

FACILITY SERVICES GUIDE



VICTORIA
CONFERENCE
CENTRE

January 4, 2008

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1. INTRODUCTION

Welcome to the Victoria Conference Centre. On behalf of the Event Services team, we look forward to your upcoming event and to assisting you to make it the best ever!

This manual has been designed as a resource tool to assist you in your planning process. It contains technical information that is easily referenced by the alphabetical listings.

VCC MISSION AND GOALS

The mandate of the Victoria Conference Centre is to deliver consistent, professional event services to clients in partnership with suppliers and community businesses.

EVENT SERVICES PRIORITIES

1. Lead and facilitate the event management process through liaison with clients and client designated service providers (meeting planners, production companies, outside suppliers).
Focus: event priorities and objectives, delegate profile, space requirements and event agenda.
2. Jointly prepare and co-ordinate comprehensive event plans for the Event Services team - Client, Client Services, Facility Operations (communications, building security), Event Security, Housekeeping, Presentation and Technical Services, Display Company and Food and Beverage Supplier.
3. Maximize the use of the facility to the full benefit of the client, while ensuring safety standards and practices are adhered to.
4. Proactively sell the services of partner suppliers.
5. Address the social and cultural needs of the client through the promotion of Victoria and its amenities.
6. Foster repeat business through excellence in service, seeking to re-book current clients.

VCC CLIENT SERVICES TEAM

Each event produced at the Victoria Conference Centre comes about as a result of a group of people working together to deliver that final product. The Event Services Team is unique to each event depending on your needs as the client. We work together with you, your designated team and our partner suppliers to deliver a seamless, professional and quality event.

VCC Event Personnel	Phone	E-mail Address
Jane Newman, Manager Event Services	(250) 361-1014	janen@victoriaconference.com
Leanna Hayes, CMP, Event Manager	(250) 361-1026	leannah@victoriaconference.com
Angela Gatari, CMP, Event Manager	Mat leave until April 2008	
Amy Pecorelli, Event Manager	(250) 361-1038	amyp@victoriaconference.com
Alison Carter, Event/Exhibit Coordinator	(250) 361-1015	alisonc@victoriaconference.com
Craig Clarke, Event Coordinator	(250) 361-1006	craigc@victoriaconference.com
Colleen McArthur, Clerk/Receptionist	(250) 361-1029	colleenm@victoriaconference.com
Shelley Villanueva, Manager, Client Services	(250) 361-1010	shelleyv@victoriaconference.com
David Boleszczuk, Supervisor, Client Services	(250) 361-1021	davidjb@victoriaconference.com
Ben Hooker, Client Services	(250) 361-1011	benh@victoriaconference.com
Garreth Horton, Client Services	(250) 361-1011	garrethh@victoriaconference.com
Tamara Kader, Client Services	(250) 361-1011	tamarak@victoriaconference.com
Tyler Sookarow, Client Services	(250) 361-1011	tylers@victoriaconference.com
Drew Waveryn, Client Services	(250) 361-1011	dreww@victoriaconference.com
VCC Toll Free Number	1 (866) 572-1151	
VCC Event Services Fax	(250) 361-1099	
VCC Client Services Fax	(250) 361-1069	
VCC Web Site	www.victoriaconference.com	
VCC Mailing Address	Victoria Conference Centre 720 Douglas Street Victoria, BC V8W 3M7	

2. SERVICE PROVIDERS

EXCLUSIVE SERVICE PROVIDERS

When the following services are required for your event, the suppliers listed below are the exclusive providers of these services.

Electrical Services – Victoria Conference Centre

All electrical services are provided in-house by the VCC.

Food and Beverage - Fairmont Empress Hotel

The Fairmont Empress Hotel has been serving guests for over ninety years, skilfully providing catering arrangements. Whether a simple continental breakfast or a spectacular themed banquet, the Fairmont Empress is committed to making every event a success.

The Fairmont Empress supplies all food and beverage services, including alcohol, for all events in the VCC.

THE FAIRMONT EMPRESS

721 Government Street

Victoria, BC V8W 1W5

Phone: (250) 384-8111

Fax: (250) 381-5959

Web site: www.fairmont.com

Rigging - Sharp's Audio-Visual Ltd.

Sharp's Audio-Visual supplies the rigging of all equipment and decor to the walls and ceilings in Carson Hall, the Lecture Theatre, Prefunction areas and exterior facades of the VCC. Clients are welcome to hang items such as paintings, posters or banners on the walls of VCC breakout rooms. Rigging of lightweight items such as banners or decor is provided by VCC. All other rigging services are provided by Sharp's.

SHARP'S AUDIO-VISUAL LTD.

720 Douglas Street

Victoria, BC V8W 3M7

Phone: (250) 361-1095 VCC Office

(250) 385-3458 Main Office

Fax: (250) 361-1093 VCC Office

(250) 381-2626 Main Office

E-mail: vcc@sharpsav.com

Web site: www.sharpsav.com

Security - The Commissionaires

Security staff are bonded and duly licensed through the Province of British Columbia, including the provision of necessary security personnel for all functions within the VCC.

THE COMMISSIONAIRES

4248 Glanford Avenue
Victoria, BC V8Z 4B8
Phone: (250) 727-7755 local 105
Fax: (250) 727-7355
Web site: www.thecommissionaires.bc.ca

RECOMMENDED OUTSIDE SERVICE PROVIDERS

Should the following services be required for your event, the suppliers listed below are recommended service providers.

Audiovisual and Technology Services In-House – Sharp's Audio-Visual Ltd.

As an Audiovisual and Technology Services supplier, Sharp's Audio-Visual Ltd. offers many benefits. The on-site staff operate all in-house systems including a full service business centre and provide immediate access to equipment and technical support. A large inventory of state-of-the-art equipment combined with well trained, professional staff, makes Sharp's Audio-Visual your single source for complete audiovisual and technology services.

Services include:

- audiovisual equipment
- high speed Internet access
- video/data projection
- multi-image staging
- sound reinforcement
- video and audio equipment/recording
- video and audio equipment/recording
- simultaneous interpretation equipment
- ISDN and high speed Internet lines
- in-house audio and video distribution
- wireless technology
- business centre
- specialty lighting

SHARP'S AUDIO-VISUAL LTD.

720 Douglas Street
Victoria, BC V8W 3M7
Phone: (250) 361-1095 VCC Office
(250) 385-3458 Main Office
Fax: (250) 361-1093 VCC Office
(250) 381-2626 Main Office
E-mail: vcc@sharpsav.com
Web site: www.sharpsav.com

Display Services

The VCC has display equipment to supply 60 to 75 exhibit booths. Please contact Alison Carter at (250) 361-1015 or alisonc@victoriaconference.com for a quote.

GOODKEY SHOW SERVICES

5898 Trapp Avenue
Suite 105
Burnaby, BC V3N 5G4
Phone: (604) 525-5861
Fax: (604) 525-5871
E-mail calvin@goodkey.com
Web site: www.goodkey.com

LEVY SHOW SERVICES

12340 Horseshoe Way
Richmond, BC V7A 4Z1
Phone: (604) 277-1726
Fax: (604) 277-1736
E-mail sales@levyshow.com
Web site: www.levyshow.com

SHOW IN MOTION

11625 115 Street
Osoyoos, BC V0H 1V5
Phone: (250) 495-5025
Fax: (250) 495-5026
E-mail samantha@showinmotion.com
Web site: www.showinmotion.com

WESTERN DISPLAY GROUP

180 4611 Viking Way
Richmond, BC V6V 2K9
Phone: (604) 278-4641
Fax: (604) 278-7633
E-mail vancouver@westerndisplay.ca
Web site: www.westerncatalogue.ca

Please ensure that you notify your VCC Event Manager in regards to your choice of supplier.

Electrical Services

All electrical services are provided by the Victoria Conference Centre and must be ordered through the VCC directly, not the display supplier. For more information contact Alison Carter at (250) 361-1015 or alisonc@victoriaconference.com.

Materials Handling

The Victoria Conference Centre does not accept shipments from exhibitors as we have no on-site storage. Any items that are shipped to the VCC will be re-directed to the designated display supplier at the shipper's expense. Please note that if an exhibitor requires shipping at the end of the event, they must pre-arrange that service with the designated display supplier. Any shipments that are left on the show floor after the event will be picked up by the designated display supplier at the exhibitor's expense.

Registration Services – ProReg Registration Solutions

Working with the Victoria Conference Centre to provide clients with a centre of expertise ProReg offers access to leading edge technology, tools for better decision making, cost and time savings. From pre-event consultation to post event reports, ProReg supports the event as one of the team, allowing the event planner to focus on their core competencies.

Specific features include fully customized:

- pre-registration
- on-site registration
- badging services
- hotel reservations
- Web-based reporting
- Web site hosting and design
- abstract management
- survey administration
- bilingual services
- tracking capabilities
- lead retrieval and mailing lists
- post event analysis

ProReg Registration Solutions

2805 Extension Road

Nanaimo, BC V9X 1E8

Phone: (250) 740-2511

Fax: (250) 754-2810

E-mail: info@proreg.ca

Web site: www.proreg.com

3. GENERAL INFORMATION

ADHESIVES

Posters, banners and other similar materials may be hung in the VCC subject to the prior approval of your Event Manager. The VCC approves the use of masking tape for affixing items to painted services only.

