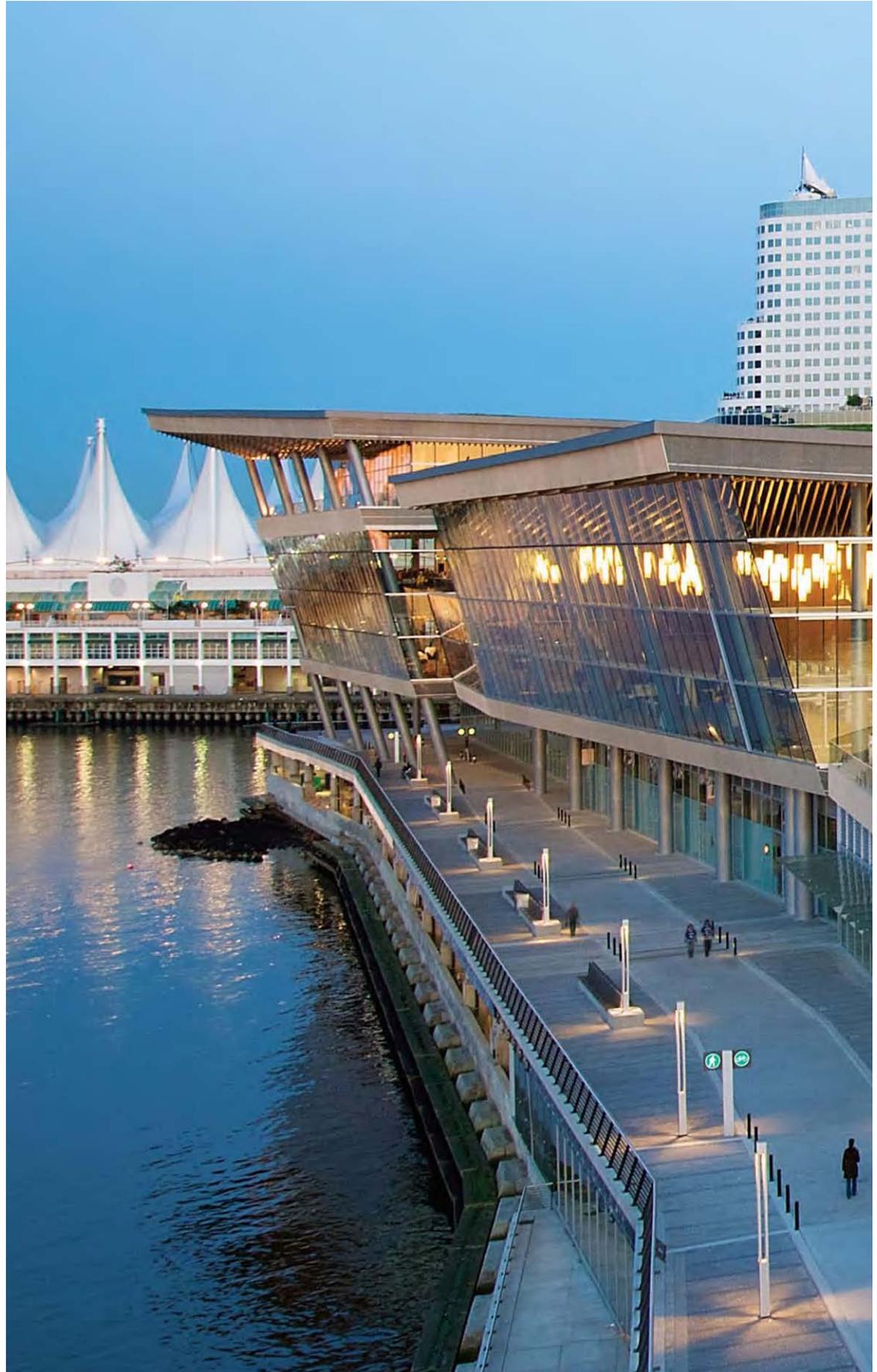


# FACILITY SERVICES GUIDE 2011



## 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 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 entered by the visitor. While our site logs do generate usage data such as visits and movement within the site, this information is only used for site development and improvement 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 but these are valid only during the time the visitor is actually logged on to the site.

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WELCOME

# WELCOME

The Vancouver Convention Centre is dedicated to servicing you and your guests to the very best of our ability and in doing so strive to fulfill our commitment to excellence. 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. This facility services guide is designed to familiarize you with the centre and to provide information on many of its more technical aspects.

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.

## **About the Vancouver Convention Centre**

Located on Vancouver's urban waterfront with a dramatic mountain backdrop, the award-winning Vancouver Convention Centre offers one of the most beautiful settings in the world. The Centre includes the iconic East building and the new West building, joined by the 90 metre Harbour Concourse offering spectacular views.

Covering 1.1 million square feet (or four city blocks), the two buildings offer a total of 471,000 ft<sup>2</sup> (43,800 m<sup>2</sup>) of functional space for your program. Multiple events can take place simultaneously, each with their own separate access and function spaces. Whether you have 10 or 10,000 delegates, the flexible building space can transform and adapt according to your needs. Our dedicated team will bring together your event details seamlessly.

# OFFICIAL SUPPLIERS

Exclusive supplier of telecommunications & technology services

Bell – Vancouver Convention  
Centre Office

1055 Canada Place  
Vancouver, BC  
V6C 0C3

Telephone 604 647 7377  
Fax 604 647 7232

[www.bell.ca](http://www.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 voice over IP. Bell also offers integrated information and communications technology (ICT) services to businesses and governments, and is the Virtual Chief Information Officer (VCIO) to small and medium businesses (SMBs). Bell is proud to be a premier national partner and the exclusive telecommunications partner to the Vancouver 2010 Olympic and Paralympic Winter Games.

#### **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 as well as a set of standalone internet kiosks, 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. Wireless internet and Wi-Fi walkie-talkie capabilities let you stay mobile. Hardwired internet services, with connection speeds up to 1GB per second, 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 7,000 network ports and dedicated onsite 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.

Customized estimates may be obtained from the on-site Bell representatives at 604 647 7377.



# AVW-TELAV AUDIO VISUAL SOLUTIONS

Official Supplier of audio visual & presentation services

AVW-TELAV Audio Visual Solutions  
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

[www.avwtelav.com](http://www.avwtelav.com)

AVW-TELAV is the nation's largest presentation service company featuring the latest industry technology. We are proud and honoured to have been the Official Supplier to the Vancouver Convention Centre since it opened in 1987. AVW-TELAV's mission is "To enhance participants' ability to communicate effectively in meeting, exhibit and presentation environments by the use of audio visual presentation technology".

AVW-TELAV 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 final move out 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. An on-site warehouse of audio visual inventory minimizes the additional charges associated with load-in/load-out delays, 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 10,000, AVW-TELAV can provide professional presentation services for your every need.

Services include:

- Audio
- Video
- Projection
- Simultaneous interpretation
- Audience response systems
- Presentation management
- Technical coordination
- Multi-microphone discussions systems
- Computer services
- Event staging
- Press conferences

Customized estimates may be obtained from the on-site AVW-TELAV representatives at 604 647 7280.

**AVW-TELAV**  
Audio Visual Solutions

# BEST SERVICES PROS

Official Supplier of housekeeping services

Best Services Pros  
Vancouver Convention  
Centre Office

1055 Canada Place  
Vancouver, BC  
V6C 0C3

or

Best Facilities Services Limited

5594 Fraser Street  
Vancouver, BC  
V5W 2Z4

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

Best Service Pros is one of western Canada's oldest and most established cleaning companies. Since 1956, they have provided superior cleaning services to a diverse range of customers. The management team is highly experienced and has developed a comprehensive understanding of every aspect of the company's operation.

Best Service Pros takes a proactive approach to customer service and is committed to providing a safe, clean and welcoming environment for all clients of the Vancouver Convention Centre. With BEST Service Pros' comprehensive GREEN cleaning training program, they are qualified in providing clients with environmentally friendly solutions to all your needs.

In addition to housekeeping, BEST also provides professional document shredding services for your high profile events. BEST has obtained the Carbon Neutral Certification as of 2009 and BEST Shredding is certified by the National Association for Information Destruction Inc. (NAID).

Please contact your Event Manager regarding your housekeeping requirements.



# CENTERPLATE

Facility setup & forklift services

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

Since 1987, Centerplate's team of professionals has been 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 contact your Event Manager regarding your set-up, forklift operator and general labour needs.



Centerplate

# CONTEMPORARY SERVICES CANADA

Official Supplier of security & event staff services

Contemporary Services Canada  
Vancouver Convention Centre  
Office

1055 Canada Place  
Vancouver, BC  
V6C 0C3

or

Contemporary Services Canada

300-333 Terminal Avenue  
Vancouver, B.C.

Branch: 604.569.1864

[www.csc-bc.ca](http://www.csc-bc.ca)

Creating a positive impression on our event guests is of paramount importance to Contemporary Services Canada (CSC). Through our proactive and customer-friendly approach, we strive to ensure visitors to the Vancouver Convention Centre feel welcome and supported. Ultimately, our friendly interactions with our guests will make sure they remember their visit to the facility positively and regard your event as a success.

In addition, our team is integral to running Vancouver Convention Centre events efficiently. By ensuring proper security and access control, we alleviate unnecessary distractions so clients can focus on delivering their event well.

CSC's provision of event security follows in a long legacy of expertise from our parent companies:

- Contemporary Services Corporation (CSC) is the pre-eminent provider of events services and security across North America, with over forty years of experience in convention centres, exhibition halls, and sporting stadiums.

Our collective experience in renowned events and facilities has resulted in services that are efficient, professional, and polished. CSC is available to begin planning for your particular security needs.

Please contact your Event Manager for more information.



# EVENTS ON THE MOVE LOGISTICS

Official Supplier of customs brokerage, freight forwarding & material handling

Events on the Move Logistics  
180 – 12340 Horseshoe Way  
Richmond, BC  
V7A 4Z1  
Telephone 604 647 0130  
Fax 604 647 0136  
Toll Free 1 877 355 1116  
info@eventsonthefmove.com

[www.eventsonthefmove.com](http://www.eventsonthefmove.com)

Events on the Move Logistics specializes in shipping, customs brokerage, material handling and advanced warehousing for the meeting and convention industry in Vancouver and across Canada.

Whether your program is coming from across Canada, the US or from around the world, our goal is to streamline your shipping from your place of business right to your booth or meeting room here at the Vancouver Convention Centre. We can also provide advanced warehousing for your shipment prior to your event to ensure your goods arrive at the facility on time. After the event, just pack up and walk away, and Events on the Move will take care of the rest.

For our US and international clients, shipping with Events on the Move Logistics has never been easier. Your international shipments will be streamlined through customs and delivered right to the Vancouver Convention Centre without delay. As a further service, we can also apply to Canada Customs to have your event recognized allowing us to take advantage of the many privileges available to you. These privileges can include duty and tax free importing and on-site customs clearances.

Our material handling services ensure that your shipments are unloaded and delivered right to where you need them inside the facility. All in an effort to simplify and streamline the shipping process for your Vancouver event.

We are honoured to be a part of the Vancouver Convention Centre team and look forward to partnering with you for a successful meeting here in Vancouver.

