICE OF ALCOHOL

If a guest, upon arrival, appears to be intoxicated, the guest will be denied access to the service area and the facility's Manager On Duty, Banquet Captain, or Security Supervisor will bring this to your attention.

In either circumstance, your active support is needed to ensure that the guest in question has a safe means of returning to their place of residence, whether permanent or temporary (i.e. hotel). If other guests are to take responsibility to ensure this guest departs the premises safely, the facility reserves the right to determine whether the other guests are able to responsibly fulfill this role. Please note that the facility reserves the right to ask any guest who is aggressive, either verbally or physically, whether intoxicated or not, to leave the premises immediately.

By law, the facility is required to document incidents of intoxicated patrons and the actions taken.

## PREVENTION OF DRINKING & DRIVING

As you are aware, the care of and responsibility for intoxicated guests goes far beyond the end of your event and the guest's departure from our facility. During the planning for your event, your Event Manager and/or Catering Manager will enquire about your plans to provide safe transport after your event for your guests who have been drinking. Please share these plans with our staff so that we may help you with the implementation.

Upon conclusion of your event, we ask for your assistance in monitoring guest departure and alerting us to any guest who may intend on driving but who has been drinking. Once identification of the guest has been made, the facility is required to ensure there is a safe means for them to return to their place of residence, whether permanent or temporary (i.e. hotel). The facility staff will ask about the plans for the safe transport of this guest. If facility staff members have any doubt that this guest will cooperatively comply with the plan, the facility requires that its staff take all such steps as necessary to prevent drinking and driving. This includes taking away car keys, and/or contacting the local police and reporting a potential drinking and driving situation.

# SAFETY & SECURITY

# SAFETY & SECURITY

In partnership with our valued clients and suppliers, the Vancouver Convention Centre strives to create a safe and secure environment for everyone's enjoyment. The following guidelines are strongly recommended in order to support our collective efforts in ensuring smooth and successful event activities.

## BUILDING SECURITY

The Vancouver Convention Centre has 24-hour general building security augmented with both cameras and alarm systems monitored from our Guest Services Operations Centre. Cameras scan interior and exterior public areas and house security staff can be dispatched quickly to investigate situations as necessary. Security can be reached 24 hours a day via Guest Services Operation Centre from any house phone by dialling 7299 (or 7500 for emergencies). Calls can be made from an outside line or cell phone by dialling 604 647 7299 (or 604 647 7500 for emergencies).

## EVENT SECURITY

The Vancouver Convention Centre is the exclusive provider of move-in and move-out security control. Staffing levels will be determined by your Event Manager based on the size and nature of your event. Occupational First Aid Attendants may also be required should your event involve alcohol service or if it is a heavily attended event.

The facility recommends that you consider event security within your event spaces and for your activities that may have special security requirements. It is important to share your intended program of activities as soon as possible with your Event Manager. In conjunction with the facility's Official Supplier of security services, Genesis Security, both specialized and general security services can be developed to meet your specific needs.

Some areas to consider and highlight for your Event Manager are:

- Special guests, speakers, or celebrities
- High profile companies and organizations
- Controversial themes
- Past history of conflicts

## PRIOR TO THE EVENT

Before the event begins, there are several steps that can be taken to streamline your preparations:

- Ensure suppliers and contractors are familiar with the safety, security and emergency procedures for the facility
- Distribute this information to your staff and request that they familiarize themselves with the details
- Distribute exhibitor information well in advance of the event, and draw exhibitors' attention to key safety, security and emergency information
- Ensure your event has a reliable system of accreditation for all participants of your event including staff, delegates, speakers and guests and provide your Event Manager with copies of the accreditation.
- Provide up-to-date exhibitor and supplier lists to your Event Manager
- Consider a planned and structured move-in with specific times for deliveries for your contractors and exhibitors
- Consider the use of an international freight forwarder, customs broker and freight management specialist to ensure an efficient and effective move-in and move-out

## WHILE ON-SITE

Once on-site, you and the Vancouver Convention Centre team will continue working together to ensure the success of your event. Please continue to update the facility if any new situations arise or if your event activities change keeping in mind the following:

- Ensure all delegates wear their accreditation at all times so they can be easily identified by facility staff
- When leaving a room unattended, lock all doors behind you - if you do not have keys to the room, contact Guest Services Operations Centre and request that Security lock the doors
- As in any large facility in a major city, do not leave personal belongings and valuables unattended

# SAFETY & SECURITY

- Should there be a concern regarding safety or security, please immediately notify Security, your Event Manager or the Manager on Duty
- Security can be reached from any house phone by dialling 7299 (or 7500 for emergencies). Calls can be made from an outside line or cell phone by dialling 604 647 7299 (or 604 647 7500 for emergencies).