Double back tape, normally used to secure many types of floor covering, is not allowed in the VCC. However, Nashua cloth duct tape (black) is acceptable for the securing of carpeting, cables and other floor coverings.

Picture moulding hangers may be used for hanging pictures, banners, etc. in both function rooms and Prefunction areas. All breakout rooms and Prefunction areas have picture moulding located approximately eight feet (8') from the floor. Please consult your Event Manager if you intend to make use of this feature.

See also Decorating, Art Work Removal.

ADVERTISING, PUBLICITY, PROMOTION

The VCC is pleased to offer confirmed clients a selection of conference promotional tools. VCC logo and logotype are trademarked. PMTs for black/white or colour duplications are available to all clients with contracted events at the VCC. Clients may link to the VCC homepage at <http://www.victoriacentre.com> for marketing purposes.

A number of merchandising items are available. Some are complimentary to contracted VCC bookings and others can be purchased at cost. Colour slides are available free of charge for reproduction in conference programs and advertising.

Advertising for your event may not commence before receipt of your signed contract. Your Event Manager must approve all advertising with reference to the VCC.

ALCOHOL CONSUMPTION (SEE LIQUOR LICENCE)

The Victoria Conference Centre (VCC) is committed to the responsible sale and service of alcohol. The consumption of alcoholic beverages is restricted to the licenced function areas of the VCC during the times specified under our current liquor licence. This includes all VCC rental areas, Prefunction areas and the Courtyard.

The present liquor licence permits the service of alcohol from 09:00 to 02:00 Monday through Saturday and 09:00 to 24:00 Sunday. Guests must be nineteen (19) years or older to consume alcohol in licenced areas in British Columbia.

ANIMALS AND PETS

Guide dogs for visually or hearing impaired persons are the only animals permitted in the VCC without prior authorization.

The use of animals in live performances is restricted by City of Victoria "Animal Control Bylaw, Amendment Bylaw (No. 1)" which states:

"no person shall operate or carry on a public show, exhibition, carnival or performance in which animals are required to perform tricks, fight or participate in exhibitions or performances for the amusement or entertainment of an audience."

Animals that legitimately form an integral part of an exhibit or display which "in no way exploits an animal...for profit or advantage" may be brought into the VCC with prior authorization from your Event Manager. Animals on display must be properly leashed or contained in a pen at all times and reported to Client Services upon arrival.

ART WORK REMOVAL

Art hanging on the walls of the Victoria Conference Centre can be removed at client request. The Event Manager requires one week's notice for art work relocation. Charges for relocation will be billed to the client per painting. See Section 5 SERVICE RATES for art work removal rates.

AUDIOVISUAL

Sharp's Audio-Visual Ltd. is the VCC's supplier of audiovisual and simultaneous interpretation services. Sharp's stocks an inventory of modern, well maintained equipment on-site including, but not limited to: 35 mm slide projectors, overhead projectors, projection screens (all types), video players, monitors and projectors, microphones (all types), mixers, portable sound re-enforcement systems, press feeds, computer data/graphics display equipment and interfaces, wireless technology, multi-image equipment and theatre drape. In addition, items such as simultaneous interpretation, video production equipment, conference accessories, packing materials, tape and offices supplies are available.

BALLOONS

Regular and helium filled balloons and other inflatable props are permitted in VCC function areas. Clients are required to sign the "VCC Balloon Waiver" prior to conducting events involving balloons. The waiver authorizes the VCC to retrieve "lost" helium filled balloons, clean up balloon debris, and remove balloons affixed to furniture, walls or ceilings at the client's expense following the event. See Section 5 SERVICE RATES for clean-up charges.

BREAKOUT ROOMS

The term "breakout room" refers to the smaller rooms on both levels. This term is used to describe function rooms to which a large group (e.g. a group of 400 persons in the Theatre or a Salon) will "break out" into smaller meeting groups. In the VCC "breakout rooms" include the Saanich Rooms 1 and 2, Oak Bay Rooms 1 and 2, Colwood Rooms 1 and 2, Esquimalt, Victoria, Sooke, Sidney, Langford, Metchosin and View Royal Rooms.

BUSINESS AND ENTERTAINMENT LICENCES

These are the responsibility of the client and can be obtained from The City of Victoria, Licence Division (250) 361-0572.

BUSINESS CENTRE - TECHNICAL SERVICES

Clients and delegates are welcome to use the in-house Business Centre operated by the supplier of audiovisual and technical services. Services include:

- photocopying and faxing
- laser printing
- computer rentals
- business cards
- courier services
- ISP and videoconferencing
- desktop publishing
- e-mail access
- word processing
- power point production
- computer technical services

CABLES

All cables (electrical or control cables) laid on the floor which pass through a function area (front of house) must be securely taped to the floor or placed in cable conduits. All cables which cross a fire exit(s) or service entrance(s) must be placed in cable conduits or in a bridging system. A representative of the VCC will instruct those responsible for the cables as to the appropriate method to be used; the VCC is able to supply a limited number of cable conduits for the aforementioned purposes.

CANCELLATION

As per the License Agreement, if a client cancels an event, the client will pay the VCC the rent as outlined in the Schedule A and any other charges authorized by the client in connection with an event(s) covered by the Agreement. All charges are subject to applicable federal and provincial sales taxes.

CHAIRS

The VCC is equipped with 1,800 top-of-the-line, eight hour comfort chairs. Our inventory also includes 30 wheeled, black, boardroom chairs.

CLEANING SERVICES

The VCC will ensure that all public areas, function rooms, prefunction areas and washrooms are properly cleaned and maintained throughout your event. Please contact your Event Manager if you anticipate your event will require additional or continuous cleaning services. Housekeeping charges may be levied.

VCC Housekeeping will provide daily aisle cleaning for exhibitions or trade shows and will remove refuse from the show area prior to the scheduled start of the event and at the end of each event day. The VCC display services supplier will provide trade show booth cleaning.

Prior to the start of an exhibition/trade show any materials that are to be treated as refuse should be placed in plastic bags and the large waste containers provided. All cardboard boxes to be removed from the show area shall be broken down and placed along the aisle in front of the booth; cardboard is a recyclable item. Please advise exhibitors to place their garbage cans or refuse along the aisle in front of their booth at the end of each show day for pick-up. Post show clean-up will be assessed following the move-out; extraordinary cleaning that is required and cost of removal and dumping will be billed directly to show manager. Contractors are encouraged to remove all recyclable materials.

Show management is responsible for materials management. Extraordinary cleaning requirements resulting from special theme events, exhibitions or meal functions will be charged back to the client.

CLIENT SERVICES ACCESSORIES

Following is a list of equipment available. All these services and equipment must be booked in advance through your Event Manager. (See Section 5 SERVICE RATES for Price List)

Risers

Wood deck 4' x 8' modules: heights at 8", 16", 24", 32", 40", 48".
Includes as required: chair stops, guard rails, steps, skirting and backdrop curtain.
Maximum weight load 3,300 lb.
Additional cost for quantities, 34 pieces available.

Carpeted 2 - 4' x 8' modules, heights at 16"
2 - 4' x 8' modules, heights 16", 24"
4 - 6' x 8' modules, heights 8"
4 - 6' x 8' modules, heights 16", 24"
Includes as required: chair stops, steps, skirting and backdrop curtain.
Maximum weight load 3,300 lb.

Dance Floor 3' x 3' sections, maximum size 51' x 51' (2,601 square feet).
Size recommendation: 9 square feet per couple.

Vehicle Ramp Vehicle access to and vehicle exit from the outdoor Courtyard.
Vehicle access to and vehicle exit from Level One Prefunction.
Maximum load rating: 6,000 lb.; tread width 17" per ramp.

Pianos Two pianos are available: Upright (Samick), Electric (Roland Digital).

Display Tables Topped and skirted tables are available upon request. A wide range of colour skirted tables are available from the VCC display services supplier.

Kiosks Mobile, counter-top desk units with illuminated signs: Messages, Information, Registration, Tickets, Coat Check.
No charge; on request and upon availability.

Theatre Stage Runway and Stairs

12' runway extending centre front stage to third row, centre aisle. Two-step stairs to provide access to centre front stage from front row, ideal for fashion shows or audience participation in Lecture Theatre only.

Telephones, Fax Lines, High Speed Data Lines

The VCC is equipped with the most current communications technology including ISDN. Comprehensive telephone services are available. The VCC owns and services its own telephone system with external access via Telus lines.

CLIENT SERVICES DEPARTMENT

The Client Services Department represents the service delivery aspect of the VCC. Client Services works in partnership with the Event Manager, the client and the service suppliers during an event.

The Event Manager is responsible for coordinating and overseeing all aspects of the event to ensure its success.

COAT CHECK

The VCC has a variety of spaces or rooms appropriate for a coat check facility. The VCC is able to supply mobile coat rack units for any event at which a staffed coat check is required. Numbered tags are available for a nominal fee. The coat rack unit(s) are provided upon request free of charge; labour for the coat check staff is at the client's expense. If a function room is available it can be reserved for use as a coat check room at the applicable room rental rate.

The coat rack units are placed in convenient locations throughout the VCC for delegates' coats, bags, etc. Delegates are responsible for items left at coat checks or on coat racks.