Ship with Events on the Move Logistics – everything should be this easy!



## EVENTS ON THE MOVE

# 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:

1971 Pandora Street  
Vancouver, BC  
V5L 5B2

Telephone 604 696 1481

Fax 778 371 5298

[www.riggит.com](http://www.riggит.com)

RIGGIT is a full service rigging company with over 20 years experience in the corporate event arena. We offer innovative, safe and economical rigging and lighting solutions with services ranging from consultation, rentals and plot design to installation and on-site technical expertise.

We offer innovative rigging systems for everything you need to hang including:

- Audio
- Drapes and soft goods
- Displays and banners
- Lighting
- Pyrotechnics and special effects
- Scenic décor
- Scenic carpentry
- Signage and banners
- Video projection

As a key rigging supplier to clients across Canada and the United States, our goal is to meet our clients' needs – every time. If we don't have it, we'll find it. If we can't find it, we'll make it. We also offer an extensive inventory of stage lighting, including conventional and moving fixtures, consoles, dimming, effects and theatrical drapes. We 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, we can tailor our services to suit your needs and budget. RIGGIT carries gear from the following manufacturers:

- Martin
- Robert Juliat
- ETC
- MA Lighting
- Spectrum
- Apollo Design Technology
- Columbus McKinnon
- Crosby
- Rosco
- Lee Filters

Customized estimates may be obtained from the on-site RIGGIT representatives at 604 647 7366.



# GENERAL INFORMATION

# GENERAL INFORMATION

## ADHESIVES

Acceptable floor adhesives in the facility are poly-coated cloth tape or gaffer's tape. The only acceptable double sided carpet tapes are Renfrew #174 or Shur-Tape #642. Vinyl, foam, and packing tape are prohibited in the facility. When taping anything to a non-carpeted floor, including the lobby, prefunction and delegate concourse floors, please use a protective layer of adhesive pre-mask tape (e.g. Transferite) between the floor and the carpet tape.

Acceptable wall adhesives in the facility are painters tape, masking tape, "fun-tak", wall mounting tabs, or straight pins. Please speak with your Event Manager to determine the most appropriate adhesive for your event area. Stick-on decals, badges, signs or similar promotional items may not be used in or about the facility. Adhesion to exterior glass walls and interior wood walls is prohibited.

Promotional floor stickers must have pre-approval for use at the Vancouver Convention Centre. Please provide a sample to your Event Manager 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 for events held at the Vancouver Convention Centre must be approved by the sales department prior to printing and/or airing. Copies of the Vancouver Convention Centre logo are available from your Sales Manager for reproduction and inclusion in your literature. Please forward copies of proposed advertising materials to your Sales Manager for review. For further details regarding advertising, publicity and promotion, please refer to your license agreement.

## ANIMALS

Animals or pets, with the exception of service animals are not permitted in the Vancouver Convention Centre except as an approved exhibit, activity or performance legitimately requiring use of animals. 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 his or her pet.

## AUDIO VISUAL SERVICES

AVW-Telav ([www.avwtelav.com](http://www.avwtelav.com)) is the Vancouver Convention Centre's Official Supplier for in-house audio visual services. Additional fees will apply if an external supplier uses the house sound system. For detailed information including price quotes reflecting your specific event requirements, please contact our in-house representatives at 604 647 7280.

## AUDIO VISUAL REPRODUCTION

The rights to any and all audio video broadcast, transmission, reproduction or recording of the event are the exclusive property of the Vancouver Convention Centre. The Vancouver Convention Centre reserves the right to take video tape recordings of the event for its own records, publicity and promotion purposes.

## BALLOONS

Helium-filled balloons and other inflatable items must be approved by your Event Manager. 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 decor is planned. If retrieval does not become necessary, the deposit is refundable post-event.

## BANNERS

Banner hanging is an exclusive service to the Vancouver Convention Centre. Banners may be suspended in select locations in the facility. Please contact your Event Manager for more details. Banner requests must be submitted well in advance of the move-in of your show and should include the following information:

- number of banners to be installed
- size (length, width, height and weight)
- intended locations for banners
- banner material

Costs for banner suspension will be quoted based on details provided. Please note that a custom quote will be required for banners weighing more than 25 lbs or larger than 6' across. Exhibitors who require banner installation must complete and return the banner installation request with full payment. This and other exhibitor forms are available by contacting your Event Manager or online at [www.vancouverconventioncentre.com](http://www.vancouverconventioncentre.com).

## 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.

## CHANGES/NUMBER CONFIRMATION

All staff cancellations require notice of 48 hours (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. Special rates for overtime and statutory holidays may apply.

Forklift & Operator rates per hour:

- booked up to 7 days prior to move in: \$77.00
- booked less than 7 days and up to 72 hours prior to move in: \$108.00
- booked less than 72 hours prior to move in: \$124.00

A guaranteed final figure for all food and beverage functions is required 72 hours prior to the function (not including weekends or holidays); otherwise the estimated number will be taken as the guarantee and invoiced accordingly. Please refer to the Food & Beverage section for more details.

## 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 through your Event Manager 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.

## COMPRESSED AIR

The Vancouver Convention Centre does not have compressed air in the building. Each exhibitor should make their own arrangements should this be required. Please contact Exhibitor Services at 604 647 7206 for further information.

## DELIVERIES & FREIGHT

Communication and cooperation is required in order to regulate delivery of freight and goods to the facility. Your Event Manager must be advised of all deliveries, shipments, contractors, and vendors who require access to the facility in conjunction with your event. It is important to ensure that sufficient move-in and move-out time has been booked. If you have any concerns regarding timing, please contact your Event Manager.

DELIVERIES & FREIGHT  
cont'd.

For special delivery requirements, please contact your Event Manager or Events on the Move Logistics at 604 647 0130. For information about the Canada Border Services Agency please contact the Regional Coordinator of International Events & Convention Services Program at 604 666 1294 (main) or 604 834 6404 (cellular).

DISPLAY VEHICLES

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

- Fuel tanks must not be more than 1/4 full
- Fuel caps must be taped or locked shut
- Drip pans 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

Arrangements must be made to lay plastic if the vehicles will be driven over carpet. Vehicles equipped with pressurized nitrous oxide tanks must have the tanks emptied prior to display in the facility. 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. Please consult your Event Manager for more information.

DIVERSITY COMMITMENT

The Vancouver Convention Centre is committed to treating all clients, guests, employees and suppliers with dignity and respect. Our goal is to create an environment free from any form of harassment, discrimination or violence. Clients, their staff and suppliers are invited to support the facility in its efforts.

ELECTRICAL SERVICES

Temporary electrical services are an exclusive service provided by the Vancouver Convention Centre. The minimum electrical service that can be ordered per booth or exhibitor is 750 Watts (120 Volts) 7.5 Amps. Services cannot be shared between exhibitors. 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 exhibitors comply with local electrical safety requirements and approvals.

To receive approval, please write or fax to:

Electrical Inspector, City of Vancouver  
453 West 12th Avenue  
Vancouver, BC V5Y 1V4  
Telephone 604 873 7857  
Fax 604 873 7100

For certification of electrical equipment, please contact:

Canadian Standards Association  
13799 Commerce Parkway  
Richmond, BC V6V 2N9  
Telephone 604 244 6652  
Fax 604 244 6508

Exhibitor forms are available by contacting your Event Manager or online at:

[www.vancouverconventioncentre.com](http://www.vancouverconventioncentre.com)

ELECTRICAL CABLES

All electrical, data and audio visual cables must be secured and matted to conform to electrical/safety standards and are subject to inspection at any time. Suppliers install their own matting, which will be inspected by the Vancouver Convention Centre prior to the event start.

## EVENT MANAGER

Once a license agreement has been issued and signed, an Event Manager will be assigned to assist you with organizing staff and services available through the Vancouver Convention Centre.

## EVENT STAFF

Event staffing requirements should be determined in conjunction with your Event Manager a minimum of one month prior to the event date. All staff cancellations require 48 hours notice (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 hours prior to a shift will incur additional charges.

Forklift operator requirements should also be determined a minimum of one month prior to the event start date. Operators booked less than 7 days and up to 72 hours prior to move in will incur additional charges as will operators booked less than 72 hours prior to move in.

Your Event Manager will assist with determining appropriate staffing levels. Special rates for overtime and statutory holidays may apply. See your Event Manager for further information.

## EXCLUSIVE SERVICES

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

- Food and beverage products and services
- Electrical services
- Housekeeping
- Mobile and lift equipment operators
- Move in/out security
- Plumbing
- Rigging; and
- Telecommunication, Internet and related services

## EXHIBITS

All exhibit floor plans require advance approval by the Vancouver Convention Centre. These can be discussed with and submitted to your Event Manager. Doors, fire cabinets, pull stations, and house lighting cannot be covered or obstructed. Fire exiting and approved capacities must be adhered to. East building public spaces cannot be obstructed by exhibits or closed to general public access.

The facility does not provide furniture, equipment or clip-on lights for exhibit booth use. Arrangements for these can be made through the designated display company for your show. Please contact your Event Manager for more details.

## EXHIBITOR DELIVERIES

The Vancouver Convention Centre does not have onsite storage and cannot accept freight shipments on behalf of exhibitors before scheduled move-in times. An exception is made for exhibitor banners which are required by the facility five (5) business days in advance of move-in. Show management is responsible for communicating this message to exhibitors. Freight consignment and arranging off-site storage before, during, and after the license period outlined in the license agreement is also the responsibility of the Show Manager. Exhibit deliveries should be directed accordingly to:

**East building** – Loading facilities via the east truck route at the foot of Howe Street off of Canada Place

**West building** – Loading facilities via the west truck route off of Waterfront Road

EXHIBITOR DELIVERIES  
cont'd.

Materials cannot be transported in public passenger elevators or on escalators. Please do not drop off, load or unload in public facility space or neighbouring property entrances. The following guidelines should be communicated to exhibitors regarding deliveries:

- Materials must be clearly marked identifying the sender and receiver including names, addresses, phone numbers, booth number, show, and an accessible packing slip
- Materials that are improperly labelled will be considered questionable and will not be accepted by the facility either before or during move-in dates
- Materials will only be accepted during the move-in dates and times for the event unless otherwise arranged with your Event Manager – please note that unexpected early deliveries will be turned away
- 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 and any applicable charges will be applied to the final invoice

For special delivery requirements, please contact your Event Manager or Events on the Move at 604 647 0130. For information about the Canada Border Services Agency please contact the Regional Coordinator of International Events & Convention Services Program at 604 666 1294 (main) or 604 834 6404 (cellular).

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. Among the features and services available are:

- Wheelchair services
- Accessible elevators
- Accessible restroom stalls
- Family restrooms that accommodate guests with special requirements and their attendant or families with young children
- Varying height public telephones as well as a sit-down TTY unit
- A fully equipped first aid room
- Security personnel trained as first responders in fire/safety and first aid emergencies including the use of on-site defibrillators

The facility complies with federal, provincial and local regulations and laws governing accessibility and the rights of persons with disabilities. Any specialized requirements you may have should be discussed with your Event Manager at the earliest time possible.

