

# FACILITY SERVICES GUIDE

## VICTORIA CONFERENCE CENTRE



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# WELCOME

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Welcome to the Victoria Conference Centre, located on the southern tip of Vancouver Island, on the homelands of the Songhees and Esquimalt people. Our team looks forward to working with you toward the seamless execution of your event.

Located just steps from Victoria's historic Inner Harbour and many of the city's best attractions, the Victoria Conference Centre incorporates extensive prefunction space, a 400 seat lecture theatre, a large multi-purpose hall and 20 multi-purpose meeting rooms.

## VISION & GOAL:

We will contribute economic wealth to the Victoria community by attracting business to the City, excelling at providing convention services and providing sustainable energy efficient facilities.

Our goal is to work closely with you, the Client, toward the ultimate success of your event, from contracting to delegate departure and invoicing.

## PRIORITIES:

1. To lead and facilitate the event management process through liaison with Clients and Client-designated service providers (meeting planners, production companies, outside suppliers), with focus on event priorities and objectives, delegate profile, space requirements and agenda.
2. Jointly prepare and coordinate comprehensive event plans for the Client and Event Services team which includes: Client Services, Facility Operations, Security, Housekeeping, Presentation and Technical Services, Display Services, Electrical and Food and Beverage.
3. Maximize the use of the facility to the full benefit of the Client while ensuring safety standards and practices are adhered to.
4. Address the social and cultural needs of the Client through the promotion of Victoria and its amenities.

## LOCATION & CONTACT:

720 Douglas Street  
Victoria, BC V8W 3M7  
250.361.1000  
1.866.572.1151

Latitude 48° 25.296"N  
Longitude 123° 21.941"W

[Website](#) • [Facebook](#) • [Twitter](#)  
[YouTube](#) • [Instagram](#) • [VIP Program](#)

## EVENT & CLIENT SERVICES:

The Events Department will lead and facilitate the planning process through liaison with Clients and Client-designated service providers, with a focus on event priorities and objectives, delegate profile, space requirements and agenda.

The Client Services Department represents the overall service delivery at the Victoria Conference Centre during the event. Client Services works in partnership with the Events Personnel, the Client, and Suppliers during an event to maximize the use of the facility for the benefit of the Client. Client Services staff are trained in first aid and safety standards.

## ENVIRONMENTAL POLICY:

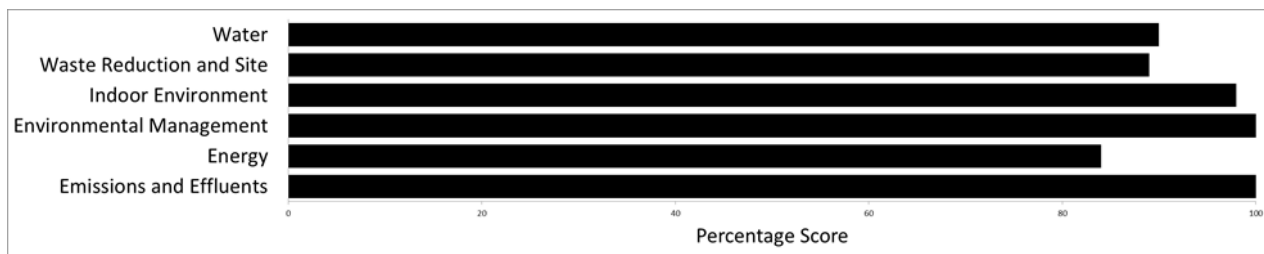
The Victoria Conference Centre has been recognized as a green building with eco-friendly operations and infrastructures and has received a third-party certification for environmental practices, resource conservation and best practices.

The Victoria Conference Centre has been carbon neutral since 2020. In our continued efforts to mitigate our climate impact, we have been measuring our greenhouse gas emissions with [Synergy](#) and offsetting what we can't reduce with [Ostrom Climate Solutions](#), as their offset projects are third-party verified to ensure that the reductions are real, additional, and permanent.

Please contact your Event Manager for information on the Victoria Conference Centre's Annual Sustainability Report. Zero waste management and energy audits for conferences and events are available in partnership with Synergy Enterprises, fees applicable.