## CLIENT SAFETY REPRESENTATIVE

Occupational health and safety regulations in the Province of British Columbia are governed by a provincial agency known as WorkSafeBC. The Vancouver Convention Centre and its users are required to do their utmost to comply with WorkSafeBC regulations. The facility therefore requests the full cooperation of our clients, their contractors, suppliers, staff, exhibitors and guests in ensuring a safe and healthy environment.

Please discuss all your event's activities in advance with your Event Manager. They will consult with the Vancouver Convention Centre's Fire/Safety Officer who will review these activities in detail. Any specific safety measures required for your event's activities will be communicated to you through your Event Manager. We request that you then forward this information to all your contractors, suppliers, exhibitors, and staff and where appropriate attendees, prior to your first move-in day.

In order to facilitate on-site communication regarding health and safety, your Event Manager will request that you identify an on-site safety representative. Your safety representative's role is to:

- Act as the facility's on-site liaison for any health and safety issues pertaining to your event
- Ensure the event's contractors, suppliers, exhibitors, staff and attendees adhere to safety measures specified in advance by the facility's Fire/Safety Officer
- Assist the facility in intervening in unsafe situations involving the event's contractors, suppliers, exhibitors, staff or attendees
- Assist the facility in communicating on-site health and safety information to the event's contractors, suppliers, exhibitors, staff or attendees
- Assist as necessary with any accident investigation

## FREIGHT HANDLING AREAS

To help minimize risks of accident or injury, the following procedures apply:

- In conjunction with your event floor plan, please submit a plan designating freight movement areas and identified freight movement aisles to be used during move-in and move-out
- Security staff are required to monitor the designated freight movement area
- Persons walking and working during move-in and move-out must use extreme caution in the area
- Persons in the area of trucks moving freight are required to wear PPE including steel-toed and high-visibility vests. High-visibility vests are mandatory when mobile equipment is in use in the area
- Scooters, in-line skates, bicycles, skateboards, etc. are not permitted
- Children under the age of 15 years are not permitted on-site during move-in/move-out, with the exception of employed and insured workers who are at least 12 years of age and who are:
  - not working with inherently dangerous equipment (i.e. power tools, nail guns, etc.);
  - not working in an inherently dangerous work environment (i.e. construction safety zone);
  - working under the direct and immediate supervision of a person at least 19 years of age;
  - employed in compliance with the BC Employment Standards Regulation (Part 7.1) regarding conditions of employment for children; and
  - employed with the written consent of their parent or guardian (section 9(1) of the BC Employment Standards Act).

# SAFETY & SECURITY

## ALCOHOL CONSUMPTION

The consumption of alcoholic beverages is restricted to the event area and during those times as designated jointly by the Event Manager and client. For safety reasons, alcohol consumption is not permitted during set-up, move-in or move-out times. Alcohol service in an exhibit space will conclude at least one hour prior to a scheduled move-out.

All beverage services are provided exclusively by the Vancouver Convention Centre for all functions held on-site. It is not permissible to purchase alcohol off-premises to bring into the facility. The facility reserves the right to request that additional security and first aid staff be hired through the facility when alcohol is served. For more information, please see 'Guidelines for responsible service of alcohol'.

## EMERGENCY PREPAREDNESS

The Vancouver Convention Centre has an ongoing program of emergency response training for all key personnel including management, Official Suppliers, security and staff. Emergency preparedness plans are updated regularly and drills are conducted annually. Should there be an emergency; the facility has a trained Emergency Response Team that will lead the implementation of the plans and procedures.

## MEDICAL EMERGENCIES

In the event of a medical emergency, the facility's fully trained first aid attendants are the first responders in a coordinated procedure with the City's fire and emergency agencies. Dial 7500 from any Vancouver Convention Centre house phone, or alert any Vancouver Convention Centre staff of the need for emergency first aid. Calls can be made from an outside line or cell phone by dialling 604 647 7500. Our first aid attendants will respond immediately and will further contact external emergency agencies as needed. The facility is equipped with defibrillators and first aid personnel are fully trained to use them.