FLOOR LOADING

**East building**

- Exhibit halls:	300 psf	1465 kgm <sup>2</sup>
- Ballrooms:	100 psf	490 kgm <sup>2</sup>
- Meeting room level:	100 psf	490 kgm <sup>2</sup>
- Lobby:	100 psf	490 kgm <sup>2</sup>
- Delegate concourse:	100 psf	490 kgm <sup>2</sup>
- Outside plaza:	250 psf	1220 kgm <sup>2</sup>
- Truck route:	250 psf	1220 kgm <sup>2</sup>

FLOOR LOADING  
cont'd.

<b>West building</b>		
- Exhibit halls:	350 psf	1710 kgm <sup>2</sup>
- Ballrooms:	150 psf	730 kgm <sup>2</sup>
- Meeting rooms:	100 psf	490 kgm <sup>2</sup>
- Lobby spaces:	100-125 psf	490-610 kgm <sup>2</sup>
- Prefunction:	100-125 psf	490-610 kgm <sup>2</sup>
- Thurlow plaza:	150 psf	730 kgm <sup>2</sup>
- Truck route:	250 psf	1220 kgm <sup>2</sup>

Please contact your Event Manager for further information.

FLOOR MARKING

Powdered ice paint or 3/8" yellow lane marking tape (product # CV105) is acceptable for marking booth locations on all concrete exhibit hall floors. 3/8" yellow lane marking tape (product # CV105) is acceptable for marking booth locations on carpeted floors throughout the facility.

The west exhibit halls feature a 30' x 30' grid cut into the concrete floor to assist with the initial tradeshow layout.

FLOOR PLANS  
& RIGGING PLANS

All exhibit floor plans and production rigging plans require advance approval by the Vancouver Convention Centre. These can be discussed with and submitted to your Event Manager.

We request that all floor plans are to scale and contain the following information:

- event name, date and location
- event type (trade show, consumer show, banquet, special event)
- approximate daily attendance
- entrances/exits clearly identified
- aisles and aisle widths clearly identified
- storage areas clearly identified
- food service areas clearly identified
- designated freight movement areas and aisles
- dimensions of booths, displays, staging and other special items

Rigging services are exclusively provided by RIGGIT Services Inc. and they will work closely with you to complete a rigging plan for final approval by the facility.

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

- event name, date and location
- event type (trade show, consumer show, banquet, special event)
- rigging point loads with a detailed breakdown of items hung at each location

FORKLIFT OPERATORS

Forklift operators for material movement are available through the Vancouver Convention Centre. Forklifts and operators are an exclusive service provided by the Vancouver Convention Centre.

**FORKLIFT OPERATORS**  
cont.d.

Forklift & Operator rates per hour:  
 - booked up to 7 days prior to move in: \$77.00  
 - booked less than 7 days and up to 72 hours prior to move in: \$108.00  
 - booked less than 72 hours prior to move in: \$124.00  
 Please discuss your specific requirements with your Event Manager.

**FREIGHT & SERVICE ELEVATORS**

<b>East building</b>	<b>Elevator Number</b>	<b>Floor Access</b>
Large freight elevator (1) - 6'6" w 16'11" d 9'10" h - 20,000 lbs	FE12	Exhibition - Meeting Room Level
Small freight elevator (1) - 4'2" w 8'4" d 7'11" h - 10,000 lbs	FE11	Exhibition - Meeting Room Level
<b>West building</b>	<b>Elevator Number</b>	<b>Floor Access</b>
Freight elevators (3) - 9'8" w 22'0" d 9'10" h - 20,000 lbs	FE8, FE9 & FE10	Exhibition - Level 2
Service elevators (2) - 6'2" w 8'4" d 9' h - 5,000 lbs	SE6 & SE7	All Floors

Use of the freight and service elevators may be arranged through your Event Manager. For the safety of all individuals, freight elevators are not intended for passenger use.

**GENERAL LABOUR & FORKLIFT OPERATORS**

General labour and forklift operators for material movement are available through the Vancouver Convention Centre. Forklifts and operators are an exclusive service provided by the Vancouver Convention Centre.

**GUEST INFORMATION CENTRE**

The facility has two guest information centre locations, one in the lobby of the east building and the other in the Burrard entrance of the West building. At each location, a wide range of information can be provided regarding the facility and surrounding area. In addition, basic business services such as photocopying, scanning and faxing are available at the West building's guest information centre.

**HARMONIZED SALES TAX**

A Harmonized Sales Tax (HST) of 12 percent will be applied to all goods and services. Please discuss your specific requirements with your Event Manager.

**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) (<http://www2.worksafebc.com/publications/OHSRegulation/Part5.asp#SectionNumber:5.38>). On-site storage location of helium tanks requires discussion with your Event Manager.

**HOUSEKEEPING**

Housekeeping services are provided exclusively by the Vancouver Convention Centre. Basic housekeeping is included for conventions, meetings, and food & beverage functions. Depending on the nature of these events, additional housekeeping costs may be incurred.

## HOUSEKEEPING cont'd.

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
- Dedicated housekeeping patrollers
- Restroom attendants
- Special crews or equipment required to clean and remove excessive debris

The client or individual exhibitors may purchase vacuuming of exhibitors' booths. Forms are available through your Event Manager. Alternatively exhibitor orders can be processed online at <http://www.vancouverconventioncentre.com/online-service-ordering/>

Client/exhibitors are asked to remove all signs, advertisements, show bills, posters and cards upon completion of the event. All tape, stickers, or other material must be removed from the Vancouver Convention Centre surfaces prior to exhibitors leaving the building. Additional costs may be incurred if areas are not clean and clear of these materials (Also see "Adhesives").

The Vancouver Convention Centre cannot accept responsibility for items left beyond the licensed move-out time. Please contact your Event Manager for more detailed information.

## HOUSE SOUND

House sound audio services are provided exclusively by AVW-Telav ([www.avwtelav.com](http://www.avwtelav.com)).

When selecting AVW-Telav as the presentation supplier for your event, the client will have access to the Vancouver Convention Centre in-house meeting room PA systems at no charge (reg. \$100). Please note that the in-house exhibit halls and West Ballroom PA systems are chargeable at \$150 per hall/per day.

For detailed information including price quotes reflecting your specific event requirements, please contact our in-house representatives at 604 647 7280.

## 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), dramatic and other rights used in connection with the production of the event. The client will indemnify and save the Vancouver Convention Centre harmless 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.

## INSURANCE

Please refer to the appropriate sections of your license agreement for details pertaining to insurance coverage. If you are considering use of any outdoor area at the facility please discuss your plans with your Event Manager as soon as possible. Once approval has been given, your event may be required to provide additional insurance.

## KEYS & ACCESS CARDS

Keys and access cards may be obtained through the Event Manager with advance notice, and must be returned on the last day of the event. Facility keys and access cards are subject to a \$50 refundable deposit for each key and access card. The \$50 deposit per key and access card will be added to the final invoice for each key and access card not returned.

## LICENSES

The client is responsible for obtaining all licenses, permits and approvals from the appropriate regulatory boards and authorities that may be required for staging the event (including business licenses, amusement licenses and health and safety approvals). The cost of these licenses will be the responsibility of the client.

An application form for City of Vancouver Business Licenses is available through your Event Manager.

Inquiries may also be directed to:

Vancouver City Hall, Permits & Licensing Division  
453 West 12th Avenue  
Vancouver, BC V5Y 1V4  
Telephone 604 873 7568  
Fax 604 873 7100

Please contact your Event Manager for further information on client and exhibitor responsibilities for compliance with local electrical safety codes.

Please see "Food & Beverage" section for further information on health and safety regulations and permits.

## LIGHTING

### East Building

The East building meeting rooms have dimmable energy efficient fluorescent lighting. The East ballrooms and Exhibit Hall A have a combination of dimmable energy efficient fluorescent & LED perimeter up lights. Ballroom A also has decorative coloured LED lights on the East and West walls. Exhibit Halls B & C have energy efficient fluorescent with some dimming capability & LED perimeter up lights. They also have decorative coloured LED lights on the East & West walls.

### West Building

The West building meeting rooms have dimmable energy efficient fluorescent lighting. The West ballrooms have a combination of metal halide, energy efficient fluorescent, and incandescent lighting. The West exhibit halls have metal halide energy efficient fluorescent lighting that can be set to create a dimming effect.

## LOADING FACILITIES

The Vancouver Convention Centre is a unique facility located in the busy downtown core of Vancouver, and it is critical that guidelines are followed in order to facilitate loading and transportation movement. Due to other activities taking place in the facility, not all loading bays and loading areas will be available. Loading facilities are for temporary pick up and delivery only. Parking is prohibited in the loading area or truck route. Freight may not be stacked or stored in the loading area, on the truck route or against fire exits, fire pull stations or fire hose cabinets.

### East building

Deliveries for the East building should be directed to the East truck route located at the foot of Howe Street where it meets Canada Place.

The East truck route has one-way access only and is 16' wide (4.87 m) with an incline of 3'6" (1.07 m) over a 35' (10.67 m) distance, as well as an overhang with a clearance of 13'11" (4.17 m) at the access point to the exhibit halls. The incline will allow a standard 40' (12.19 m) trailer with a bottom clearance of no less than 12" (30.48 cm) to enter exhibit halls.

LOADING FACILITIES  
cont'd.

The loading area consists of four loading bays, which can accommodate trailers up to 30' (9.14 m) in length. All four bays have levellers. Loading dock clearance is 13'11" (4.17 m) high, 12' (3.65 m) wide. Exhibit Halls A & C have limited drive-on access through roll-up doors for full-sized trailers.

**Measurements of roll-up doors are as follows:**

- East Exhibit Hall A: 19' (5.79 m) high, 17'- 6" (5.33 m) (due to angled entry)
- 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: 60' (18.29 m)
- East Exhibit Hall B: 30' (9.14 m)
- East Exhibit Hall C: 50' (15.24 m)

Please do not deliver freight or load and unload at hotel entrances or elevators.

**West building**

Deliveries for the West building should be directed to the West truck route located on Waterfront Road.

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 area consists of twenty loading bays, which can accommodate full-size semi-trailers up to 80' (24.4 m) in length. Six bays have dock levellers and there are three ramps off of the truck route for drive-on access to Exhibit Halls A & B. 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 loading bays 22'6" (6.85m) wide by 15'4" (4.67m) high
- West Exhibit Hall B loading bays 22'6" (6.85m) wide by 15'4" (4.67m) high
- West Exhibit Hall C loading bays 16'4" (4.98m) wide by 15'4" (4.67m) high (forklift only)

LOST & FOUND

All lost and found articles are catalogued and stored for 90 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 should be directed to 604 647 7299 or to your Event Manager.

MERCHANDISE REMOVAL  
AUTHORIZATION

Your Event Manager will discuss with you the possible need for a controlled system of authorized merchandise removal. If you wish, your Event Manager is able to provide a sample of the merchandise removal form.

MOVE-IN & MOVE-OUT

The client is responsible for clearly identifying the move-in and move-out times to the facility and to exhibitors. The client is also responsible for communicating move-in and move-out guidelines to exhibitors.