COMPRESSED GAS CYLINDERS

Compressed gas cylinders are permitted in the VCC provided they are kept secured and upright at all times; there is no volume/size restriction on cylinders containing inert gas such as helium. Flammable gases such as propane, acetylene, or oxygen are restricted to a five pound cylinder within the VCC (see detailed regulations under "Fire Safety"). Prior authorization from your Event Manager is required for the use or display of compressed gas cylinders in the VCC. (Note: containers must be safety certified and tested.)

CONCESSIONS / CASH FOOD SALES

Concessions or cash food sales can be arranged with your Conference Services Manager, The Fairmont Empress Hotel. A minimum sales guarantee may be required.

CONFETTI

The use, display, or throwing of confetti or metallic glitter is prohibited within the Victoria Conference Centre. The lessee will be billed for labour and materials required for clean-up resulting from non-adherence to this policy.

COURTYARD

The Courtyard is an outdoor function area suitable for food and beverage functions, ceremonies, poster boards or exhibits. Clients booking the Courtyard must reserve equivalent space inside the VCC as a backup in case of adverse weather. Security personnel are recommended for all events hosted in the Courtyard.

Food and beverage functions are subject to weather conditions: wind is the major factor that may prevent service. Approximately two hours prior to the event the Event Manager and The Fairmont Empress representative, will decide whether or not the prevailing weather conditions will permit service of food and beverage in the Courtyard.

Vehicles and/or equipment may be displayed in the Courtyard in conjunction with rented function space within the VCC. The VCC display services supplier is able to provide tents, power, display booths and furnishings for events as well as ramps for vehicular access to the Courtyard. Staging and other set work may be erected in the Courtyard for special events. The VCC display services supplier will perform all installation of VCC staging and electrical power (in excess of 15 A, 110 V). Electrical duplex outlets (15 A, 110 V) and running cold water are located around the Courtyard perimeter. The Courtyard fountain may be shut off and/or drained if necessary.

CREDIT CARDS

The VCC accepts VISA, Mastercard and American Express for payment of deposits and final invoices.

DAMAGE AND REPAIRS

Function area status with respect to fixtures and furnishings is formally documented on a daily basis to ensure that all function areas are clean and in good working order for our clients' use. The condition of your specific function areas are also noted prior to use so that damage caused by event related activities would be apparent. The client will be responsible for the cost of any repairs, replacements or extraordinary cleaning as a result of their use of the function areas in the VCC. If you are aware of any damage, please inform Client Services before departing the VCC.

DAYCARE

There are no daycare facilities within the VCC. Function rooms rented by the client may be designated for use as daycare facilities provided the client staffs the service with licenced daycare professionals.

DECORATING

The following guidelines apply to decorating in all VCC function areas:

- 1) Special cork is installed in the Theatre, Sidney Room and Carson Hall to affix banners and decorations. Tacks, nails or staples may be used on the cork surfaces only.
- 2) Masking tape may be used to affix banners, posters, lightweight decorations, etc. on the walls below the wood moulding in each function area. It may be necessary to use tape on the walls and on the decoration itself if the decoration is relatively heavy. The VCC can provide masking tape at no cost to the client (refer to "Adhesives" for approved types of adhesives).
- 3) Decorations may be suspended with picture rail hangers from the wood moulding in each function area. The VCC has a limited supply of picture rail hangers available for use, or the VCC can provide a sample of the hanger for the client to obtain their own. Use of the wood mouldings in Prefunction areas may require the removal of art work; charges for removal and reinstallation of art work are billed to the client.
- 4) Decorations and/or lighting may be suspended from rigging points in the Carson Hall ceiling. All rigging of decor, props, lights, etc. from the ceiling must be performed by the VCC supplier at the client's expense. Load capacity may not exceed four hundred fifty-five kilograms (455 kg) or one thousand pounds (1,000 lb.) per rigging point.

- 5) Banner tracks are in the following locations:
- Registration Area, behind and above the desk (25' l x 3' w);
 - Lecture Theatre, above the stage (24' l x 5' w);
 - Level Two Prefunction both sides of the sliding door (11' l to 5' w) ;
 - Carson Hall, below the projection booths (20' l x 4' w).

Other methods of decorating must have approval of the Event Manager prior to the event.

DELIVERIES

The VCC is unable to neither accept freight shipments on behalf of exhibitors nor permit exhibitors to deliver materials prior to scheduled move-in times. Exhibitors and/or Show/Event Management are responsible for the arrangements and related costs for off-site storage before, during, and after the rental period outlined in the License Agreement. Freight shipments delivered prior to an event move-in day will be forwarded to an off-site storage facility. The exhibitor will be responsible for charges incurred for this service.

The VCC will accept deliveries of conference-related materials and store them for the client provided the client has made previous arrangements with the Event Manager. Collect shipments will not be accepted.

DISPLAY COMPANY

Victoria Conference Centre provides display services including exhibit booths, skirted tables, chairs and booth lighting. A representative may be contacted through your Event Manager.

All display companies are required to set up and tear down within the dates and times specified in the client's License Agreement with the VCC. Any damage, rental or other costs incurred by display, decoration or labour contractors is the responsibility of the client.

ELECTRICAL SERVICES

Victoria Conference Centre is the exclusive supplier of all electrical services for exhibits and bands at the VCC.

Lower rates apply to advance orders for electrical services received up to seven (7) days prior to the scheduled move-in time for the event. Orders received after this time are considered "Late Orders", and are subject to a rate of up to twenty-five per cent (25%) over and above the advance order rate. Electrical services are installed under a standing City of Victoria Electrical Permit.

The basic electrical system for general client use is 4 wire 3 phase 208/120 volt Y connected. All power cables used in the VCC and all equipment connected to sources of electrical power furnished by the VCC must be CSA approved. Methods of connection to and distribution of electrical power must conform to existing electrical and safety standards. All power cables must be taped down, bridged or placed in cable conduits where they transit function areas or cross fire exit and service doors. All electrical services and equipment are subject to City of Victoria inspection at any time.

ELEVATORS

The VCC has two passenger elevators in the Atrium at the south end of the building. Both elevators can be accessed from the two underground parking levels and the two VCC function area levels. These elevators are not to be used for the moving of freight.

Access to the freight elevators is via the loading dock at the north west corner of the VCC. Freight elevator access to Level One is restricted by the Level One elevator door size which is 1.5 m x 2.1 m (5' x 7'). This freight elevator has the physical dimensions of 3 m x 2.1 m x 2.1 m (10' l x 7' w x 7' h) and has a maximum load capacity of 2,270 kg (5,004 lb.). Unrestricted access to the freight elevators 08:00 to 18:00; restricted access to the freight elevators 18:00 to 08:00 (please use the intercom on the loading dock to call for assistance during these hours).

Freight coming to Level 2 (Carson Hall) is not affected by elevator dimensions or load capacity. The loading dock is on Level 2.

EMERGENCY PREPAREDNESS

General Information

The Victoria Conference Centre Emergency Preparedness and Safety Program is regulated by local, provincial and federal laws. Victoria Conference Centre personnel are diligent in maintaining operational procedures and plans designed to ensure a hazard free environment and a proactive response to emergencies.

The VCC has an Emergency Management Strategy to ensure safe practices within the building. The program includes:

- Emergency Procedure Plan
- Fire and Disaster Drills Plan
- Training employees in the areas of safety, fire protection and related subjects

The Victoria Conference Centre Plan addresses the following emergencies:

- Earthquakes
- Fire
- Bomb Threat

Training

All staff is trained in fire safety and evacuation procedures. VCC staff is familiar with the building fire annunciator panel, which indicates where a trouble spot is within the building. They have been designated a specific role to fill if an emergency occurs. Staff works closely with the security guards who are also fully trained within the building for all types of emergencies.

All front line staff and security are trained in emergency first aid procedures.

First Aid Stations

The Conference Centre's fully equipped First Aid cabinets are located on Level 1 and Level 2. Each station has a defibrillator, oxygen, first aid supplies.

Building Safety Features

- Designated fire exits
- Multiple annunciator panels
- Heat detectors
- Fire hoses
- Smoke detectors
- Portable fire extinguishers located throughout building
- Two-stage fire alarm system
- Smoke evacuation system in lobby areas
- Entire building and parkade have full sprinkler system

What Delegates Should Know

Earthquake

1. Take cover underneath a table. Protect your head and neck.
2. Face away from windows and get out of their proximity.
3. Get away from objects that could fall on you.
4. Stay where you are – DO NOT RUN OUTSIDE. Falling debris may cause injury.
5. If you are in an elevator, stay there. In the event of a power outage, the elevator will automatically travel to the ground level.
6. If outdoors, stay in an open area. DO NOT ENTER THE BUILDING.

Fire

1. Follow directions. A staff person (wearing a yellow hard hat) or a uniformed security guard will direct you to the nearest exit even before you hear a loud fire alarm bell. Leave in a calm and orderly fashion.
2. The Fire Department will respond immediately.
3. Take note of fire exits. They are marked above the doors.
4. If your clothing catches fire...STOP....DROP....ROLL.
5. Stay outside of the building until you are informed it is safe to return. Assemble in the VCC courtyard or rear service yard.

Bomb Threat

1. A staff person (wearing a yellow hard hat) or a uniformed Security Guard will direct you to the nearest exit. Leave in a calm and orderly fashion.
2. Stay outside of the building until you are informed it is safe to return. Assemble in the VCC courtyard or rear service yard.

EVENT ACCOUNTING

The VCC Administration Office processes accounting for all events. Final billing is normally completed within ten working days after the completion of the event. The net balance is due thirty days after receipt of the final invoice.