## FIRE EMERGENCIES

The facility is divided into zones and each zone is fully equipped to detect and contain smoke and/or fire. An intermittent alarm tone will sound at the first sign of a problem and is considered a "first-stage" alarm, which the facility refers to as a "stage one alarm." When there is a "stage one alarm" no action is immediately necessary. It means all individuals are to standby for further instructions from the public address system. In almost all cases, the cause of the problem is identified and rectified at this point (usually in 1 – 4 minutes). The alarm will stop sounding, and activity can proceed as usual. In the rare case that a problem goes beyond a stage one alarm, the alarm changes into a building-wide, continuous alarm tone known as a "stage two alarm". This stage is accompanied by instructions over the public address system, and may include evacuation instructions.

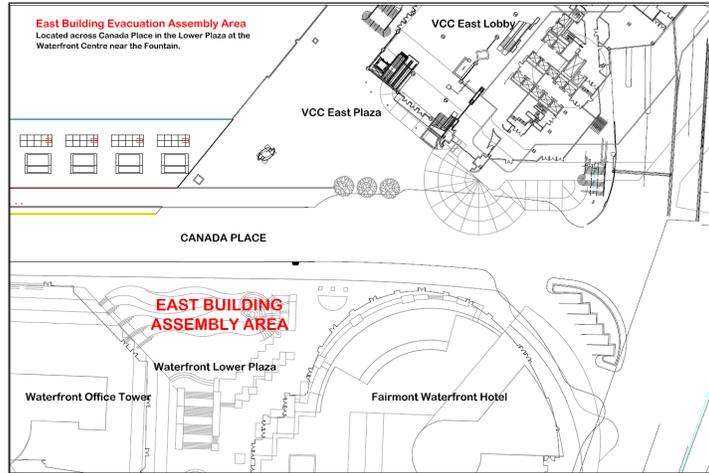
## EVACUATION

If for any reason the facility or one part of the facility must evacuate, instructions will be given via the facility's public address system. Once the announcement is made, please exit quickly but calmly following the directions of the public announcement and of Vancouver Convention Centre staff in the area. If possible, take staff and attendee lists and proceed to the appropriate "muster station" where Vancouver Convention Centre staff will be positioned. Please remain at this location until Vancouver Convention Centre staff advises that it is safe to return to the facility.

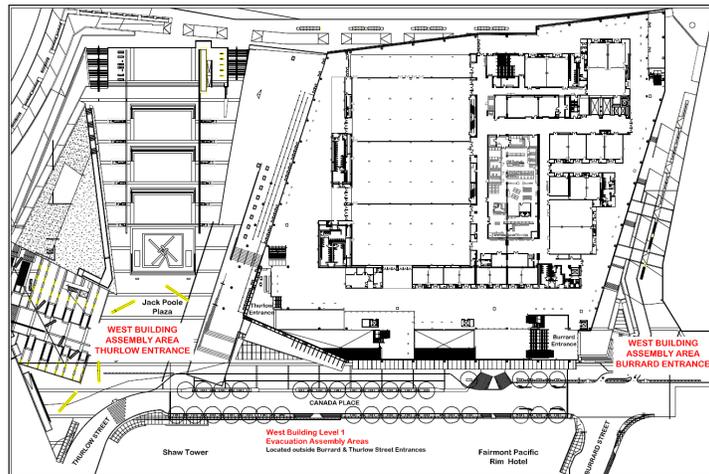
# SAFETY & SECURITY

## MUSTER STATIONS

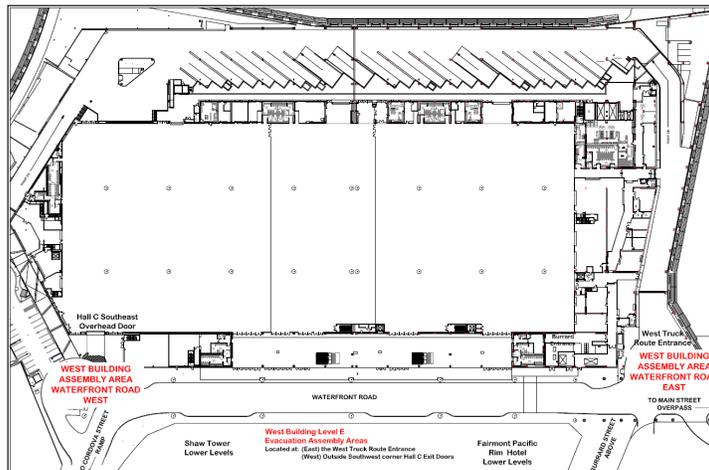
### East Building – Across the street from the main entrance to the East Building