## MOVE-IN & MOVE-OUT cont'd.

Please keep in mind the following basic guidelines:

- Facility staff must be employed to control vehicle traffic during move-in and move-out
- Vehicles should not be driven into the facility with the exception of goods transport or vehicle display
- Vehicles will be required to exit immediately upon unloading or loading
- Children under the age of 16 years are not allowed onsite during move-in or move-out
- Exhibitors are requested to bring their own tools, ladders, brooms, dollies and other items required to build their exhibit
- Freight should be moved in and out through designated loading areas only – facility and hotel entrances should not be used for this purpose
- Please provide quantities of vehicles and type

## PARKING

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

### **East building**

The East building has 750 stalls and is operated by VINCI Park Canada. VINCI Park can be reached at 604 684 2251 or at [www.vinciparkcanadaplace.ca/contact.html](http://www.vinciparkcanadaplace.ca/contact.html). Rates can be viewed at [www.vinciparkcanadaplace.ca/rates.html](http://www.vinciparkcanadaplace.ca/rates.html).

### **West building**

The West building has 440 stalls and is operated by Impark. Impark can be reached at 1 866 277 5501 or at [www2.impark.com/ps/contact/pages/default.aspx?lang=en&region=vancouvermetro](http://www2.impark.com/ps/contact/pages/default.aspx?lang=en&region=vancouvermetro).

## PASSES

Your Event Manager will require a copy of any badges or access passes for exhibitors, delegates, invitees, guests and show personnel.

## PHOTOGRAPHY

The Vancouver Convention Centre retains the right to take photographs of the event for its own records and for publicity purposes.

## PLUMBING & WATER ACCESS

Plumbing services are provided exclusively by the Vancouver Convention Centre. Portable cold water is available in the exhibit halls. Due to restricted access to water sources on the exhibit floor, it is crucial that all plumbing requirements are ordered well in advance of the move-in for your show. Plumbing services are not available in any ballroom, meeting room, or prefunction space. Portable self-contained sinks may be approved and arranged through your Event Manager.

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

Refer to the "Green Practices" Section.

## PRODUCT SALES

Sales of event-related products are permitted within rented event space excluding all common areas. Any common area required for event-related product sales should be discussed in detail with your Event Manager. Please note that all food and beverage services must be supplied exclusively by the Vancouver Convention Centre. Please contact the catering department for a current catering menu package (also available online at [www.vancouverconventioncentre.com](http://www.vancouverconventioncentre.com)) or any food and beverage planning assistance. It is not permissible for any food and beverage to be brought in from off-site and served in the facility.

## PROPANE

Propane tanks in excess of 20 lbs (10 kg) are not permitted inside the building. Arrangements to store these in outside space can be arranged through your Event Manager. Flow restriction valves must be used on all propane tanks and are available from ICG Propane (604 421 2511) or Acklands-Grainger (604 879 4211). All propane connections must be inspected and approved by Vancouver Convention Centre. For events with larger propane requirements, special arrangements must be made through the Provincial Gas Inspector. Please consult your Event Manager for assistance.

## PYROTECHNICS

Formal approval must be given for all events requesting to use pyrotechnics. Please contact your Event Manager for further information on the approval process.

## RIGGING

Rigging is an exclusive service to the Vancouver Convention Centre and is provided by RIGGIT Services Inc. They are located onsite and are available to assist with your needs. Please contact your Event Manager for details.

### East ballrooms

East Ballrooms A, B, & C have fixed rigging points with 500 lb (226.8 kg) vertical load capacity, evenly distributed throughout the rooms. There are 15 in Ballroom A, 20 in Ballroom B and 15 in Ballroom C.

### East exhibit halls

In East Exhibit Hall A, there are 31 fixed rigging points with 500 lb (226.8 kg) vertical load capacity, evenly distributed throughout the room. There is also an ability to hang up to 1,000 lb (453.6 kg) from the structural steel at select locations.

In East Exhibit Hall B there are no rigging points. A grid of aircraft cable allows suspension of lightweight signs and banners. In East Exhibit Hall C there are no rigging points. There is the ability to hang up to 1,000 lb (453.6 kg) from the structural steel at select locations.

### West ballrooms

West Ballrooms A, B, C, & D have rigging points on a 12' by 12' grid with each point rated at 1,000 lb (453.6 kg) vertical load capacity.

### West exhibit halls

West Exhibit Hall A, B, & C have rigging points of 3,000 lb (1,360.8 kg) and 1,000 lb (453.6 kg) vertical load capacity. These are not fixed rigging points as loads are attached directly to the steel structure to a maximum of 10,000 lbs (4,536 kg) on any single truss span.

## SATELLITE DISH PLACEMENT

Should your event set-up require installation of satellite dishes, please notify your Event Manager immediately. Although possible, there are a limited number of locations for satellite dishes. Any outdoor location will require advance approval and additional insurance. Broadcast services are exclusive to Bell.

## SIGNS & SPECIAL DECORATIONS

Signs, banners, posters and similar material may not be brought into the facility without prior written approval from the Vancouver Convention Centre. Handwritten signs, unless professionally made, are not permitted in any area of the facility. If approved, such material may not be physically attached to any part of the facility or to any of the furnishings or fixtures of the facility without approval. Poster boards or easels are available for posting such material.

SIGNS & SPECIAL DECORATIONS cont'd.

Rigging of show/exhibitor banners must be installed and removed by the facility's exclusive rigging supplier, RIGGIT Services Inc. (Also see "Banners").

All decorative materials must be treated with a fire retardant before installation. Digital room signage is also available for advertising or sponsorship. Please contact your Event Manager for more information.

SIMULTANEOUS INTERPRETATION SERVICES

Simultaneous interpretation and equipment rentals are available through our in-house supplier of audio visual services, AVW-TELAV ([www.avwtelav.com](http://www.avwtelav.com)) at 604 647 7280.

SMOKING

All indoor and outdoor spaces within a 7.5 m perimeter of the Vancouver Convention Centre are NON-SMOKING. This is in accordance with the City of Vancouver Health By-Law #9535 and as required by LEED building standards.

SOCAN FEES

The Society of Composers, Authors and Music Publishers of Canada (SOCAN) requires a license for each day of an event where music will be played. The Vancouver Convention Centre is responsible for collecting and remitting fees in accordance with the following schedule:

**Without dancing:**

- Room capacity of 001 to 100: \$20.56
- Room capacity of 101 to 300: \$29.56
- Room capacity of 301 to 500: \$61.69
- Room capacity of over 500: \$87.40

**With dancing:**

- Room capacity of 001 to 100: \$41.13
- Room capacity of 101 to 300: \$59.17
- Room capacity of 301 to 500: \$123.38
- Room capacity of over 500: \$174.79

The daily fees are not applied to event days where no music is played. Your total fee will be included on your final invoice at the conclusion of your event unless you obtain your own license from SOCAN. In this case, please forward a copy of the license to your Event Manager and no charge will be added to your final invoice. SOCAN fees are not included in the cost of using the in-house audio visual services. Please contact an AVW-TELAV representative at 604 647 7280 for more details.

SOUND SYSTEM

The facility is equipped with public address sound systems in the majority of its space. It is required that AVW-TELAV, the Official Supplier of in-house audio visual services, set-up and handle all facility-owned equipment and systems. More complex sound set-ups may require an AVW-TELAV technician to be present during the event to ensure the smooth operation of all equipment. The audio visual representative would be pleased to discuss such arrangements with you and provide a price quote reflective of your needs.

For detailed information specific to your event needs, please contact your Event Manager or Audio Visual Representative.

## SOUVENIR SALES

General souvenir sales are permitted only in contracted event space excluding the Vancouver Convention Centre public areas. This does not include items specifically produced and manufactured for your event and which are clearly imprinted with the event or organization's logo or other identification.

Please check with your Event Manager on the best location for any sales of event-related souvenir items.

## TECHNOLOGY

Bell is the exclusive provider of telecommunications, internet, webcasting and broadcast feeds. Category 6 and fibre connections are available in all exhibit halls, ballrooms, meeting rooms, and prefunction 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.

### High tech features include:

- VoIP Phone Service
- High speed internet access
  - 2 Gigabit bandwidth
  - 10, 100, 1000 speeds
- Fibre-optic networking
- Custom network design
- VLAN wireless and wired capabilities
- Digital signage
- RFID Lead Retrieval
- Portable Internet kiosks
- Videoconferencing
- IP Webcasting
- Bell Cable TV
- Satellite uplink and downlink capabilities

## 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.

# 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. A member of the Recycling Council of BC, the Centre's East building is certified BOMA GO GREEN and the West building has received LEED Platinum certification, the only convention centre worldwide with this achievement.

## 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 and now includes:

- paper of all kinds
- cardboard, wood
- metal, plastic, glass
- lamp ballasts, fluorescent bulbs, metal halide bulbs
- batteries, construction materials
- food/organic matter
- electronic equipment and devices

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.

Wastebaskets in the Vancouver Convention Centre administration offices have been reduced to less than one-half their normal size to encourage more recycling and reusing and less waste. 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, meeting rooms are set with paper pads that are made of 100% post-consumer content, and filtered water is typically served in jugs and not bottles.

## FOOD & BEVERAGE SERVICE

Behind the scenes in our production kitchen, the culinary team specializes in operating a "scratch" kitchen. The Vancouver Convention Centre has made its name by featuring fresh, local products including BC wines thereby limiting "food miles" consumed. Purveyors are asked to deliver goods in re-usable containers. In-sink disposals have been eliminated and organic waste is recycled.

Food service is presented on china with cutlery and linen to reduce the use of disposables. Condiments are typically served in bulk rather than individual portion packs. Food and beverage purchases are prioritized in this order: a) locally and organically produced; b) locally produced; and c) organic. Please speak to your Event Manager and/or Catering Sales Manager about available choices for your menus and your food service.

## ENERGY EFFICIENCY & RESOURCE CONSUMPTION

To help manage energy consumption, the facility schedules HVAC to match daily activities and has made improvements to augment these efforts such as:

- replacement of older, inefficient lighting equipment
- occupancy sensors for meeting rooms
- additional daylight sensing control systems
- upgraded HVAC systems with variable speed motors and additional electronic sensors
- motion sensors and low flow fixtures in restrooms
- restroom paper products, soaps and cleaning products are Green Seal Certified or EcoLogo Certified

In addition to its operating practices, the facility purchases green power equivalent to 50% of the estimated electricity use of the West building, which ensures that power generated from renewable sources enter the power grid.

## CARBON OFFSETS

The Vancouver Convention Centre purchases carbon offsets for its business air travel through a reputable local offset agency. If you would like to incorporate a carbon offset purchase program into your event, your Event Manager would be pleased to provide contact information for offset agencies that will be able to assist you.

## 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 when printing must be done 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.

## SUSTAINABLE FEATURES OF THE EXPANDED WEST BUILDING

The Vancouver Convention Centre's West building has achieved LEED Platinum status and offers some of the most advanced sustainable design features including:

- A 24,000 sq. metre planted roof
- On-site black and grey water recycling system
- Seawater heating and cooling
- The most current energy management technology
- Natural lighting and ventilation
- Marine habitat in the foundation

## WASTEWATER TREATMENT SYSTEM

As part of Vancouver Convention Centre's commitment to the environment, the West expansion 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 reuse 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.

### **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, 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.

WASTEWATER  
TREATMENT SYSTEM  
cont'd.

**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, 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 cannot go down the drains including floor drains.