EXHIBITIONS AND TRADE SHOWS

The VCC has equipment to supply up to 70 trade show booths. Please notify your Event Manager of your choice of supplier.

If using an outside supplier the client must submit exhibit layout plans, including a program for approval by the VCC's Event Manager before distributing to exhibitors. Approval of layout and program will ideally occur a year prior to the event.

Floor plans must provide adequate aisle space and must not prevent access to fire exits, fire hose cabinets, or fire alarm pull stations. Displays shall not reduce the passageway to the main aisles.

Exhibit areas are cleaned and cleared of all furniture in preparation for the scheduled move-in time. Furniture items provided by the VCC (such as food and beverage tables) will be installed in the exhibit area after the majority of display set-up is complete. The VCC display services supplier or your display company is responsible for the set-up of all exhibit related furnishings and decor. The VCC does not permit use of its furnishings in exhibit booths or displays. Exhibitors and display companies are not permitted to store any materials in the VCC storage areas or hallways. Please note that the provision of electrical services, running water and rigging are services delivered by the VCC.

Services rendered (which are inclusive to the rental fee) by the VCC for an exhibition or trade show include: aisle cleaning and refuse removal, the use of VCC carts or dollies on-site by exhibitors, appropriate general lighting levels and heating/air conditioning.

Room set-up for seminars within a trade show is charged as per the Room Set-up Fees. The VCC will lock exhibit areas at the client's request (where possible). An on-site security guard is recommended at the client's expense.

If displays contain soil, bark mulch, humus, or similar materials the lessee must supply and use a protective coating of plastic or visquine to protect the floor, carpet and all Conference Centre equipment. Curbing must be used to retain loose materials and to prevent leaks and water seepage. May incur additional labour charge if clean-up is necessary.

The rear service yard (access from Humboldt Street) is the point of access for all individuals and firms involved in the move-in or move-out of exhibitions and trade shows. All events with an exhibit or trade show component must hire additional security to monitor the rear service yard during the full period of the scheduled move-in or move-out. No unauthorized vehicles may remain in the rear service yard after the scheduled move-in or move-out period; vehicles integral to a display or exhibit may be accommodated in the service yard with prior authorization of the Event Manager.

Due to the limited amount of space in the rear service yard clients with a large number of exhibitors are strongly encouraged to schedule move-in times for exhibitors. Exhibitor materials shipped prior to the set-up day of an exhibition will be forwarded to the designated display supplier for storage and handling. A fee will be charged to the exhibitor for costs incurred by the display supplier for this service.

Following an exhibition or trade show the designated display supplier shall remove all display furnishings, booths, etc. in the times specified by the VCC Licence Agreement. Refuse shall be placed in the garbage cans provided on the show floor; the client shall be responsible for any costs incurred by the VCC for extraordinary cleaning or the disposal of refuse such as pallets, wood packing crates, drywall, cardboard, etc. Exhibitors' materials left in the VCC after a move-out will be removed and stored by the designated display supplier at the show manager's expense.

FACILITIES FOR THE DISABLED

The VCC is equipped with elevators, rest rooms and telephones which are designed to facilitate use by persons who are disabled. Wheelchair access to the VCC is marked on the exterior of the building located along the street frontage on Douglas Street, and ramps flank both sides of the South Courtyard stairs. Both levels in the VCC and The Fairmont Empress are accessible from both levels of the VCC Parkade via elevator.

Services for delegates with hearing impairments are available through the VCC audiovisual services supplier. Arrangements must be made a minimum of one month prior to the event. Please contact the Event Manager in advance to discuss any specialized needs required for your event. Pay phones with individual audio control are located throughout the facility.

FIRE SAFETY REQUIREMENTS

No portion of an event set-up or display shall obstruct any exit aisle or fire exit doorway.

No dead end corridors in exhibit set-ups are allowed.

If a fire hose standpipe is located within the event space it shall not be obstructed. It is the responsibility of the client and the exhibitor, to ensure any display, exhibit or set-up does not inhibit access to such equipment. VCC Client Services will monitor to ensure the areas are kept clear.

No outdoor displays or event set-ups shall restrict access to, or obstruct from view a fire hydrant or Fire Department connection.

If used for display or decorative purposes the following materials shall be inherently flameproof or properly treated with an approved chemical flame-retardant: artificial flowers, artificial foliage, paper, cardboard or compressed paperboard, plastic materials, cut trees, branches, dried foliage, split wood and bamboo fibres, textiles, or any other materials used for festive decorations. Wallpaper is permissible if pasted securely to exhibitors' walls or wallboard backing.

The burning of incense and sweet grass may affect the fire protection system. Contact your Event Manager for advanced approval.

The VCC and the Victoria Fire Department reserve the right to verify adequate treatment of these materials with an approved chemical flame retardant.

The use of the following materials indoors is prohibited: straw and hay, acetate fabrics, corrugated paper, paper backed foil (unless glued securely to suitable backing), combustible material used for covering tables or for skirting tables, or Styrofoam constructed booths.

It is not necessary to flameproof textiles, paper, and other combustible merchandise on display for sale, but the quantity used shall be limited to an acceptable amount.

Decorative covers or bunting used in displays shall be inherently flameproof or properly treated with a flame-retardant chemical.

The use of open flame, including candles, lamps and torches, is prohibited. The use of open flame for cooking or demonstration purposes in all VCC Prefunction Areas is prohibited. Flammable or combustible and/or compressed gases shall not be used or displayed, unless otherwise approved by your Event Manager.

Aerosols: it is permissible to exhibit one pressurized container, not exceeding one pint capacity, of each product classified as a flammable liquid, subject to prior approval from your Event Manager. Non-flammable products are not restricted.

Vehicles on display inside the VCC must satisfy these restrictions: fuel tanks are less than 1/4 full, locking fuel tank cap, batteries disconnected and battery terminals taped, vehicle left "in gear", keys are left with VCC Security, the vehicle displays VCC exhibit pass. Please consult the Event Manager if you have any concerns or questions. See also VEHICLES.

Unattended vehicles on display must be locked; vehicles requiring a charged electrical system during display must be supervised and the battery must be disconnected at the end of each day.

Empty boxes and cartons must be neatly piled in storage areas designated by the client or Event Manager. Storage of boxes and cartons is prohibited in VCC service corridors and furniture storage areas.

All electrical appliances, electrical cords and electrical connections shall comply with the BC Electrical Code and be CSA approved.

...A User's Guide to the VCC

On an individual basis, any exhibits or demonstrations utilizing flammable gas such as propane are limited to a maximum of no more than five (5) lb. on site at any one time. A "Flow Restriction Valve" must be used on all propane tanks. The equipment and its operation must have prior written approval from the Victoria Fire Department and the Provincial Gas Inspector. Propane fuelled vehicles and/or equipment are subject to the vehicular restrictions detailed above. All propane connections must be leak tested by VCC staff prior to use in the Victoria Conference Centre.

Any event or exhibit that may pose a hazard by the storage or use of their display or exhibit, the VCC requires they provide a portable fire extinguisher with a minimum rating of 2 A 20 BC. This includes cooking on a propane stove.

An automatic fire extinguishing system is required for exhibit booths that are multi-level, multiple rooms with ceilings, or is over 21 square metres (225 sq. ft.) with ceilings.

The Victoria Fire Department or the VCC may deem that an event or an individual component of an event (exhibit/display) contravenes these requirements or is dangerous to public safety. The client, the Event Manager or the individual (exhibitor) shall comply with an order of the Victoria Fire Department or the VCC or cease operations.

Indoor special effects require approval by your Event Manager. An Addendum to the License Agreement must be signed by the client that indicates the client accepts responsibility for damage/injury that may result from the use of pyrotechnic special effects. The qualified special event technician is required to obtain a permit, available for purchase from the Permit Desk at City Hall. And a copy needs to be provided to your Event Manager.

FIRST AID

The VCC has first aid equipment on site. Level one and two each have a first aid cabinet containing a defibrillator, portable oxygen tank and a first aid response kit.

All VCC Client Services staff are certified OFA1, VCC Security are certified OFA2, and most have defibrillator/oxygen training. In an emergency, alert the Client Services Department by dialing 1011, Security 1013 or Reception Desk '0'.

FLOOR LOADS AND TYPES

All areas of the Centre are carpet, carpet tile or tile on concrete. Levels One, Two and the courtyard have a load capacity of 493 kg per square metre (100 lb. per square foot).

FLOOR MARKING

Double-sided tape, normally used to secure many types of floor covering, is not allowed in the VCC. Acceptable tape for the securing of carpeting and other floor coverings is Noshua cloth.

FLOOR PLANS

Upon request, your Event Manager will prepare floor plans for your event.

All event plans must conform to VCC Building and Fire Regulations. Scale floor plans are available from your Event Manager or from our Web site (www.victoriacentre.com).

Changes to floor plans for meetings, dances, or banquets cannot be accepted less than 72 hours prior to an event. In some situations where a change is requested, the lessee may incur additional labour charges.

FOG MACHINE

A fog machine that has accompanying MSDS papers showing approved liquid may be used in the VCC in the Carson Hall. The doors to the corridors are to remain closed during its use, and opened under guidance of Client Services. The approved fog machine is a LUMI that utilizes a glycol water liquid mixture that produces the fog. Please advise your Event Manager if you plan to use such equipment.