The Building Owners & Managers Association of Canada ([BOMA CANADA](#)) is the Canadian industry standard for commercial building environmental standards and sustainability certification. The Victoria Conference Centre is the first building on Vancouver Island to achieve BOMA BEST®. It is also the first conference centre in Canada to receive PLATINUM certification.

A BOMA BEST® PLATINUM building is described as a building that meets all the best Practices in environmental management and scored between 90 – 100% of the BOMA BEST® assessment. The Victoria Conference Centre has maintained the highest level of certification since 2013 and accredited with BOMA since 2010.



The Victoria Conference Centre's involvement with BOMA and adherence to their rules and regulations supports its commitment of responsibility in the following practices:

**Waste Management:** To promote residential waste management according to the 4 R's: Reduce, Reuse, Recycle and Recover including secure storage and disposal of hazardous products.

**Water Management:** Reduce water consumption with installation of automatic water flow devices, water efficient cooling systems including established reduction targets.

**Energy Management:** Use of energy efficient lighting, computerized management of energy demand, preventative maintenance program, installation of hot water saving devices.

**Air Quality:** Smoke free environment, control of cleaning products and variable control of fresh air intake with CO2 probe, high efficiency air filters, control of indoor pollutants.

**Transportation:** Access to public transport within 500 meters of the doors of the building, bicycle parking racks available, transit passes available.

**Eco Purchasing:** Policy ensures that the purchase of feasible environmentally friendly substitutes and energy-saving equipment and supplies are purchased from eco-friendly suppliers.

**Outdoor Environment:** Use of grounds composting, collection of rainwater for irrigation, water conservation, use of natural organic fertilizers, bird habitat is encouraged with food, water, and place to raise their young.

**Eco Cuisine:** The Fairmont Empress uses local, sustainably produced cuisine, facilitates a biodegradable matter collection system, and donates food surpluses to a local shelter and rehabilitation centre.

**Community Awareness:** Continual efforts to raise awareness to Victoria Conference Centre personnel, Clients, contractors and suppliers about the principle and practices of sustainable development. Recycled products and gifts in kind donated to local charities.

# EXCLUSIVE SUPPLIERS

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## ELECTRICAL SERVICES & MATERIALS HANDLING



[Global Convention Services](#)

The Victoria Conference Centre is the exclusive provider of all temporary electrical distribution and related equipment. All exhibitor electrical requirements must be coordinated through Global Convention Services. Only Victoria Conference Centre electricians are authorized to connect or disconnect panels, floor outlets, wall outlets and transformers.

The distribution system for general exhibit and conference use is 120/208 V, 3-phase 4 wire. The distribution system in Carson Hall is supplied from a grid of floor ports and wall ports. The floor ports are approximately 8m (26') apart. All meeting rooms are fitted with duplex electrical outlets on all walls.

All electrical fixtures and fittings used in the facility must be CSA approved.

Materials handling is exclusively managed by Global Convention Services for tradeshow. They will accept event freight at the facility and deliver it to and from the dock and the show floor before and after the event.

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## FOOD & BEVERAGE



[Fairmont Empress](#)

The **Fairmont Empress** hotel is the exclusive caterer, including alcohol and bar service, for all events at the Victoria Conference Centre.

The Fairmont Empress has been serving guests for more than one hundred years, skillfully providing catering arrangements. From a simple continental breakfast to a spectacular themed banquet, the Fairmont Empress is committed to making each event a success.

Upon receipt of a signed contract, a catering representative from the Fairmont Empress will be assigned to your event. For all catering enquiries, including menu planning and budget options, please contact your catering representative directly.

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## RIGGING, BANNERS & COMMUNICATIONS



[Encore Canada](#)

**Encore Canada** supervises the rigging of all specialty lighting, equipment, décor and banners to the walls and ceilings at the Victoria Conference Centre.

Please contact Encore Canada directly for more information.

The Victoria Conference Centre owns and services its own telephone system. Telephone and fax lines can be installed to any function area.

Wired and wireless internet is available in all function spaces. The Victoria Conference Centre's main building has also been fitted with television cable. These services are provided exclusively by Encore Canada.

Digital Signage programming is available for the display monitors on Level 1 & 2, service is provided exclusively by Encore Canada.

