GENERAL INFORMATION

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

INSURANCE

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

KEYS & ACCESS CARDS

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

Access Cards

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

Keys and Lock Changes

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

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

LABOUR SERVICES

General labour services are available through the Vancouver Convention Centre.

LICENSES

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

For further information regarding City of Vancouver licences and permits, please visit:
vancouver.ca

LOADING FACILITIES

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

Vancouver Convention Centre – East Building
999 Canada Place, Vancouver, V6C 3C1

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

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

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

GENERAL INFORMATION

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

Measurements of roll-up doors are as follows:

- East Exhibit Hall A: 19' (5.79 m) high, 17'6" (5.33 m) wide
- East Exhibit Hall B: 14' (4.27 m) high, 16'8" (5.08 m) wide
- East Exhibit Hall C: 14' (4.27 m) high, 28'6" (8.69 m) wide

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

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

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

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

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

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

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

Measurements of roll-up doors are as follows:

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

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

LOST & FOUND

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

GENERAL INFORMATION

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

MOVE-IN & MOVE-OUT

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

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

MUSIC LICENSING FEES

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

SOCAN

Without dancing:

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

With dancing:

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

Re:Sound

Without dancing:

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

With dancing:

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

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