FOOD AND BEVERAGE

Food and Beverage is an exclusive service area provided by The Fairmont Empress Hotel. Prices are guaranteed for ninety (90) days from the date of quotation; specific menu requirements should be confirmed one month prior to the event. A minimum fifteen per cent (15%) gratuity charge is added to all food and beverage prices. All current taxes will apply to food and beverage prices.

A guaranteed number of persons attending a food and beverage function is required three business days prior to the event date. Guarantees for Sundays and holidays shall be given by noon the previous Friday. If a guarantee number is not supplied then the lowest attendance figure supplied by the client will be used as the guarantee figure for food and beverage orders.

The Fairmont Empress will be pleased to create menus especially designed for your function. Contact your Event Manager for the Empress Menu or call Conference Services at the Fairmont Empress Hotel, (250) 384-8111.

FOOTWEAR

In keeping with the Workers' Compensation Board safety standards the VCC encourages all clients and their contracted suppliers to comply with the WCB guidelines for safety footwear.

GARBAGE REMOVAL

To ensure the smooth transition from event to event the VCC asks the client for assistance in identifying events which are likely to produce extraordinary cleaning requirements. Exhibitions involving food and beverage samples or theme events using trees, bark mulch or plants are examples of situations likely to produce extraordinary clean-up requirements. Your Event Manager will assess your event's cleaning needs and advise you of applicable charges for event clean-up.

GOODS AND SERVICES TAX (SEE ALSO TAXES)

All services and products provided by the VCC or its suppliers are subject to the Federal Goods and Services Tax (GST) of five per cent (5%). Certain organizations may qualify for exemption or partial rebate from the GST; please consult your Event Manager for information on GST exemption.

GST will be calculated and listed on the final invoice for all groups. Groups eligible for GST exemption or partial rebate will have a GST credit noted on their invoice.

GREATER VICTORIA INFORMATION SERVICES

Tourism Victoria and Greater Victoria Chamber of Commerce can provide you with information regarding local services, tourist attractions, transportation and businesses in the Greater Victoria area. Printed materials including posters, brochures that can be overlaid, kit covers and postcards are available from Tourism Victoria.

Tourism Victoria

31 Bastion Square, 4th Floor
Victoria, BC V8W 1J1
Phone: (250) 414-6999
Fax: (250) 361-9733

Greater Victoria Chamber of Commerce

852 Fort Street
Victoria, BC V8W 1H8
Phone: (250) 383-7191
Fax: (250) 385-3552

While on site speak with one of our Client Services staff for activity suggestions or directions.

HEARING IMPAIRED

Arrangements for a temporary, portable infrared system can be made with the VCC audiovisual supplier directly or through your Event Manager; please allow a minimum of one month's notice of your need for this service.

HOSTING SERVICES

Personnel for hosts, registration assistants, coat checkers, etc. can be arranged through your Event Manager. Personnel are supplied at an hourly rate with a four hour minimum shift requirement. The VCC will refer the client to local suppliers in this area if direct contact with the service supplier is preferred.

HOUSE TELEPHONES

Each function room is equipped with a house telephone capable of contacting all VCC in-house telephone locals; outside calls cannot be placed from these house telephones. The house phone should be used when any kind of event related assistance is required; the contact number for assistance is listed on a faceplate above each phone. Incoming calls to the VCC main switchboard can be forwarded to a function room's house telephone, if requested by the client in advance.

Direct telephone lines to The Fairmont Empress switchboard are located on the east side of Level One Prefunction Area and on the east side of Level Two near Salon B.

INSURANCE AND INDEMNITY

See also VCC License Agreement Clause #5.

Public Liability Insurance

The client will, at their expense, maintain public liability insurance that covers the client's use of the VCC and has a limit for liability of not less than \$2 million each accident or occurrence. The coverage protects the client in the event a delegate, attendee, or another third party is injured in the course of their activities at the VCC and subsequently chooses to take action against the conference organizer (client). The coverage includes property damage to the VCC. This coverage does not include theft of client or exhibitor items. (See personal insurance below.)

To cover any action(s) against the City of Victoria as a result of the above-mentioned injury/damage the City of Victoria will be listed as an additional insured on the policy.

The client will indemnify and save from responsibility the City and its officers, employees and agents for all claims, liabilities expenses and losses resulting from the client's use of the VCC except those resulting from the sole negligence of a person for whom the City is legally responsible.

The client shall pay all costs and fees arising from the use of patented, trademarked, copyrighted or franchised materials, devices, processes, music, dramatic and other rights used in connection with the production of the event. The client shall indemnify all claims, damages, costs or expenses, including legal fees, suffered or incurred by the VCC in connection with the event.

The client will purchase host and liquor liability coverage for those events where liquor is served.

The client is required to give a copy of the valid insurance policy to the Event Manager prior to the use of the VCC or their move-in date.

Personal Insurance

The client is responsible for obtaining personal insurance to cover damage or theft to personal property.

Exposition, Convention and Conference Cancellation Insurance

This type of coverage is available to all conferences and offers the following broad protection:

- Cancellation, curtailment, postponement and abandonment; when the client is unable to open the convention or exhibition in whole or in part on the published date or, having opened, of necessity having to close in whole or in part earlier than the published date or having to reschedule to another date.
- Enforced reduced attendance, when the organizer and association suffer reduced revenue due to inability of exhibitors, delegates or visitors to attend, as the result of an unusual cause beyond their control.
- Non-appearance of a principal speaker, where the events in whole or in part are dependent upon their arrival and cannot be covered or substituted for.

Under the Comprehensive Form the above exposures are fully covered to include expenses incurred, commitments related, costs of attempts to reduce the loss and notify delegates of any changes, return of all fees and loss of net income. Further coverage is available for:

- Physical loss to personal property of the organizer or association, including that in their care, custody or control, while in transit to or from or in use in connection with the event.
- Door registration receipts, both at the venue and while directly en route to a bank in the vicinity.

All of the coverage outlined above is available on an all-risk basis with few exclusions. (Reference must be made to a copy of the policy wording for specific exemptions to coverage.)

No convention is too small to require this coverage. Smaller associations and organizers operate on more restricted and less flexible budgets. They depend more heavily on proceeds anticipated to fund other activities throughout the year.

No convention is too large to require protection and assistance, particularly where few venues exist large enough to accommodate the relocation of an event. The insurer will work with the organizer to provide relocation and crisis planning.

For further information and coverage tailored to your requirements and event, contact AON Reed Stenhouse Insurance, Victoria office (250) 388-7577.

INTERNET CONNECTION

Wireless Internet connection services are available in the Business Centre on Level One.

Clients are authorized and encouraged to link the VCC home page at <http://www.victoriainconference.com> to their Web site for marketing purposes.

IN-HOUSE AUDIOVISUAL SYSTEMS

All VCC function rooms and Prefunction areas are equipped with a superior independent sound system. Numerous microphone, line and video input/outputs are located throughout all rooms and Prefunction areas. The VCC audiovisual supplier provides on-site technicians to set up and activate all VCC equipment whenever required.

Microphones

Microphones supplied by the VCC audiovisual supplier will be charged at the current published rate. Microphones are patched to the in-house audio system.

When three or more microphones are used in any room an operator is required to monitor and adjust the sound system levels. The VCC audiovisual supplier can provide an operator (at the current supplier's published service rate) when requested in advance.

Technical Assistance

A labour charge will be applied for any technical assistance requested of the VCC audiovisual supplier by an outside supplier. This includes any issues with the VCC's permanent in-house system when the source of the problem is the outside supplier's equipment or lack of technical capability of the outside supplier.

When another supplier's equipment is found to be incompatible or causes the in-house system to malfunction the VCC audiovisual supplier reserves the right to disconnect the equipment from the VCC in-house system(s) being used.

Requests for assistance outside the normal working hours of 08:00 – 17:00 (Monday to Friday) will incur a minimum three (3) hour charge at the prevailing published rates.

All service requirements must be requested prior to the event detailing when the VCC audiovisual supplier's staff is required to be on-site.

The VCC audiovisual supplier reserves the right to determine the number of staff required on-site to execute any requests not related to services contracted through the VCC audiovisual supplier.

Patchrooms

Only the VCC staff and audiovisual supplier have access to the patchrooms which are reserved for the exclusive use of the VCC audiovisual supplier's personnel and equipment.

Responsibility Limitation

The VCC audiovisual supplier's liability of any services or equipment will not exceed the amount for the provision of service and equipment. In no event will the VCC audiovisual supplier be liable for special, indirect or consequential damages.

Outside Supplier's Equipment

No microphone or any other equipment may be taped, fastened to, or placed on any equipment supplied by the VCC audiovisual supplier.

See Section 5 SERVICE RATES for pricing.

KEYS

Keys are available on a sign-out basis. Clients will be required to sign a Key Waiver Form when issued room keys. If keys are lost, there is a replacement fee.

In all other circumstances, VCC staff will control access to function areas based on an authorized list provided by the client. In addition, there are three secure rooms that may be used by the client to store items of value, depending on availability.

The Victoria Room, Meeting Planner's Office and Registration Area are equipped with keyless locks for easier client access. A code is supplied to the client upon request.