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

GREEN MEETINGS

The Vancouver Convention Centre would be pleased to work with you in meeting your specific needs and supporting your green event. You can help by:

- providing event program information to ensure efficient scheduling of HVAC
- guaranteeing meal numbers so we can better manage food ordering
- communicating to delegates and exhibitors about reducing waste, reusing wherever possible, and recycling

To help make your event more environmentally friendly:

- include a donation program for exhibitors to donate their re-useable materials and products after dismantling
- ask exhibitors to minimize handouts, print material double-sided on post-consumer, FSC certified paper
- use giveaways made from recycled materials
- purchase recycled name badge holders and lanyards
- print name badges on recycled stock
- encourage the use of low-impact transportation and encourage delegates, exhibitors and others to offset carbon emissions
- order event signage without the year so that they may be reused

To minimize paper use and waste:

- provide online registration
- use giveaways made from recycled materials
- promote the event through the web and e-mail
- participate in the facility's recycling program
- agree to use only china, cups and glasses for food services

For more information, please see our Sustainable Events Guidelines on our website or contact your Event Manager.

# FOOD & BEVERAGE

# FOOD & BEVERAGE

## 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. The catering department would be pleased to provide a current catering menu package and help create your special catered function. Please contact them at 604-689-8232 or through your Event Manager. Our complete catering menu selection is available for download on our website at [www.vancouverconventioncentre.com](http://www.vancouverconventioncentre.com).

The Vancouver Convention Centre retains the exclusive right to provide and control all food and beverage services for any event held at the Vancouver Convention Centre, 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. Whenever possible, excess prepared food is donated to various local charities to help those in need.

## PRICES

Food and beverage prices cannot be guaranteed more than ninety (90) days prior to the event. They are subject to 17% service charge and 12% HST.

## VALUE ADDED SERVICES

Our menu prices include the supply of table linen, chinaware, flatware, glassware, and some limited table décor. We can also assist with computerized floor plans and provide a limited amount of stages and dance floor at no extra charge.

## MENU PLANNING & GUARANTEE NUMBERS

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 thirty (30) days prior to each meal function. After this time, a maximum variance of twenty (20) percent 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 function room pending substantial increases or decreases in expected attendance.

A minimum of three (3) 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 accordingly. Actual attendance will be billed if it is higher than the original guarantee number, provided that the additional meals have been served.

If the guarantee number is increased after the above deadline, a menu surcharge may apply on the additional attendance. This is calculated at 15% of the original menu price. Any new orders received within three (3) business days may also be subject to a 15% surcharge of the original menu price, assuming that we are able to accommodate the request.

We will accommodate special dietary requests pertaining to allergies or cultural restrictions given advance notification at the time of your guarantee. Should the total request for alternative meals (including vegetarian) exceed 5%, a surcharge of \$20.00 per meal in addition to the menu price may apply. We respectfully decline requests based on dietary preference only. We will make every effort to accommodate onsite requests for alternative meals; however a surcharge of \$20.00 per meal in addition to the menu price will apply for each of these requests.

For children under the age of twelve (12) years, special plated menus are available upon request or they are eligible for a 50% discount for buffet menus.

LABOUR CHARGES

A labour charge of \$100.00 applies to all meal functions with twenty (20) guests or less. For any meal function on a Canadian Statutory Holiday, a menu surcharge of \$3.00 per person will apply.

DEPOSIT REQUIREMENTS

A 10% deposit is required upon signing of the contract, or due six (6) months prior for convention events. A second deposit of 50% is due thirty (30) days, and the remaining balance ten (10) days prior to the event. Your Catering Sales 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.

OFFSITE CATERING

We are fully staffed and equipped to provide offsite catering services. Please contact the catering department for inquiries.

FOOD CONCESSION SERVICE

The Vancouver Convention Centre operates our own café, the "Coal Harbour Coffee Company", which is conveniently located at the delegate concourse in the East building, offering a full range of beverages, snacks and sandwiches. We can also offer food concession service for exhibit functions, at location(s) pre-assigned by the client inside the function area. We offer various menu combinations, with different minimum revenue requirements, to suit your needs.

## FOOD SAMPLING

The Vancouver Convention Centre retains the exclusive right to provide and control all food & beverage services for any event held at the Vancouver Convention Centre. Food and beverage sampling is generally not permitted however, certain exceptions may be granted for trade shows and/or conventions that are directly related to the food and beverage industry.

In those circumstances, a detailed list of the products that will be sampled with quantities must be submitted to the Vancouver Convention Centre two weeks in advance of the scheduled event. Food service exhibitors may only offer food and beverage samples in the exhibition area. Sampling portions are limited to 4 ounces of liquid (non-alcoholic) and 1 ounce of food. Exhibitors may only produce samples of product that they serve and/or produce for the purpose of promoting their merchandise.

All sampling is subject to compliance of health, safety and sanitation, or other specific requirements of the Vancouver Coastal Health Authority, and where applicable, the Provincial and Federal Department of Health and Agriculture. Health regulations may require that any prepared products be appropriately inspected and licensed for consumption by the Vancouver Coastal Health Authority. It is the responsibility of the Client/Exhibitor to comply with all local health and safety regulations which may include sink installations at the cost of the Client/Exhibitor. A minimum of 14 days' notice is required for the application of a 'Temporary Food Booth Permit' from the Vancouver Coastal Health Authority.

For further information and permitting, please visit [http://www.vch.ca/your\\_environment/food\\_safety/permits/](http://www.vch.ca/your_environment/food_safety/permits/) or contact:

Vancouver Coastal Health Authority  
#800-601 West Broadway  
Vancouver, BC - V5Z 4C2  
Phone: 604 675-3800  
Fax: 604 736-8651

Trade shows or Exhibitors that require the Vancouver Convention Centre kitchen staff to assist with food preparations must complete a Product Preparation Information Sheet. This can be obtained from your Catering Sales Manager and must be completed in full for each product, and submitted to the Vancouver Convention Centre no later than 14 days prior to the event move-in date. The Client/Exhibitor will be responsible for all charges at current rates including equipment rental, labour, and any supplementary food and/or cleaning supplies required. All deliveries are to be sent to the Vancouver Convention Centre's loading dock and must be clearly labelled with event name, event dates, and exhibitor's on-site contact. Frozen food must arrive three days prior to the event, and fresh food, a minimum of 24 hours prior. The Vancouver Convention Centre reserves the right to refuse food preparation for any products received after the above time lines.

Any use or access to the Vancouver Convention Centre food service areas must be approved in advance by the Catering Department.

# 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

Please share information regarding your past events with your Event Manager and/or Catering Sales 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.

## EVENT PLANNING

The facility operates under its own food-primary liquor license.

The consumption of alcoholic beverages is restricted to the event area and during those times designated jointly by the Event Manager, Catering Sales 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. All alcoholic beverage products must be approved by the Liquor Licensing Board. We are not able to serve home-brewed products.

Alcohol service hours are 11:00am to 1:00am daily.

## GUEST ARRIVAL

If a guest, upon arrival, appears to already be under the influence of alcohol, the facility's Manager-On-Duty, Banquet Captain, or Security Supervisor will bring this to your attention and seek your agreement on handling the situation. If the guest is to stay, the facility will be unable to serve the guest alcoholic beverages. If the guest is to be denied access, the facility requests your active support in this decision, and your confirmation that the guest has a safe means of returning to their place of residence, whether permanent or temporary (i.e. hotel).

## COMMUNICATING A MESSAGE OF RESPONSIBLE DRINKING

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

## PREVENTION OF SERVICE TO MINORS

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

## IDENTIFICATION OF INTOXICATED GUESTS

Behind the scenes in our production kitchen, the culinary team specializes in operating a "scratch" kitchen. The Vancouver Convention Centre has made its name by featuring fresh, local products including BC wines thereby limiting "food miles". Once a guest has been identified as exhibiting signs of possible intoxication, facility staff are required to stop alcoholic service to this guest immediately. The facility's Manager-On-Duty, Banquet Captain, or Security Supervisor will bring such situations to your attention. Your active support is needed to ensure that other guests do not continue to procure alcoholic beverages for this guest, and 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 for this guest and their subsequent actions, the facility reserves the right to determine whether the other guests are able to responsibly fulfill this role.

Should the guest become aggressive, facility staff are required to use their best judgment in determining whether the guest is to leave the facility. The facility's Manager-On-Duty, Banquet Captain, or Security Supervisor will consult with you regarding this decision. However, 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.

## 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 Sales Manager will inquire 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 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 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.

## LIQUOR SAMPLING

Liquor sampling is not permitted unless shown to be directly relevant to the nature of the event. All liquor sampling requests must be approved in advance by the Vancouver Convention Centre and must meet the requirements of the Liquor Control Licensing Board (LCLB).

The LCLB prohibits any third party from offering liquor samples, unless the products are purchased from the Vancouver Convention Centre, holder of the liquor license. Regular retail Vancouver Convention Centre prices will apply. In addition, LCLB requires that all liquor products be dispensed by Vancouver Convention Centre staff, which is chargeable to the exhibitor or show management. The service or sampling of liquor not purchased from the Vancouver Convention Centre (e.g. donated or sponsored product) is strictly prohibited per LCLB regulations.

If liquor sampling is approved by the Vancouver Convention Centre, show management may request to offer sampling under its own Special Occasion License (SOL). This request will require the approval and agreement of the facility and will require that the client submit an operation plan in advance to make sure that all sampling activities are in accordance with Vancouver Convention Centre policies and in compliance with the rules and regulations of the Liquor Control & Licensing Act. Once the request and operation plan are approved and agreed upon, the facility will make application to LCLB to de-license for the time period of liquor sampling under the SOL.

LIQUOR SAMPLING  
cont'd.

Under the SOL, only agents or manufacturers are permitted to supply and dispense their own liquor products for sampling and they are required to have 'Serving it Right' certifications which must be on their person while at the event. Regular liquor licenses such as bar and pub operators are not eligible in this category. Under the SOL, the show management must bear all liabilities related to liquor service and the Vancouver Convention Centre will be restricted from offering any alcoholic service during the event and may require additional insurance coverage.

Please note that it requires a minimum of two (2) weeks notice for application to the LCLB for the facility to de-license. A \$110.00 government de-licensing fee will apply. Show management is responsible for their own application for a Special Occasions Liquor License and subsequent approval from the City of Vancouver.

Maximum sample sizes are:

- 1/3 ounce (10 ml) for liquors or liqueurs
- 1 ounce (30 ml) for wine
- 1 ounce (30 ml) for beer, cider or coolers

For more information, please refer to website [www.gov.bc.ca/pssg](http://www.gov.bc.ca/pssg) (under Liquor Licensing) or contact the Liquor Inspector at 604 775 0100 or 604 775 0044 (fax).

# 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. Cameras scan interior and exterior public areas and house security staff can be dispatched quickly to investigate situations as necessary. 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.

## EVENT SECURITY

Contemporary Services Canada 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, Contemporary Services Canada, 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 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 such as Events on the Move 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 and request that security lock the doors
- As in any large facility in a major city, do not leave personal belongings and valuables unattended
- Should there be a concern regarding safety or security, please immediately notify security, your Event Manager or the Manager-on-Duty

## 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 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 if there is an accident and an accident investigation is required

## FREIGHT HANDLING AREAS

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

- In conjunction with your event floorplan, 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
- Children under the age of 16 are prohibited on the event floor during move-in and move-out
- Scooters, in-line skates, bicycles, skateboards, etc are not permitted except for wheelchairs and other assistive equipment for those with mobility impairments
- Hi-Visibility Vests are mandatory when mobile equipment is in use in the area.