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## SECURITY



[Paladin Security](#)

Building and event security for the Victoria Conference Centre is provided exclusively by **Paladin Security**, one of the largest security companies in Canada and is one of Canada's Best Managed Companies.

Please contact your Event Manager for more information regarding security requirements for your upcoming event.

# PREFERRED SUPPLIERS

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## AUDIO VISUAL & TECHNOLOGY SERVICES



[Encore Canada](#)

**Encore Canada's** on-site staff operates all in-house systems and provides immediate access to equipment and technical support. A large inventory of state-of-the-art equipment combined with well-trained, professional staff makes Encore Canada your single source for complete audio visual and technology services.

- Audio visual equipment
- Video-data projection
- Multi-image staging
- Sound reinforcement
- Wireless technology
- Specialty lighting
- Video conferencing
- Recording services
- Simultaneous interpretation equipment
- High speed internet connectivity
- In-house audio and video distribution
- Flip charts & white boards
- Digital signage programming

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## DISPLAY SERVICES



[Global Convention Services](#)

**Global Convention Services** is a full-service national display services company offering pipe and drape or hard wall installations, furniture rentals, custom booth displays, installation and dismantle services, advanced warehousing and much more.

Global is also the exclusive provider of materials handling and electrical services for tradeshows at the Victoria Conference Centre.

# FREQUENTLY ASKED QUESTIONS

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## 1. Where can I find information on floor plans, room setups and capacities?

[Floor plans, capacity charts and 360 photos](#) are available on our website and for more detailed descriptions of our function rooms see [Function Spaces](#).

Floor plans generated by outside suppliers and floor plans of exhibit halls must be approved by your Event Manager prior to being published. Please contact your Event Manager for customized floor plans for your event.

## 2. When can I access my meeting space for supplier setup?

Access to meeting space is limited to your contracted dates/times. Suppliers must be scheduled to complete and teardown during these times. For early access charges will apply. Please contact your Event Manager for more information and availability.

## 3. What are the complimentary services provided in a standard meeting or banquet setup?

The rental of meeting space at the Victoria Conference Centre includes a basic level of services and equipment. Please see [Standard Services & Equipment](#) for more information.

## 4. Do you have a services & equipment price list?

Please see [Service & Equipment Rates](#) for services and equipment available for a fee.

## 5. What is your policy regarding Security?

Your Event Manager retains the right to hire, at the Client's expense, security personnel where deemed necessary. Examples of such situations may include, but are not limited to:

- Security to monitor trade show move-in/out
- Security to monitor public or special events
- Events where anticipated attendance is greater than 400 delegates

## 6. Shipping and Deliveries – what do I need to know?

We are unable to accept advance freight shipments for exhibitors, demonstrators or sponsors. For all tradeshow, Global Convention Services must be employed to manage and move freight within the Victoria Conference Centre. If working with an alternate display services provider, they must coordinate through Global.

## 7. Loading Facilities – location of loading bay, elevator dimensions and time restrictions?

The loading dock is located in the rear service yard, at the NW corner of the Victoria Conference Centre and accessed via Humboldt Street ([load in map](#)). It can accommodate a single (no sleeper cabs) semi-trailer rig with a maximum vehicle/trailer height of 4m (13'4") and 16m (53') in length.

Access to the rear service yard is available between 7:00am - 7:30pm daily. For load in/out between 6:00am - 7:00am and 7:30pm - 11:00pm, advance arrangements must be made with your Event Manager. There is no access from 11:00pm - 6:00am. Use of the loading dock must be arranged through an Event Manager.

See [Loading Facilities](#) for information on freight elevator dimensions, ground loading areas and exhibit load-in.

## 8. Where can I find Food and Beverage pricing? Is food sampling at tradeshow permitted?

The Fairmont Empress is the exclusive food & beverage provider for the Victoria Conference Centre. For more information, including food sampling policies, please see the [Food & Beverage](#) section.

## 9. Does the rental of function space include power?

Convenience electrical services (ex. attendees charging cell phones) are included with the function space rental. Additional charges apply should power distribution and cable management be required. Convenience power is not intended for use by show production or tradeshow.

Please see [Standard Services & Equipment](#) for more information.