KITCHEN FACILITIES

Kitchen facilities are located in the VCC on the West side of Level Two. The kitchen is located adjacent to the Carson Hall and is suitable as a preparation area for food and beverage related trade shows and exhibitions. Information on specific kitchen facilities or arrangements for rental of the kitchen must be made with your Conference Services Manager, The Fairmont Empress. The terms of use and applicable rental fee are at the discretion of the Conference Services Manager and are based on the client's individual needs.

LIGHTING

All breakout rooms have individual lighting systems controlled by a programmed keypad or individual dimmer switches. All breakout rooms (except View Royal) are equipped with incandescent track lighting systems controlled with dimmer switches. Lighting in Prefunction areas is limited to non-dimming single or multi-source lighting systems.

The Carson Hall or its separate Salons A, B and C are equipped with a mix of incandescent chandeliers, fluorescent ceiling fixtures and metal halide pot lights; these systems are controlled by a nine function, programmable keypad. The Lecture Theatre is equipped with a multi-function, programmable keypad for house lighting. Both the Carson Hall and the Lecture Theatre are designed to accommodate the installation of additional "specialty" lighting from the ceiling. Information on specialty lighting or the VCC's specialty lighting services supplier is available through your Event Manager.

LIQUOR LICENCE

The Victoria Conference Centre (VCC) is committed to the responsible sale and service of alcohol. The VCC's liquor licence extends to those events or activities that are held as part of or in conjunction with meetings, conferences, and consumer and trade shows (non-liquor related).

No minors (under 19) are permitted in those areas where liquor is served other than in conjunction with a meal.

Hours of sale are between 09:00 and 02:00 (the following day) Monday to Saturday, and between 09:00 and 24:00 Sunday.

A client is required to apply for a Special Occasion Licence for a liquor function where the liquor has not been bought and will not be distributed by The Fairmont Empress. Examples: wine and beer festivals, trade shows where liquor is distributed by vendors, and wine tastings where the client provides the liquor.

LOADING DOCK

The VCC has a covered loading dock with two loading bays equipped with hydraulic dock levellers. Each loading bay can accommodate a semi-trailer rig with a maximum vehicle/trailer height of 4 m (13'2").

Use of the loading dock must be arranged through your Event Manager. The loading dock is staffed 08:00 to 16:30, Monday through Friday. A third, uncovered loading bay is available in the rear service yard drive-in entrance to the Carson Hall. The access to this additional loading bay is at a 9% grade, but is suitable for manual off-loading. Level off-loading by forklift from a semi-trailer is available at VCC parking stall #8.

LOADING ENTRANCES

Level One

- Access via freight elevator to west service corridor, maximum dimensions 2.1 m x 1.5 m (7' h x 5' w), maximum load 2,270 kg (5,004 lb.).
- Access to Theatre Stage via entrance through parkade 2.0 m x 1.80 m (6'8" h x 5'10" w); there is a 0.25 m (10") step-up from the parkade to the Theatre Stage. Maximum vehicle height in parkade 1.9 m (6'2").
- Access to north storage area via parkade vehicle dock: dock height 1.0 m (3'3"), entry to dock 2.4 m x 3.0 m (7'10" h x 9'10" w).

Level Two

- 3.0 m x 2.9 m (10' h x 9'9" w) level entrance to northeast corner Salon C (Carson Hall).
- Two covered semi-trailer loading bays access to freight elevator(s), 2.3 m x 2.2 m (7'9" h x 7'2" w), at west entrance to Salon B (Carson Hall).

LOST AND FOUND

Items lost and found at the VCC will be recorded and held for a period of ninety (90) days after which the VCC will discharge the items at its own discretion. Items of a value over one hundred dollars (e.g. cameras, watches) will be forwarded to the City of Victoria Police Department, Lost Property Division, before ninety days expires. Inquiries regarding lost and found items may be made at VCC Reception, (250) 361-1000 or with Client Services (250) 361-1011, Monday to Friday, 08:30 to 16:30.

MATERIALS HANDLING

The VCC has limited storage facilities and therefore advance shipments for exhibitions and trade shows will not be accepted. All shipments arriving prior to the scheduled move-in day for an exhibition or trade show will be forwarded to the designated display supplier for storage. The designated display supplier will charge a fee to the owner of the shipped goods for storage and delivery to the VCC on the move-in date.

All WHMIS controlled products shall be properly labelled and contain their Material Safety Data sheets.

MEDIA COVERAGE

Clients must arrange their own media coverage of events and advise the Event Manager of arrangements.

MEETING AIDS

The VCC will provide the following complimentary items for your function room(s) upon request:

- Meeting chairs and/or tables set up in a pre-determined configuration *
- Podium (stand-up) or lectern (tabletop)
- Sign easel - one per room
- Message board
- Flags, bases, poles (City of Victoria, provinces and territories, Canada, United States)
- Wheelchair ramps for stage access: one set of adjustable width ramps, maximum loads 350 lb.; one 24" wide ramp, maximum load 1,500 pounds, maximum height 18".
- VIP service which includes pads, pencils and mints

* A charge will apply in the event of major room set-up changes. See Section 5 SERVICE RATES.

For your convenience, our in-house audiovisual supplier has a stock of non-returnable items for purchase.

- Flip chart with stand (includes pad of paper and markers)
- Flip chart or white board markers
- Acetate markers (pack of 4 colours)
- Acetate sheets (pack of 5)

Audiovisual wall units are installed in the Sooke, Langford and Metchosin rooms. These wall units contain a white board surface, a projection screen suitable for slides or overheads, and flip chart paper affixed to the "cupboard" doors.

MICROPHONES

See IN-HOUSE AUDIOVISUAL SYSTEMS.

MOVABLE WALLS

Moveable walls are in the Saanich, Oak Bay and Colwood Rooms and the Carson Hall. The walls extend from floor to ceiling, can be fully or partly deployed and act as a sound barrier when fully deployed.

Attachments to the walls and set-up configuration must be reviewed with the Event Manager prior to the event. WCB and VCC regulations prohibit clients from operating these walls.

PARKING

Robbins Parking Service Limited operates the VCC Parkade. There are 306 parking spaces on two underground levels; vehicle height restriction is 6'2".

Location: 720 Douglas Street, beneath the VCC. Access to and from the VCC and The Fairmont Empress.

Hours: Sunday to Saturday: 05:00 to 24:00.
Vehicles may be left overnight; after hours vehicle exit only.

Rates: See Section 5 SERVICE RATES.

Your Event Manager will be pleased to assist you with any special parking needs. Blocks of parking spaces may be reserved for vehicles in the VCC parkade on a twenty-four hour basis. Special hours for the parkade can be arranged.

Vehicles on display which are too large to enter the VCC may be displayed in the layby south of the Courtyard, in the Courtyard or in the Rear Service Yard. The VCC does not permit client, delegate or exhibitor vehicles to be parked in the Rear Service Yard other than during move-in or move-out periods. Please contact your Event Manager to review your parking needs prior to your event.

Event Managers can supply a list of additional parking facilities in the vicinity of the VCC.

PASSES FOR YOUR EVENT

The Event Manager may request an original copy of passes authorized for exhibitors, delegates, invitees, guests and show personnel. Methods for screening authorized persons for your event should be discussed with the Event Manager in advance of the event.

PHOTOGRAPHY

The VCC retains the right to take photographs of any event for its own records and for publicity purposes. The Event Manager can refer clients to several local photographers if needed for an event.

PROPANE

On an individual basis, any exhibits or demonstrations using flammable gas such as propane are limited to a maximum of no more than five (5) lb. on site at any one time. A "Flow Restriction Valve" must be used on all propane tanks. The equipment and its operation must meet prior written approval from the Victoria Fire Department and the Provincial Gas Inspector. Propane fuelled vehicles and/or equipment are subject to the vehicular restrictions detailed above. All propane connections must be leak tested by VCC staff prior to use in the VCC; please contact your Event Manager for additional information.

PUBLIC BUILDING ENTRANCES

Pedestrian Entrances

720 Douglas Street	Stairs from sidewalk	Open 06:00 to 22:00
South Courtyard	Stairs/ramps from sidewalk	Open 06:00 to 22:00
VCC Parkade	Level One access via stairs/elevators	Open 06:00 to 22:00
Fairmont Empress Hotel	Ramp from Main Lobby	Open 06:00 to 22:00

RECYCLING

The Victoria Conference Centre recycles cardboard, aluminium, pallets, wood, plastics, glass, paper, newsprint, organics, batteries and printer cartridges. A recycling fee will be charged if there is excessive debris requiring open-top container dumping during an event or during move-in/move-out.

REGISTRATION AREAS

The VCC is equipped with a permanent registration area located on Level One. The registration area is a moveable, modular desk designed for maximum flexibility and is wheelchair accessible. The desk area is outfitted with drop leaf and under counter shelving, computer keyboard trays, house telephone, electrical power and "banner track" for the hanging of banners and signs. There is a secure room behind the Registration Area overlooking the Theatre. This room is available as a meeting planner's office or for storage if it is not required for audiovisual purposes in the Lecture Theatre. The Registration Area may be booked for use through your Event Manager.

Temporary registration locations can be set up throughout the building using VCC kiosks in combination with rectangular tables. Please ask your Event Manager about this alternative registration set-up.

ROOM CAPACITIES

Function room capacities are posted in every room. Also, visit our Web site at www.victoriaconference.com, for more information on room layouts.