## 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.

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".

## ELECTRICAL CABLES

All electrical cables must be secured and matted to conform to electrical/safety standards and are subject to inspection at any time. Suppliers install their own matting, which must be inspected by the Vancouver Convention Centre prior to the event start date.

## 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.

## VANCOUVER CONVENTION CENTRE EMERGENCY NUMBER – 7500

In collaboration with the City's fire and emergency agencies, the Vancouver Convention Centre has its own designated emergency number. Dial 7500 from any Vancouver Convention Centre house phone for emergency assistance.

## 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. Our first aid attendants will respond immediately and will further contact external emergency assistance as needed. The facility is equipped with defibrillators and first aid personnel are fully trained to use them.

## FIRE

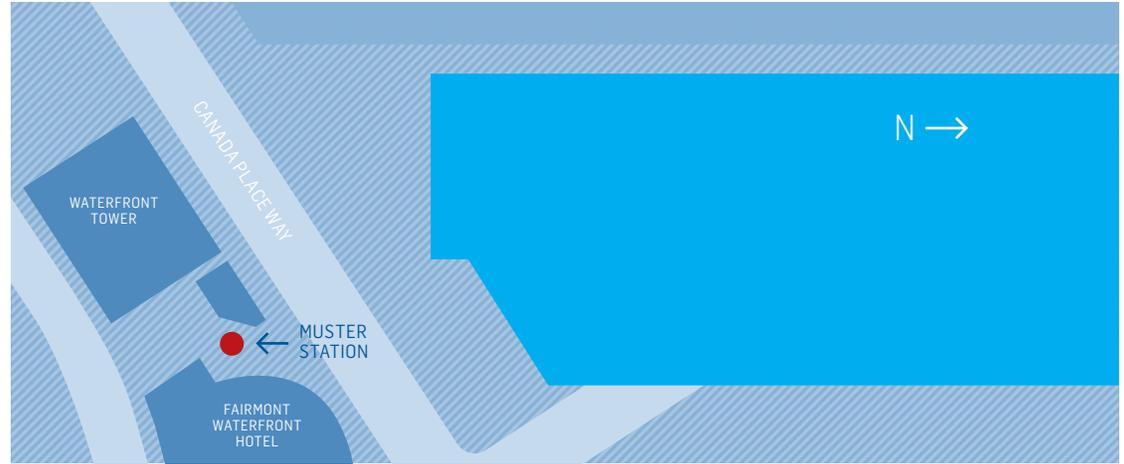
The facility is divided into zones and each zone is fully equipped to detect and contain smoke and/or fire. An alarm will sound at the first sign of a problem and is considered a "first-stage" alarm, which the facility refers to as a "priority one alarm." When there is a "priority one alarm" no action 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 priority one alarm, the alarm continues to ring but changes into a highly audible, rapid alarm known as a "priority 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 attendees 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.

MUSTER STATIONS

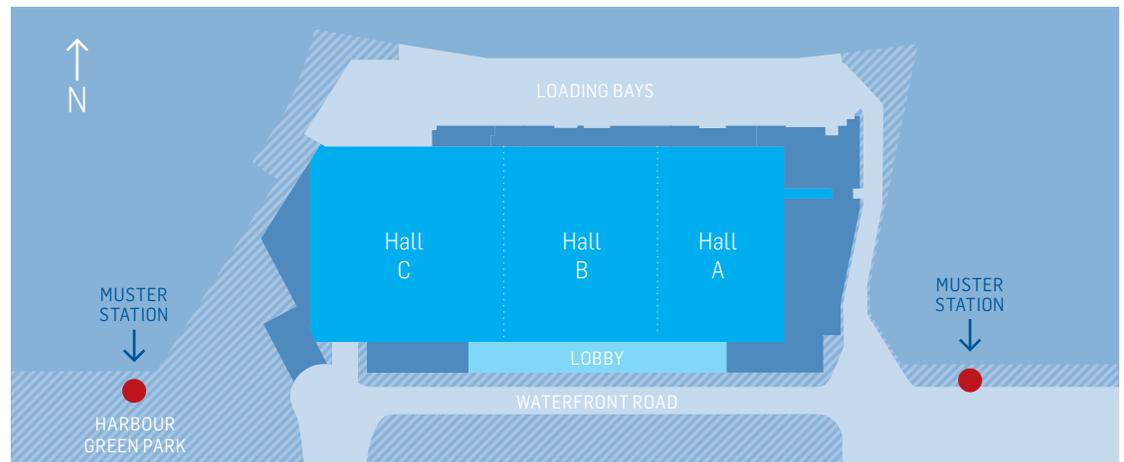
East building



West building: levels 1-3



West building: exhibition halls



## 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 REGULATIONS

All floor plans require advance written approval of the Vancouver Convention Centre's Director of Fire and Safety. To expedite the process, we would request that all plans are to scale and contain the following information:

- event name, date and location
- event type (trade show, consumer show, banquet, special event)
- approximate daily attendance
- entrances/exits clearly marked
- aisles and aisle widths
- designated freight movement areas
- freight movement aisles
- dimensions of booths, displays, staging and other special items

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.

Internal combustion engines, vehicles or equipment cannot contain more than one-quarter tank of gasoline or fuel and must be inoperable, e.g. battery and/or ignition disconnected, or the vehicle is locked and the hood cannot be opened from the outside of the vehicle. Fuel caps must be taped or locked shut, drip pans are required under all vehicles while inside the facility and keys are to be left with the guest services centre.

FIRE REGULATIONS  
cont'd.

Vehicles that are equipped with pressurized nitrous oxide tanks must have the tanks emptied prior to display in the facility.

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 prefunction area at the 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 or by contacting Vancouver Convention Centre personnel.

PROPANE

The Vancouver Convention Centre Exhibit Regulations for Fire Safety prohibits propane containers on-site that exceed 20 lbs (9.1 kg). Flow restriction valves must be used on all propane tanks and are available from ICG Propane (604 421 2511) or Acklands-Grainger (604 879 4211). All propane connections must be inspected and approved by the Vancouver Convention Centre. For events with larger propane requirement, special arrangements must be made through the Provincial Gas Inspector. Please consult your Event Manager for assistance.

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.

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 in all cases without exception, children under the age of 16 are prohibited on the event floor during move-in and move-out. Scooters, in-line skates, bicycles, skateboards and similar items are not permitted for use inside the facility, except for wheelchairs and other assistive equipment for those with mobility impairments.

**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 your volunteers are appropriately covered by other insurance you may have for your organization or your event.

# PERSONNEL & SERVICE RATES

# AUDIO VISUAL SERVICES

At AVW-TELAV Audio Visual Solutions, we provide presentation technology solutions that enhance your participants' ability to communicate effectively in meeting, exhibit and presentation environments. We achieve this goal by providing expert sales and technical teams, state-of-the-art equipment and service second to none.

Our goal is to establish and maintain long term partnerships with our customers by becoming a trusted resource and by constantly exceeding expectations.

As the Official Supplier of audio visual services to the Vancouver Convention Centre, AVW-TELAV is proud to offer many benefits associated with our on-site staff and inventory. When selecting AVW-TELAV as the presentation supplier for your event, we are proud to offer access to the Vancouver Convention Centre in-house meeting room PA systems at no charge (reg. \$100). Please note that the in-house exhibit halls and West Ballroom PA systems are chargeable at \$150 per hall/per day.

Please contact us for information on the other benefits we offer as part of the Vancouver Convention Centre team.

## AUDIO

We offer broadcast and concert-quality systems, custom design and installation and specialized packages for every application.

## VIDEO

Our video systems include broadcast-quality video production systems, professional video enhancements and image magnification.

## PROJECTION

An important part of any event, we offer high intensity slide and graphic projection as well as Digital Light Processing, and computer/data projection.

## SIMULTANEOUS INTERPRETATION

Our simultaneous interpretation services allow attendees to listen and understand proceedings in their own language. Our systems are portable and feature wireless infrared or radio frequency receivers.

## AUDIENCE RESPONSE SYSTEMS

The audience response systems are an interactive tool designed to increase interactive discussion and enhance communication. Applications include product launches, sales meetings, scientific sessions/medical meetings, voting and delegate resolutions, general sessions, training sessions and team building exercises.

## MULTI-MICROPHONE DISCUSSION SYSTEMS

The flexible digimic multi-microphone discussion system can be configured to provide delegate control or technical control and is specifically designed for conference applications in boardroom, classroom or hollow-square style environments.

## PRESS CONFERENCES

Media Sound Distribution Centers (MSDCs) provide broadcast-quality sound reproduction suitable for radio and television audio feeds. The media simply plug into the MSDC avoiding a cluster of press microphone at the podium. Custom podiums, unobtrusive black microphones, logos, lighting and staging services are available to provide a professional press conference environment.

## TECHNICAL COORDINATION

Our technical coordination teams work with you from the initial site inspection to budgetary planning and on-site coordination. They will inspire you with the confidence that your event will be flawless and their on-site support during your event will ensure it.

## COMPUTER SERVICES

We are a single source for all your computer equipment and presentation technology needs. Offering the latest computer equipment for meeting rooms, show management offices, Internet kiosks and cafes, general sessions and exhibits; our Microsoft certified technicians and coordinators offer the highest level of service. And we guarantee equipment compatibility at the show site when we fulfill your computer and audio visual needs.

## EXHIBITOR & TRADE SHOW PROGRAMS

We offer extensive inventories of the most current state-of-the-art technology for exhibits including intelligent lighting systems, flat screen technology, concert-quality sound systems, high resolution projection screens, and large format presentation monitors. If you exhibit at multiple events, one of our National Account Executives can assist you with your presentation technology requirements so that they are consistent wherever you go.

## PRESENTATION MANAGEMENT

Partnering with your team, we handle the management of presentations for educational sessions, training meetings and any other event where multiple speakers are involved. We offer advanced presentation submissions from speakers via a secure website or on-site at the speaker ready room. Presentations are transferred via intranet to the presenter's assigned meeting room allowing for improved efficiencies during sessions and better service for speakers.

TECHNICAL SERVICES  
REPRESENTATIVE RATES

06:00 to Midnight	\$60.00 / hr.
Midnight to 06:00	1.5 times regular rate
Overtime Rate – after 8 consecutive hours	1.5 times regular rate
Canadian Statutory Holidays	2 times regular rate

Note: 4 hour minimum call for all labour.

Note: Labour rates may vary depending on the qualifications of the technical personnel required.

AUDIO VISUAL  
SPECIALIST RATES

06:00 to Midnight	\$75.00 / hr.
Midnight to 06:00	1.5 times regular rate
Overtime Rate – after 8 consecutive hours	1.5 times regular rate
Canadian Statutory Holidays	2 times regular rate

Note: 4 hour minimum call for all labour.

Note: Labour rates may vary depending on the qualifications of the technical personnel required.

RENTAL PERIOD

Minimum rental period is one day. Rental period commences on day contracted for and finishes when equipment is returned to AVW-TELAV.