## 10. Is there parking available?

Robbins Parking Service Ltd. operates the Victoria Conference Centre parkade. There are 304 parking spaces, including 4 electric vehicle charging stations, on 2 underground levels, parking is subject to availability. Vehicle height restriction is 6'2". Parking rates are \$2.25 per half hour to a maximum daily rate of \$20.00, subject to change.

# GENERAL INFORMATION

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## ACCESSIBILITY

Access to the Victoria Conference Centre is designed to accommodate those persons dependent upon wheelchairs or motorized carts for personal mobility. All function levels including the lecture theatre's backstage are accessible by elevator indicated with signage. The Victoria Conference Centre can source a portable wheelchair ramp which may be set to a stage height of up to 24", charges apply.

Services for delegates with hearing impairments are available through Encore Canada. Arrangements must be made a minimum of one month prior to the event.

Please contact your Event Manager in advance for any special arrangements.

## ADVERTISING, PUBLICITY & PROMOTION

Advertising for your event may commence once a signed License Agreement has been received and executed. Please provide a copy of all advertising materials featuring the Victoria Conference Centre to your Event Manager for approval prior to publishing.

All promotional and marketing materials referring to the facility should read "Victoria Conference Centre" with no variations of the name to be used.

A selection of photos are available by registering for Destination Greater Victoria's [online image bank](#), including the Victoria Conference Centre logo and logotype, which are trademark protected. Clients are invited to link [www.victoriainconference.com](http://www.victoriainconference.com) to their website for marketing purposes.

The Victoria Conference Centre lists all events on their website with event names and dates unless otherwise indicated by the Client.

## ANIMALS

Certified guide/service dogs and dogs-in-training when accompanied by a certified dog trainer are always permitted in the facility without prior authorization. For more information on Provincial Legislation, including applying for certification for out of province visitors, please visit - <https://www2.gov.bc.ca/gov/content/justice/human-rights/guide-and-service-dog>. Therapy and emotional support animals, including dogs are not eligible for provincial certification and prior authorization for building access is required.

The use of animals in live performances is restricted by the City of Victoria [Animal Responsibility Bylaw No. 11-044](#) which states:

*"A person must not operate or carry on a public show, exhibition, carnival or performance in which animals are required to perform tricks, fight or otherwise participate 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 Victoria Conference Centre with prior authorization from your Event Manager. Animals on display must be kept on a leash or contained in a pen at all times.

## ARTWORK REMOVAL

Art hanging on the walls of the Victoria Conference Centre may be removed at the request of the Client. One week's notice for artwork relocation is required, see [Service & Equipment Rates](#) for applicable charges.



## AUDIO VISUAL & RIGGING

Encore Canada is the Victoria Conference Centre's preferred AV supplier, exclusive operator of [In-House AV Systems](#) and exclusive provider of [Internet Services](#) and rigging. For detailed information, including price quotes for your specific event requirements, please contact the Encore Canada in-house representatives at 250.361.1095.

Rigging points are located throughout the ceiling in Carson Hall; a diagram with rigging points clearly labeled is available upon request. Rigging loads may not exceed 455 kg or 1,000 lb per point. The Lecture Theatre stage is equipped with rigging points for specialty lighting.

**All rigging plans must be approved by Encore Canada one (1) week prior to the event date.**

## COAT CHECK & HOSTING SERVICES

While the Victoria Conference Centre does not have a designated coat check area, any of the function spaces on Levels 1 and 2 and may be used as such. Mobile coat rack units are available free of charge, and numbered coat check tickets are available for purchase. Items left on coat racks are solely the responsibility of the Client.

Personnel for coat check, hosts, registration assistants, etc. may be arranged through your Event Manager. Personnel are billed at an hourly rate with a four-hour minimum shift requirement. Please ask your Event Manager for contact information for local suppliers.

## COURTYARD

The Open Air Courtyard is a covered outdoor function space. Clients booking the Courtyard must reserve equivalent space inside the Victoria Conference Centre as a backup in the event of adverse weather. The decision to move an event inside will be made by the Event Manager a minimum of four (4) hours prior to the scheduled event start.