ROOM SET-UP FEES

The VCC provides tables and chairs in pre-determined configurations. The standard room set-up is one hour prior to the meeting. Your Event Manager will advise of costs for on-site room set-up changes, set style turnovers during an event and room set-ups related to trade shows

SATELLITE DISHES

Two areas located on the roof of the VCC are designed for the set up of satellite communications dishes. Control and relay cables for the dishes enter the VCC on the Catwalk Level and can be run to most locations within the VCC. There are additional locations for mobile satellite dishes (with wheeled trailers) located in the Courtyard and along the driveway fronting the Courtyard. Consult your Event Manager regarding installation, power requirements and costs.

SECURITY

The VCC retains the right to provide security requirements deemed necessary by the Event Manager including but not limited to:

- requirements related to safety
- security for trade show/exhibit move-in and move-out
- security requirements for special events
- any other security arrangements deemed necessary due to the size and nature of the event or gathering

Security staff is available to open and secure rooms upon request. In order to ensure the safety of materials stored in your function areas security staff should be contacted to lock the room upon completion of the event. The VCC does not guarantee security of exhibit or client materials. On duty building security may not be seconded by the client to work for a specific event. OFA Level II trained guards are available for events upon request. See Section 5 SERVICE RATES for rates.

SET-UP

In order to provide the client with the proper event set-up and timely delivery of event services, the Event Manager requires complete event information no less than thirty (30) days prior to the event. Extensive room set-up changes or event venue changes on the day of the event will incur charges for the required set up labour.

SHIPPING AND RECEIVING

The VCC is unable to ship materials on behalf of its clients. Clients may arrange for shipments to be collected from the VCC by contacting a courier and providing them with complete shipping instructions including account number and waybill.

SIGNS AND SPECIAL DECORATIONS

Signs, banners, posters and other promotional/directional materials are welcome in the VCC subject to prior approval from the Event Manager. These items may not be physically attached to any fixtures or furnishings of the VCC without approval of the Event Manager. Sign boards and easels are available for the display of these items one per room and availability is subject to confirmation with the Event Manager.

All decor, signs, banners, etc. must be treated with an approved chemical flame-retardant or be inherently flame-proof (see Fire Regulations). The client will remove all signs, showbills, posters and tape that the VCC finds objectionable or which have been placed in non-approved locations. City of Victoria bylaws prohibit the display of banners or signs on the exterior Douglas and Humboldt Street facades of the VCC.

The client must remove all signs, banners, posters, decor, etc. by the end of the contracted rental period. All materials not removed in the time specified by the contract will be removed by the VCC, and all costs incurred by the VCC will be charged to the client.

SIMULTANEOUS INTERPRETATION

The Carson Hall is equipped with three permanent interpretation booths located overlooking Salon B on the centre east wall; the Lecture Theatre is equipped with two permanent interpretation booths located overlooking the last row of seating. Arrangements for use of these facilities or inquiries regarding equipment rentals or interpreters should be made through your Event Manager or the VCC's simultaneous interpretation supplier, Sharp's Audio-Visual Ltd., a minimum of one month prior to the commencement of your event.

SMOKING

Capital Regional District Bylaw No. 2217 prohibits smoking in public areas and in the workplace. This means that smoking is not permitted in the Victoria Conference Centre.

Designated outdoor smoking areas are located at the Douglas Street entrance, the Courtyard and on the outside balcony adjoining Prefunction 2B on Level Two.

SOCAN

The Society of Composers, Authors and Music Publishers of Canada has a license fee for each event where music is played, live or recorded. See Section 5 SERVICE RATES for rates.

SPECIALTY LIGHTING

Specialty lighting services are available at the VCC through Sharp's Audio-Visual Ltd.

Both the Theatre and Carson Hall can accommodate specialty lighting rigged from the ceiling. Prior arrangements must be made through the Event Manager or VCC specialty lighting services supplier for the installation of these services. Lighting capabilities extend from single spots to full stage lighting requirements; operators are available at the client's request.

All breakout rooms (except the View Royal room) in the VCC are equipped with incandescent track lighting systems. These lights are most suitable for accent lighting or for illuminating items (art work, banners, etc.) that are displayed on the walls of the room. These lights are available free of charge and must be booked in advance through your Event Manager.

STORAGE

The VCC is limited to one secure storage room for client materials. Storage of client materials for conferences is the only type of event related material which the VCC will receive and store in advance of the client's event. There are no other storage areas except for function rooms which the client can designate for storage; this can be arranged through your Event Manager.

The VCC will not accept materials shipped to the VCC by individuals other than clients. Exhibitor, demonstrator or sponsor materials will be re-routed to an off-site storage facility at the shipper's expense. The VCC will aim to accommodate special storage requests from clients provided the client has made advance arrangements through the Event Manager. Charges for storage and moving of materials may apply.

SUPPLIER SERVICES

For your convenience, the VCC engages a number of service suppliers. Your Event Manager is knowledgeable in the service areas provided by these businesses. Additional information regarding these services is available upon request:

Audiovisual, Data and Computer Services, Simultaneous Interpretation, Specialty Lighting and Heavy Rigging

- The VCC's in-house supplier, Sharp's Audio-Visual Ltd., maintains the VCC Audio/Video systems.

Specialty Lighting

- The VCC's in-house supplier, Sharp's Audio-Visual Ltd., maintains specialty lighting services. Rigging of lighting systems or other objects from the ceiling is an exclusive service.

Exhibit/Display Services/Electrical Services/Rigging

- The VCC maintains these services.
- Electrical and rigging are exclusive services.

Food and Beverage

- Food and beverage is an exclusive service provided by The Fairmont Empress Hotel.

Security

- Security is an exclusive service provided by The Commissionaires.

Standards for Outside Suppliers

- Please notify your Event Manager of your choice of supplier.

Victoria Conference Centre Facility Services Guide...

- The VCC has developed a set of standards for companies contracted by clients. It is the client's responsibility to ensure outside suppliers adhere to these standards.

TABLES / TABLE LINENS

All VCC tables have finished table surfaces and edges that provide a smooth and clean writing surface. All tables used for food and beverage services, boardroom meetings, classroom, hollow square, U-shape configurations and registration come with white tablecloths and/or skirting. Display tables, topped and skirted, are also available. Clients or suppliers are not permitted to staple or nail into VCC tables. See Section 5 SERVICE RATES for pricing.

Please note the following inventory for your event needs:

Round Tables:

66" diameter (standard)	Wheeled, folding, grey top.
48" diameter	Wheeled, folding, grey top.

Rectangular Tables (Classroom):

6'	72" x 18" surface	smooth top, folding legs.
4'	48" x 30" surface	ABS plastic top, folding legs.
6'	72" x 30" surface	ABS plastic top, folding legs.
8'	96" x 30" surface	ABS plastic top, folding legs.

TAXES

There are two "consumer" taxes which apply to the sale or rental of products and services supplied through the VCC: a Federal Goods and Services Tax (GST) and a Provincial Sales Tax (PST).

All services and products provided through the VCC or its suppliers are subject to the GST of five per cent (5%). Certain organizations may qualify for an exemption or partial rebate from the GST. Contact the VCC Accounting Department for additional information on GST exemption or rebates.

All equipment rentals, product sales and some services provided by the VCC and its suppliers are subject to PST of seven per cent (7%). A Provincial Tax of ten per cent (10%) is applied to the sale of all "hosted" alcoholic beverages served at events at the VCC.

All GST and PST will be calculated and noted on the final invoice for all groups: groups eligible for GST exemption or partial rebate will have a GST credit noted on their invoice.

TELECOMMUNICATIONS

Telephones, telephone lines, fax lines, modem lines or special service lines can be installed to any function area within the VCC at the client's expense. The VCC will assign a specific telephone number for each service required complete with long distance access and voice mail as required. Clients are free to publish their assigned telephone number provided they specify it as an on-site telephone number during the event. Specific cost and service information is available from your Event Manager.

There are two areas on the roof of the VCC designed for the set-up of satellite communications dishes. Control and relay cables for the dishes enter the VCC on the Catwalk Level and can be run to most locations within the VCC. There are additional locations for mobile satellite dishes (with wheeled trailers) located in the Courtyard and along the driveway fronting the Courtyard.

Sharp's Audio-Visual Ltd. provides wireless Internet connectivity within the VCC. The 802.11g runs in the 2.4Ghz frequency and has a transmit speed of 54Mbps. Sharp's Audio-Visual's Wi-Fi solution is dynamic and the access points cover everywhere inside the Victoria Conference Centre. This flexibility provides a very cost-effective way to present a high-tec advantage.

See Telephone and/or data Service Request Forms on our Web site or ask your Event Manager.

TEMPERATURES

All function room and building temperatures are pre-programmed and maintained at 21 degrees Celsius (70 degrees Fahrenheit). Please advise your Event Manager if this temperature will not be suitable for your event.

VEHICLES

Vehicles such as automobiles, vans, tractors, etc. can be exhibited in several areas of the VCC: Carson Hall, Level One and Level Two Prefunction areas, Totem Prefunction and the Courtyard (outdoors). Maximum gross vehicle weight cannot exceed 18,000 kg.

Motor vehicles or gasoline-powered equipment on display will be restricted to one quarter of a tank of fuel and be equipped with a lockable gasoline cap.

No vehicle with studded tires will be allowed within the VCC. All cars, trucks and other machinery must be completely cleaned, including the underside, before being admitted to the building.