EXTENSION OF RENTAL

To avoid inconveniences to other AVW-TELAV clients, any extension of rental must be arranged prior to the termination of the original rental period.

Prices are subject to change without notice and are subject to applicable taxes. Please contact AVW-TELAV for a customized quote at 604 647 7280.

# CUSTOMS BROKERAGE, FREIGHT FORWARDING & MATERIAL HANDLING

Events on the Move Logistics specializes in shipping, customs brokerage, material handling and advanced warehousing for the meeting and convention industry in Vancouver and across Canada. Our staff are on site and available 7 days per week. Events on the Move Logistics can offer the following services:

## SHIPPING & FREIGHT FORWARDING

We can pick up from your place of business anywhere across North America or around the world and provide:

- Regional and domestic shipping and freight forwarding
- Over-night and expedited air services for small to medium size shipments
- Regular ground shipping for economical and larger shipment service
- Ocean container shipping for International clients

## ADVANCED WAREHOUSING

Alternately, you can take advantage of our advanced warehousing and have your own carrier ship to our warehouse here in Vancouver and provide:

- Free warehousing when you ship with Events on the Move Logistics
- Short term and long term storage
- Pre and post event storage

## CUSTOMS BROKERAGE

- US and international clients can take advantage of streamlined brokerage services
- Event recognition for Duty and Tax Free privileges with the Canadian Government
- Arranging for on-site customs clearance
- Temporary, consumption entries and carnets

## MATERIAL HANDLING

Events on the Move can deliver right where you need it within the Vancouver Convention Centre and can:

- Sign for and off load your shipment
- Deliver your shipment to your booth or meeting room
- Provide storage of any empty containers during your event
- Return empty containers after the event
- Load your shipment onto your outbound carrier at the end of your event

Customized estimates may be obtained from the on-site Events on the Move Logistics representatives at 604 647 0130.

# ELECTRICAL SERVICES

All electrical services are sold on a per booth/exhibitor basis and prices are per Event. Prices are subject to change without notice and are subject to applicable taxes.

## TEMPORARY POWER

Power requirement	Voltage	Supply type	Discount rate (7 days prior to move-in)	Standard rate (less than 7 days prior to move-in)
750 Watt	120 Volt	7.5 Amp	\$68.00	\$84.00
1500 Watt	120 Volt	15 Amp	\$73.00	\$89.00
2000 Watt	120 Volt	20 Amp	\$84.00	\$99.00
30 Amp	120/208 Volt	3 Phase	\$173.00	\$194.00
30 Amp	120/208 Volt	Single phase	\$173.00	\$194.00
50 Amp	220 Volt	Range plug	\$189.00	\$204.00
60 Amp	120/208 Volt	3 Phase	\$219.00	\$250.00
60 Amp	120/208 Volt	Single phase	\$219.00	\$250.00
100 Amp	120/208 Volt	3 Phase	\$418.00	\$469.00
100 Amp	120/208 Volt	Single phase	\$418.00	\$469.00
Over 100 Amps	Please speak to your Event Manager		On Request	On Request

Note: Purchased power is dropped at the rear of the booth. Minimum order per booth or exhibitor is 750 Watt, 120 Volt, and 7.5 Amp. Power conditioning and spike protection are the responsibility of the exhibitor.

## EXHIBIT LIGHTING

Lighting requirement	Discount rate (7 days prior to move-in)	Standard rate (less than 7 days prior to move-in)
2 - 150 Watt flood light on stand*	\$77.00	\$77.00
1 - 500 Watt quartz light on stand*	\$87.00	\$87.00
3 m (10') Extension cord **	\$13.00	\$13.00
Power bar & C/W surge suppressor **	\$18.00	\$18.00

\* Includes power required for lights

\*\* Does not include installation, labour or power supply

## ELECTRICAL SERVICES STAFF

Hours/time required	Discount rate (7 days prior to move-in)	Standard rate (less than 7 days prior to move-in)
Electrician – weekdays until 5pm	\$87.00	\$87.00
Electrician – weekdays after 5pm, weekends and Canadian Statutory Holidays	\$117.00	\$117.00
Stand-by Electrician – weekdays until 5pm	\$87.00	\$87.00
Stand-by Electrician – weekdays after 5pm, weekends and Canadian Statutory Holidays	\$117.00	\$117.00

Note: 4 hour minimum call for Electricians

Please contact your Event Manager or the Coordinator of Business and Exhibitor Services at 604 647 7206 for more information.

# EQUIPMENT RENTAL & OPERATOR SERVICES

Rates may change based upon room rental charges. Prices are subject to change without notice and are subject to applicable taxes.

## EQUIPMENT

	Rate per day
Stacking chairs	\$18.00
Lectern	\$80.00
Dance floor – per section up to 226-462 sections (64' x 60' max)	\$7.50
4' x 8' Risers (per section) 32" – 48" high	\$38.00
6' x 8' Risers (per section) 16" – 24" high	\$38.00
Coat racks with hangers (10 or 100 per rack)	\$18.00
Easels	\$13.00
Flipcharts (includes paper & pens)	\$34.00
Whiteboard/corkboard (includes pens & tacks)	\$27.00
Large waste bin	\$20.00
Tables with linen & Skirting (6', 8', cocktail or 66" round)	\$69.00
Rope & Stanchion (6' section)	\$16.00

## OPERATORS

	Rate per hour
Forklift & Operator* - up to 7 days prior to move-in	\$79.00
Forklift & Operator* - less than 7 days and up to 72 hours prior to move-in	\$110.00
Forklift & Operator* - less than 72 hours prior to move-in	\$127.00
Overtime rate – after 8 consecutive hours	1.5 times regular rate
Overtime rate – after 12 consecutive hours	2 times regular rate
Canadian Statutory Holidays	2 times regular rate

Note: 4 hour minimum call for operators

\*Only authorized Vancouver Convention Centre personnel may operate forklifts

Please contact your Event Manager for more information.

# EVENT STAFF & SERVICES

Prices are subject to change without notice and are subject to applicable taxes.

## BANNER HANGING

25 lb & Under – Installation & removal (ordered 21 days prior to move-in)	\$500.00
25 lb & Under – Installation & removal (ordered 21 days or less prior to move-in)	\$650.00
25 lb & Over	By Quote

## HOUSEKEEPING

	Rate per hour
Patrollers	\$23.50
Supervisors	\$25.50

## LABOUR

	Rate per hour
General labour - up to 7 days prior to move-in	\$38.00
General labour - less than 7 days and up to 72 hours prior to move-in	\$56.00
General labour - less than 72 hours prior to move-in	\$62.00
Supervisor/operator without machine - up to 7 days prior to move-in	\$43.00
Supervisor/operator without machine - less than 7 days and up to 72 hours prior to move-in	\$60.00
Supervisor/operator without machine - less than 72 hours prior to move-in	\$70.00

## MISCELLANEOUS

Vehicle marshalling yard (on availability)	\$1500.00 / day
Coat check staff	\$25.50 / hour

## SECURITY

	Rate per hour
Supervisor	\$29.50
Occupational First Aid (OFA)	\$29.50
Event guard	\$28.00

## OVERTIME RATES

Overtime rate – after 8 consecutive hours	1.5 times regular rate
Overtime rate – after 12 consecutive hours	2 times regular rate
Canadian Statutory Holidays	2 times regular rate
Staffing additions made less than 48 hours prior to shift	1.75 times regular rate

Changes, additions, or cancellations to staffing must be made 48 hours prior to the start time of the requested shift. Cancellations during shifts will result in charges for the balance of each shift. The minimum call out for Vancouver Convention Centre staff is 4 hours.

Event staff requirements should be determined in conjunction with your Event Manager at least one month prior to your move-in date. Please contact your Event Manager for more information.

# HOUSEKEEPING SERVICES

Prices are subject to change without notice and are subject to applicable taxes.

## BOOTH VACUUMING

	Discount rate (7 days prior to move-in)	Standard rate (Less than 7 days prior to move-in)
Booth vacuuming	\$0.18 per sq ft nightly (minimum \$20.00/booth nightly)	\$0.25 per sq ft nightly (minimum \$25.00/booth nightly)
Booth carpet shampooing	\$0.24 per sq ft nightly (minimum \$35.00/booth nightly)	\$0.29 per sq ft nightly (minimum \$40.00/booth nightly)

## EVENT CLEANING

Area	Pre-clean	Post-clean	Nightly-clean
East Ballroom A	\$179.00	\$296.00	\$235.00
East Ballroom B	\$184.00	\$306.00	\$240.00
East Ballroom C	\$163.00	\$275.00	\$219.00
East Exhibit Hall A	\$714.00	\$1193.00	\$949.00
East Exhibit Hall B	\$816.00	\$1622.00	\$1219.00
East Exhibit Hall C	\$627.00	\$1255.00	\$938.00
West Ballroom A	\$479.00	\$817.00	\$651.00
West Ballroom B	\$479.00	\$817.00	\$651.00
West Ballroom C	\$479.00	\$817.00	\$651.00
West Ballroom D	\$291.00	\$495.00	\$396.00
West Exhibit Hall A	\$1250.00	\$2554.00	\$1920.00
West Exhibit Hall B	\$1540.00	\$3148.00	\$2356.00
West Exhibit Hall C	\$1892.00	\$3855.00	\$2893.00

Open bins are available for waste disposal at a rate of \$600.00 per bin. Cleaning charges for events with unique aspects will be assessed on a per-event basis and quotes will be provided accordingly. Please contact your Event Manager for more information.

# PLUMBING SERVICES

All plumbing services are sold on a per booth/exhibitor basis and prices are per Event. Due to limited access to water sources on the exhibit floor, it is important to include your Event Manager in any plans for plumbing requirements. Plumbing services are not available in the ballrooms. Prices are subject to change without notice and are subject to applicable taxes.

## PLUMBING EQUIPMENT

Standard installations (exhibit halls)	Discount rate (7 days prior to move-in)	Standard rate (Less than 7 days prior to move-in)
Cold water supply & drain	\$209.00	\$230.00
Hot/cold water supply (stainless sink, 5 gal tank) Double sink	\$342.00	\$393.00
Hot/cold water supply (stainless sink, 5 gal tank) Triple sink	\$413.00	\$474.00
Hot/cold water supply (laundry sink, 5 gal tank)	\$449.00	\$520.00
Cold water supply only	\$158.00	\$183.00
Hot water supply only	\$260.00	\$300.00
Tank fill & empty (less than 50 imperial gallons)	\$87.00	\$97.00
Tank fill & empty (greater than 50 imperial gallons)	By quote	By quote

## PLUMBING SERVICES STAFF

	Rate per hour (7 days prior to move-in)	Rate per hour (Less than 7 days prior to move-in)
Plumber – weekdays until 5pm	\$90.00	\$90.00
Plumber – weekdays after 5pm, weekends & Canadian Statutory Holidays	\$120.00	\$120.00
Stand-by Plumber – weekdays until 5pm	\$90.00	\$90.00
Stand-by Plumber – weekdays after 5pm, weekends & Canadian Statutory Holidays	\$120.00	\$120.00

Note: 4 hour minimum call for Plumbers

Please contact your Event Manager or the Coordinator of Business & Exhibitor Services at 604 647 7206 for more information.