Equipment may be displayed in the courtyards in conjunction with rented function space within the Victoria Conference Centre. Maximum vehicular weight may not exceed 2,000 lb per axle. Staging and other set work may be erected on the Courtyard.

The Courtyard fountain may be shut off and drained if necessary. Labour fees will apply.

Security personnel will be hired at the Client's expense to monitor all events hosted in the Courtyard.

## CRYSTAL GARDEN

A unique and elegant landmark that is ideal for trade shows and banquets. The main entrance, open only during scheduled events, is located at 713 Douglas St. and features a 1172 sq ft. foyer with a permanent registration desk, small private office and passenger elevator service to the upper and lower levels.

Please refer to the [Facility Services Guide – Crystal Garden](#) on our website for more information.

## CUSTOMS & INTERNATIONAL EVENTS

For all customs-related enquiries please contact your Event Manager for recommendations on Custom Brokerage companies.

Events with international delegates and/or exhibitors are required to be registered with the [Canada Border Services Agency](#).

## DAMAGE & 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 condition. In the event of damage to the above, the Client will be responsible for the cost of any repairs, replacements or extraordinary cleaning. Please inform your Event Manager should you notice damage prior to departing the Victoria Conference Centre.

## DÉCOR

Clients are welcome to decorate their contracted function space within the Victoria Conference Centre. All décor, signs and banners, etc. must be treated with an approved chemical flame retardant or be inherently flame proof and must be removed by the Client by the end of the contracted rental period.

Décor items, including signs, banners, posters, floor stickers and other promotional/directional materials may not be displayed in the Victoria Conference Centre without prior approval of the Event Manager. Approved materials may not be physically attached to any fixtures or furnishings without prior approval.

Any décor that requires suspension from the ceiling infrastructure must be approved and rigged by Encore Canada.

Suppliers are required to bring their own tools, including ladders, required to build décor.

The Client will remove all signs, posters and tape that the Victoria Conference Centre finds objectionable or which may have been placed on non-approved locations.

All materials not removed in the time specified by the contract will be removed by the Victoria Conference Centre at the expense of the Client.

### **Adhesives**

Masking tape or painters tape may be used to affix banners, posters and lightweight decorations on the walls below the wood moulding in each function area. Easels are available for the display of items; subject to availability.

Please use Nashua cloth or double-sided carpet tape to secure carpeting, floor tiles, cables and other floor coverings.

Picture moulding hangers may be used in both the function rooms and prefunction areas. All breakout rooms, except the View Royal, have picture moulding located approximately 8' from the floor.

### **Balloons**

Regular and helium filled balloons and other inflatable props are permitted. Clients are required to sign the *Balloon Waiver* prior to conducting an event involving balloons. The waiver authorizes the Victoria Conference Centre 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 if necessary.

### **Bark Mulch**

If displays contain bark mulch, humus, or similar materials a protective coating of plastic or visqueen to protect the floor, carpet and all Victoria Conference Centre equipment must be used. Please contact your Event Manager if you require assistance. Curbing must be used to retain loose materials and to prevent leaks and water seepage. Labour charges will apply if extraneous cleanup is necessary.

### **Confetti**

The use, display, or throwing of confetti or metallic glitter is prohibited. Labour and materials required for clean-up resulting from a non-adherence to this policy will be billed post event to the Client.

## DELIVERIES & SHIPPING

### Signage & Banners

Please refer to [Signage & Banners](#) for more information.

### Pyrotechnics

Pyrotechnics are not permitted.

### Fog Machines

Only water-based fog machines are permitted.

All deliveries, including Client materials and vendor/contractors deliveries should be discussed with your Event Manager for scheduling and loading dock access purposes.

### Flowers & Special Décor

Deliveries of flowers and special decorations must be made during the scheduled move-in and setup time of the event and will be stored in the contracted function space. Removal of these items must be scheduled with your Event Manager and take place prior to the contracted end date and time of the event.

### Conference Materials

The Victoria Conference Centre will accept deliveries of conference materials only and store them for the Client at no charge; previous arrangements with the Event Manager are required. Collect shipments will not be accepted. Please ask your Event Manager for a Victoria Conference Centre conference materials shipping label template.