### West Building: Levels 1-3 – Outside the Burrard Street entrance or the Jack Poole Plaza outside the Thurlow Street entrance



### West Building: Exhibition Halls – Waterfront Road



# SAFETY & SECURITY

## EARTHQUAKE

In the event of an earthquake while at the Vancouver Convention Centre, do not panic. Take immediate cover and:

1. Stay under cover at least until the shaking has stopped, or until instructed to do so by members of the Vancouver Convention Centre Emergency Response Team or through the public address system.
2. If you choose to leave your cover, do so cautiously.
3. Once you leave your cover, check yourself for injury and check others around you.
4. Unless you judge the circumstances to be dangerous and hazardous, remain at your location and the facility's Emergency Response Team will come to you.
5. If circumstances allow, pull the nearest fire pull station to help the Emergency Response Team locate you.
6. Remember, in the event of an earthquake, you are generally considered to be the safest by staying indoors and waiting for the Emergency Response Team to reach you.

If you are able and prepared to do so, the Emergency Response Team may request your assistance in search and rescue, emergency first aid and other emergency assistance.

## FIRE CODE REGULATIONS

Aisles and exits, as designated on approved show plans, must be kept clean and free from obstruction. Fire lanes in and around the facility must remain clear and unobstructed. Adequate facility staff must be hired to guide vehicle traffic in these areas during move-in and move-out.

Easels, signs, chairs, etc. cannot be placed beyond booth areas into aisles. Display literature is to be limited to reasonable quantities. Reserve supplies should be kept in closed containers and stored in a neat and compact manner.

Show management is responsible for advising exhibitors that booths must be cleaned of combustible rubbish daily.

All decorations, drapes, signs, banners, acoustical materials, moss, bamboo, plastic cloth and similar decorative materials must be made flame retardant.

Further details regarding Vancouver Convention Centre fire regulations are available from your Event Manager.

## FIRST AID

The Vancouver Convention Centre has two fully equipped first aid rooms. One is located in the East building lobby and the other in the West building level 1 pre-function area at the West Ballroom A entrance. Vancouver Convention Centre security personnel are trained as first responders in fire/safety and first aid emergencies including the use of on-site defibrillators. First aid assistance is available by calling 7500 from any house phone, 604 647 7500 from any cell phone, or by contacting Vancouver Convention Centre personnel.

## WORKSAFEBC

The Vancouver Convention Centre endeavours to operate in a manner that fully complies with the WorkSafeBC Occupational Health and Safety Regulations. The facility requests the full cooperation of our clients, their contractors, suppliers, staff, exhibitors and guests in ensuring a safe and healthy environment.

# SAFETY & SECURITY

As part of this effort, some event activities may require that specific safety measures be taken, particularly during set-up and teardown. This may include the requirement for personal protective equipment (PPE) including high-visibility vests, safety footwear, hard hats, and protective eyewear. Please ensure all your event activities are discussed in advance with your Event Manager. They will consult with the Vancouver Convention Centre's Safety Officer and advise if there are specific safety measures that need to be addressed.

Please note that children under the age of 15 are not permitted on-site during move-in/move-out, with the exception of employed and insured workers who are at least 12 years of age and who are:

- Not working with inherently dangerous equipment (i.e. power tools, nail guns etc.);
- Not working in an inherently dangerous work environment (i.e. construction safety zone);
- Working under the direct and immediate supervision of a person at least 19 years of age;
- Employed in compliance with the BC Employment Standards Regulation (Part 7.1) regarding conditions of employment for children; and
- Employed with the written consent of their parent or guardian (section 9(1) of the BC Employment Standards Act).

Scooters, in-line skates, bicycles, skateboards and similar items are not permitted for use inside the facility.

## WorkSafeBC – Coverage for volunteers

If you are planning to use the services of volunteers, please note that they are not considered workers under WorkSafeBC's regulations and guidelines and therefore are not eligible for coverage. Please ensure that your volunteers are appropriately covered by other insurance you may have for your organization or your event.

# LOGO USAGE

# VANCOUVER CONVENTION CENTRE LOGO, PHOTO & VIDEO USAGE

Please contact your Event Manager or Sales Manager to obtain the Vancouver Convention Centre logo, the brand standards and/or photos for your promotional use. Note: All advertising, publicity and promotion for events held at the Vancouver Convention Centre must be reviewed and approved in writing by your Sales Manager or Event Manager prior to production and distribution. The Vancouver Convention Centre reserves the right to request the proper reference to the facility and application of the logo, brand, photo and video assets.