Protective sheets of plastic must be placed underneath all vehicles to prevent stains, and mats must be placed under the tires. Car engines shall not run after the vehicle is placed in the building. Keys for motor vehicles will be held by the VCC while the vehicle is on display in the VCC.

VIDEOCONFERENCING

The Victoria Conference Centre has the capacity to offer the latest in videoconferencing services. The VCC audiovisual supplier can provide further information related to this interactive method of meeting. The Victoria Conference Centre is equipped with a videoconference suite that can be separately booked in one-hour blocks.

"VIP" ROOM

The Victoria Room is a special function room located on Level One. It is 35.7 sq. m with its own washroom and private elevator. The Victoria Room is an ideal location for an office, for hosting a private reception for up to twenty people or for your distinguished guests to relax during a busy conference schedule.

"VIP" SET-UP SUPPLIES

The VCC can provide a VIP service that includes a pencil, a VCC writing pad and one bowl of candies for every three to four persons.

WASHROOMS

One female and one male public washroom are located on each of the two levels of the VCC. There is a third washroom on Level Two which can be designated by the client as either male or female; please advise your Event Manager how you would like this washroom designated for your event.

There are two dressing rooms with washroom facilities stage left, backstage in the Lecture Theatre. The large dressing room can accommodate fifteen persons and the smaller dressing room can accommodate six persons.

WATER

Cold water supply for events such as exhibits and trade shows is available in limited areas of the Carson Hall. Running water can be provided along the west walls of Salons B and C, along the north walls of Salons B and C and along the south wall of Salon C. Booths requiring drainage systems are limited to the same areas as the running water service; drain systems in the Carson Hall require a pressure pump and are not gravity drained. Please advise your Event Manager if your event requires water service and/or drainage. The VCC display services supplier will provide the plumbing and required connections at the client's or exhibitor's expense.

Water fountains are located on both levels for your delegates' convenience.

WHEELCHAIR ACCESS

Access to the VCC and its function areas are designed to accommodate those persons dependent upon wheelchairs or motorized carts for personal mobility. All function levels including backstage theatre are accessible by elevator with all level/ramp entrances and elevators indicated with signs. Please advise your Event Manager in advance if any of your guests, delegates or presenters will attend your events in wheelchairs so that the VCC can best respond to their on-site needs.

4. GUIDELINES FOR RESPONSIBLE SERVICE OF ALCOHOL

The Victoria Conference Centre (VCC) is committed to the responsible sale and service of alcohol. Your support of the following guidelines for the responsible service of alcohol is important to us and will help us deliver a safe and enjoyable event for all your guests.

- a. **Event History** – Please share information regarding your past events with your Event Manager. Include specifics where possible regarding patterns of beverage consumption (amount, times, location, etc.). This will allow the VCC to plan inventory and staffing to best serve your guests.
- b. **Event Planning** - The VCC liquor licence extends to those events or activities that are held as part of or in conjunction with meetings, conferences, consumer shows and trade shows (non liquor related). The consumption of alcoholic beverages is restricted to the event area and times of the event. For safety reasons, alcohol consumption is not permitted during set-up, move-in or move-out times.

The VCC's exclusive service provider will provide beverage service for all functions held on-site. It is not permissible to purchase alcohol off premises to bring into the facility. We are not able to serve home-brewed products. The BC Liquor Control and Licensing Branch must approve all products.

- c. **Guests** – If upon arrival a guest appears to already be under the influence of alcohol, Client Services or Security will bring this to your attention. If the guest is to stay, the facility will be unable to serve the guest alcohol. If the guest is to be denied access to the event, the VCC requests your active support in this decision and your confirmation that he/she has a safe means of returning to their residence (home or hotel).
- d. **Minors** – It is against the law to sell, serve or supply liquor to a minor. The liquor law requires that we ask anyone ordering a drink who appears to be under the age of 25 years for two pieces of identification. If the person cannot produce two pieces of acceptable identification that proves they are 19 or older, they will not be served alcohol.

We request your assistance in ensuring that guests who are of age do not purchase alcoholic beverages for minors.

If a minor persists in seeking alcohol service, they will be asked by Security to leave the event.

- e. **Prevention of Over-service to Guests** - Client Services and Food and Beverage staff have Serving It Right Certificates. The Serving It Right program was developed by the BC Provincial Government and is a mandatory requirement for servers involved with alcohol service. It is designed to encourage a responsible, caring and professional approach by licensees and servers to the serving of alcohol in the establishments.
- f. **Drinking and Driving** – Included in the planning for your event are your plans to provide safe transportation for those guests who have been drinking. Please share these plans with your Event Manager.

The VCC's staff is required to take all steps necessary to prevent drinking and driving. This may include taking away car keys and/or contacting the local police and reporting a potential drinking and driving situation.

Piano Rental

Rental	\$75.00
Rental and tuning	\$125.00

Room Sets/Labour Charges

Minimum catering fee	\$250.00
Key replacement and door re-keying	\$100.00
Labour charge for set-up changes (based on room)	\$40.00 - \$600.00
Room set-up for seminars and trade shows (based on room)	\$45.00 - \$650.00
Patch-in fee to house sound system	\$50.00 per patch
Balloon removal	\$40.00 per hour
Banner hanging	\$40.00 per hour
Extra cleaning	\$40.00 per hour
Art work removal	\$20.00 per painting

Recycling

Fee depends on amounts and materials

Security Services

Four hour minimum, supplied by the in-house security company \$25.00 per hour

SOCAN Charges

The Society of Composers, Authors and Music Publishers of Canada has a licence fee for each event held where music is played, live or recorded. The fees are as follows:

Room Capacity	Fee Per Event	
	Without Dancing	With Dancing
1 – 100	\$20.56	\$41.13
101 – 300	\$29.56	\$59.17
301 – 500	\$61.69	\$123.38
Over 500	\$87.40	\$174.79

Tables/Chairs

White Skirted Tables	\$50.00 / 6' table
(additional colours and sizes available from display supplier)	\$55.00 / 8' table

Telecommunications

Telephone line comes with single line set	\$150.00
Telephone line for standard computer modems/fax/Interac/conference call	\$125.00
ISDN line (does not include ISDN modem or server) rate is for 1 to 3 days	\$250.00
High Speed Internet, wired (does not include Internet card)	
- 1 day	\$100
- each additional day	\$50.00
Light wireless Internet	\$14.95 per day

Vehicle Ramps (maximum load: 6,000 lb. - includes labour)

Vehicle access to and exit from Courtyard	\$150.00
Vehicle access to and exit from Level One Prefunction Area	\$300.00

Wood Deck Staging (stairs and labour included)

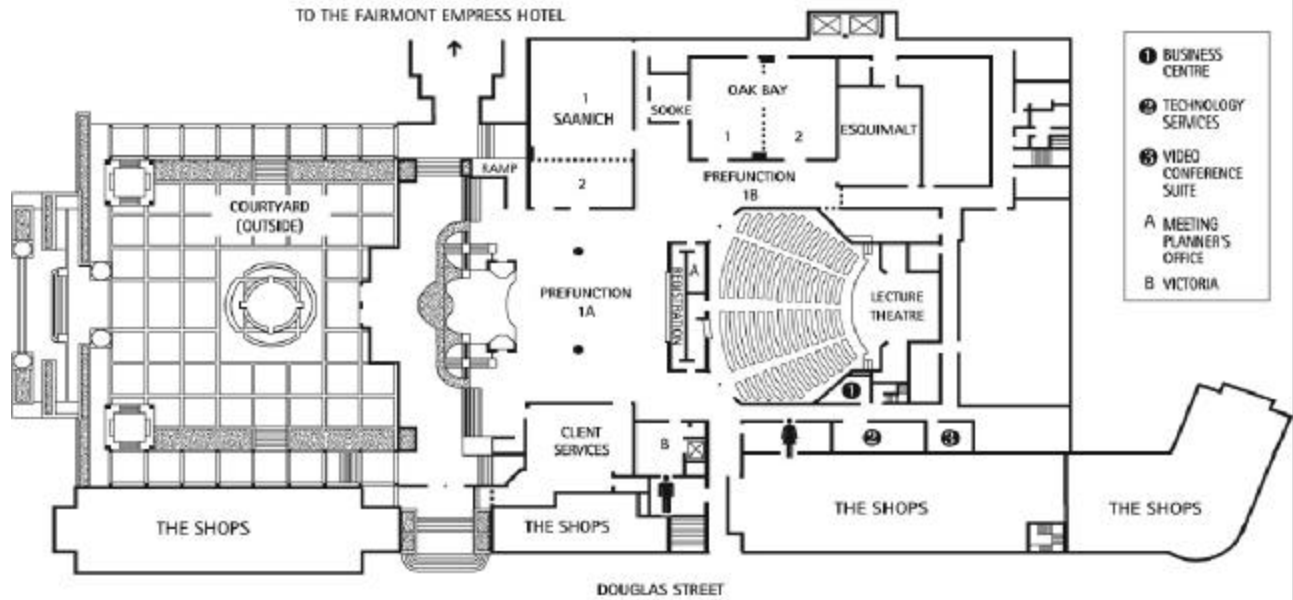
4' x 8' modules, heights at 8", 16", 24", 32", 40", 48"	\$35.00 each module
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All prices are subject to applicable taxes: 5% GST and 7% PST.

All prices are subject to change without notice.

VCC FLOOR PLAN

Level One



Level Two