# RIGGING SERVICES

RIGGIT is a full service rigging company. With over 20 years experience in the corporate event arena, we offer creative, safe and economical rigging solutions for both your hardware and installation challenges.

Our services range from consultation, rentals and rigging plot design to installation and on-site technical expertise. We offer innovative rigging systems for everything you need to hang including:

- Audio
- Lighting
- Scenic carpentry
- Drapes and soft goods
- Pyrotechnics & special effects
- Signage and banners
- Displays and banners
- Scenic décor
- Video projection

As a key rigging supplier to clients across Canada and the United States, our goal is to meet our clients' needs – every time. If we don't have it, we'll find it. If we can't find it we'll make it. We will supply any gear required including:

- Aircraft cable
- Key clamps
- Span sets
- Beam clamps
- Lifting slings
- Straps
- Climbing equipment
- Pipes
- Swaggers
- Daisy chains
- Pulleys
- Trawleys
- Descenders
- Ropes
- Truss
- Harnesses
- Shackles
- Chain motors

As the facility's exclusive rigging supplier, we maintain offices at the Vancouver Convention Centre and are always available to answer your questions. Our extensive on-site inventory allows us to give you full rigging support without costly rush couriers when last-minute items are required.

## RIGGING SERVICE RATES

	Rate per hour
Head Rigger	\$63.00
Rigger	\$62.00
Ground Rigger	\$50.50

Note: 4 hour minimum call for all labour

## OVERTIME RATES

Overtime Rate – after 8 consecutive hours	1.5 times regular rate
Overtime Rate – after 12 consecutive hours	2 times regular rate
Canadian Statutory Holidays	2 times regular rate

Note: All load-in calls between 00:00-06:00 are subject to the overtime rate of 1.5 times the regular rate

Prices are subject to change without notice and are subject to applicable taxes. Please contact RIGGIT Services for a customized quote at 604 647 7366.

# SPECIALTY LIGHTING SERVICES

RIGGIT offers an extensive inventory of stage lighting including conventional and moving fixtures, consoles, dimming, effects, and theatrical drapes. With over 20 years experience in the corporate event industry we understand the importance of innovative, affordable, and reliable lighting systems.

As a full-service company, we offer lighting design services, supervision of event installation and crew management, load in/out and show crews, production management, and technical direction. Our large inventory includes equipment from the following manufacturers:

- Martin
- Spectrum
- Crosby
- Robert Juliat
- AMW
- Rosco
- ETC
- Apollo Design Technology
- Lee Filters
- MA Lighting
- Columbus McKinnon
- Engineered Case Manufacturing

The following is a sample of our inventory; however we are also able to source items that are not listed. Please contact us for more information, including rental rates.

## Automated fixtures

Martin Mac 600 NT, Mac 2000, Mac 500 and 250 Entour will add excitement to your event. Automated fixtures allow for an amazing amount of versatility in every specialty lighting scenario.

## Colour scrollers

Chroma Q Scroller

## Consoles

Grand MA console and Grand MA light, Jands 500, ETC Express 2448, 4896 and 72144 and Leprechaun 612. We have the gear to program your show, from a breakout session to the evening galas or a rock concert.

## Conventional fixtures

ETC Source Four Par, Leco 19-50, 10 and 5's, racks of 6 par 64's, Bambino fresnels and Par 16's, Par 46. With our extensive selection of conventional fixtures, we guarantee you will always have the best fixture for your needs, keeping guests focused on your message.

## Dimmers

ETC dimmer 24, 48 and 96 channel and Anaconda tree dimmer.

## Effects

Hazers, smoke machines, twister fan.

## Follow spots

Lycian 575 spot and Korrigan 1.2K HMI

## Ground-supported lifts

ST25 Genie, L 16's, Avenger Triple rise and Base and Boom as well as custom heavy duty ground supported truss structure. Cable of weights in excess of 15,000 lb.

## Motor & chain falls

Kito 1 ton chain falls, CM 1 ton and CM 1/2 ton motors.

## Theatrical drapes

Velour drapes, fiber optic star drops and cycloramas will add versatility to your stage. Ask us about our large inventory of soft goods for your event.

## Truss

12" and 16" and 20" x 30" heavy duty box truss is available as the standard for most projects, however we are able to supply other custom systems at your request.

## LIGHTING SERVICE RATES

	Rate per hour
Lighting Crew Chief Level 1	\$53.00
Lighting Crew Chief Level 2	\$45.00
Moving Light Operator	\$57.00
Follow Spot Operator	\$38.00
General Technician	\$36.50

Note: 4 hour minimum call for all labour

## OVERTIME RATES

Overtime rate – after 8 consecutive hours	1.5 times regular rate
Overtime rate – after 12 consecutive hours	2 times regular rate
Canadian Statutory Holidays	2 times regular rate

Note: All load-in calls between 00:00-06:00 are subject to the overtime rate of 1.5 times the regular rate

Prices are subject to change without notice and are subject to applicable taxes. Please contact RIGGIT Services for a customized quote at 604 647 7388 or 604 647 7366.

# TELECOMMUNICATIONS & TECHNOLOGY SERVICES

Telecommunications and technology services are provided by Bell and sold on a per booth/exhibitor basis. Prices are per event (maximum 3-day event). Rental equipment is the property of the facility and should be returned to technical services staff. Charges apply if not returned. Prices are subject to change without notice and are subject to applicable taxes.

## VOICE CONNECTIVITY

	Discount rate (7 days prior to move-in)	Standard rate (1-7 days prior to move-in)	On-Site rate (less than 1 day prior to move-in)
Voice service (includes 1-IP phone set, North America long distance, & popular calling features)	\$215.00	\$245.00	\$370.00
Fax/POS line (equipment not included)	\$195.00	\$225.00	\$340.00
Audio conferencing	By quote	By quote	By quote
IP Polycom set rental (per day)	\$110.00	\$115.00	\$175.00

## WIRELESS CONNECTIVITY

	Discount rate (7 days prior to move-in)	Standard rate (1-7 days prior to move-in)	On-Site rate (less than 1 day prior to move-in)
Wi-Fi - Phone Service	\$300.00	\$345.00	\$520.00
Wi-Fi - Phone Service Deposit	\$400.00	\$400.00	\$400.00
Wireless internet	Can be purchased on-site via internet portal Package and rates available on request		

## DATA CONNECTIVITY

	Discount rate (7 days prior to move-in)	Standard rate (1-7 days prior to move-in)	On-Site rate (less than 1 day prior to move-in)
Internet – 2 Mbps DHCP	\$995.00	\$1130.00	\$1570.00
Internet – 2 Mbps DHCP daily rate	\$335.00	\$395.00	\$520.00
Internet – additional device	\$100.00	\$115.00	\$175.00
Internet enhanced – 10 Mbps (1 IP address, bandwidth guaranteed)	\$3350.00	\$3855.00	\$5785.00
Internet enhanced – 100 Mbps (1 IP address, bandwidth guaranteed)	\$7150.00	\$8225.00	\$12340.00
Internet enhanced – additional IP address	\$100.00	\$115.00	\$175.00
Private Network - 2Mbps Internet Connectivity	\$1495.00	\$1720.00	\$2580.00
Each additional device (per device)	\$100.00	\$115.00	\$175.00
Each additional location (per location)	\$195.00	\$225.00	\$325.00
Internal networking – up to 100 Mbps (dark VLAN)	By quote	By quote	By quote
8-Port switch rental	\$100.00	\$115.00	\$175.00
Internet kiosk – sponsored	\$365.00	\$395.00	\$570.00
Wired Internet Cafe	Rates available upon request.		

## BROADCAST SOLUTIONS

	Discount rate (7 days prior to move-in)	Standard rate (1-7 days prior to move-in)	On-Site rate (less than 1 day prior to move-in)
HDTV IP video network (per hour, 3 drops)	\$1300.00	\$1495.00	\$2245.00
HDTV IP video network (each add hour/drop)	\$300.00	\$345.00	\$520.00
HDTV point to point in-building broadcast	\$1200.00	\$1380.00	\$2070.00
Broadcast to 1 digital signage (per hour)	\$600.00	\$690.00	\$1035.00
Broadcast to digital signage (each additional)	\$300.00	\$345.00	\$520.00
Broadcast local loop SD–digital/day	\$636.00	\$636.00	\$800.00
Broadcast local loop SD–analog/day	\$636.00	\$636.00	\$800.00
Broadcast local loop–digital HD/day	\$636.00	\$636.00	\$800.00
BENG box news gathering–HD (first 15 min)	\$120.00	\$120.00	\$200.00
BENG box news gathering–HD (each add'l 15 min)	\$60.00	\$60.00	\$110.00
BENG box news gathering–SD (first 15 min)	\$120.00	\$120.00	\$200.00
BENG box news gathering–SD (add'l 15 min)	\$60.00	\$60.00	\$110.00
Bell IPTV/CATV Drop	\$325.00	\$345.00	\$435.00

## DIGITAL SIGNAGE

	Discount rate (7 days prior to move-in)	Standard rate (1-7 days prior to move-in)	On-site rate (less than 1 day prior to move-in)
Digital signs – advertising (per spot)	\$450.00	\$450.00	\$600.00
Meeting room – digital sign (per room)	\$250.00	\$250.00	\$400.00
Portable digital sign rental (42")	\$450.00	\$500.00	\$650.00
Broadcast to 1 digital signage (per hour)	\$600.00	\$690.00	\$1035.00
Broadcast to digital signage (each additional)	\$300.00	\$345.00	\$520.00

MISCELLANEOUS  
TECHNOLOGY SERVICES

	Discount rate (7 days prior to move-in)	Standard rate (1-7 days prior to move-in)	On-site rate (less than 1 day prior to move-in)
Call centre solution			
RFID lead retrieval		By quote	
Video conferencing		Solutions can be customized based on client needs	
Webcast solution			

## TECHNICAL SERVICES STAFF

	Discount rate (7 days prior to move-in)	Standard rate (1-7 days prior to move-in)	On-site rate (less than 1 day prior to move-in)
Creative content – labour (graphic designer)	\$130.00/hr	\$130.00/hr	\$200.00/hr
Technical labour – weekdays until 5pm	\$90.00/hr	\$90.00/hr	\$90.00/hr
Technical labour – weekdays after 5pm, weekends & Canadian Statutory Holidays	\$120.00/hr	\$120.00/hr	\$120.00/hr
Engineering labour	By quote	By quote	By quote

Please contact Bell for a customized quote at 604 647 7377.

# LOGO USAGE

# VANCOUVER CONVENTION CENTRE LOGO USAGE

To obtain the new Vancouver Convention Centre logo and the complete logo usage guidelines, please contact:

**Kim Grecia**

Tel 604 647 7348

Fax 604 647 7232

[kgrecia@vancouverconventioncentre.com](mailto:kgrecia@vancouverconventioncentre.com)

**1055 Canada Place  
Vancouver, British Columbia  
V6C 0C3, Canada**

Telephone (main) **604 689 8232**

Toll-free (North America) **866 785 8232**

Fax **604 647 7232**

Email [info@vancouverconventioncentre.com](mailto:info@vancouverconventioncentre.com)

[www.vancouverconventioncentre.com](http://www.vancouverconventioncentre.com)