### Exhibit Materials

**Advance freight shipments for exhibitors, demonstrators or sponsors will NOT be accepted.**

For all tradeshow, [Global Convention Services](#) must be employed to manage and move freight within the Victoria Conference Centre. If working with an alternate display services provider, they must coordinate through Global Convention Services.

Deliveries attempted outside the scheduled move-in time for the tradeshow or exhibit will be refused and redirected to the Global Convention Services. Show managers are responsible for sharing this information with exhibitors.

### Post-Event Shipping

The Victoria Conference Centre is not equipped to ship materials on behalf of exhibitors and cannot be held responsible for materials left after the scheduled move-out time for an event. These materials will be redirected, at the expense of the exhibitor, to Global Convention Services.

### Storage

The Victoria Conference Centre is limited to one secure storage room for Client conference materials. **Storage of registration materials for conferences is the only type of event-related material which will be received and stored in advance of an event.** There are no other storage areas on-site. Clients are welcome to rent function space to be designated as storage for the duration of the event; please contact your Event Manager.

## DRONES

Drones are not permitted for use inside or outside the building based on the guidelines published by the Ministry of Transport - [www.tc.gc.ca/safetyfirst](http://www.tc.gc.ca/safetyfirst)

## ELECTRICAL SERVICES

The Victoria Conference Centre is the exclusive provider of all temporary electrical distribution and related equipment. Exhibitor electrical requirements must be coordinated through Global Convention Services.

The distribution system for general exhibit and conference use is 120/208 V, 3-phase 4 wire. The distribution system in Carson Hall is supplied from a grid of floor ports and wall ports. The floor ports are approximately 8m (26') apart. All meeting rooms are fitted with duplex electrical outlets on all walls.

All electrical fixtures and fittings used in the facility must be CSA approved.

The distribution system for general exhibit and conference use is 120/208 V, 3-phase 4 wire. The distribution system in Carson Hall is supplied from a grid of floor ports and wall ports. The floor ports are approximately 8m (26') apart. All meeting rooms are fitted with duplex electrical outlets on all walls.

Please contact your Event Manager for more information.

## ELEVATORS

### Passenger Elevators

Two passenger elevators are located in Prefunction 1A at the south end of the building. Both may be accessed from the two underground parking levels and the two function area levels. Elevator door measures 3'6" W x 7'0" H.

Passenger elevators may not be used for moving exhibitor freight.

The wheelchair elevator located on the west side of Prefunction 1 allows access to and from Level 1, the Totem Prefunction area and Courtyard.

The Lecture Theatre backstage elevator is located stage left. The Client Services Department will be pleased to assist with this elevator as a key is required to operate.

### Freight Elevators

Access to the freight elevators is via the loading dock at the northwest corner of the Victoria Conference Centre. Freight elevator dimensions are:

- door size is 5' W x 7' H
- floor dimensions 10' L x 7' W x 7' H
- maximum load capacity is 5,000 lb (2,270 kg)

For information on loading facilities click [here](#).

## EXHIBITS & TRADE SHOWS

### Exhibit Layout Diagrams

The Client must submit exhibit layout plans and a program for approval by your Event Manager before distributing or publishing. Approval of layout and program will ideally occur one year prior to the event. All floor plans must conform to the Victoria Conference Centre Building and [Fire Safety Regulations](#).

### Aisle Widths

Public Shows: minimum 8' wide

Trade Shows: minimum 6' wide

Door clearance must equal the width of the door with a clear aisle, as per standard above, between a booth and a door. For information on [Fire Safety Regulations](#).

### Exhibit Space

Exhibit areas are cleaned and cleared of all furniture in preparation for the scheduled move-in time. Furniture items required through the Victoria Conference Centre (such as food and beverage tables) will be installed in the exhibit area after the majority of display set up is complete. The Victoria Conference Centre does not permit the use of its furnishings in exhibit booths or displays. **Exhibitors and display companies are not**

**permitted to store any materials in the Victoria Conference Centre's storage areas including pallets.**

Fire safety standards dictate temporary structures with a ceiling or roof covering an area of 225 ft<sup>2</sup> or greater require an approved automatic fire extinguishing system.

### **Floor Marking**

Double-sided tape may be used to secure floor coverings. To mark trade show booths please use Noshua cloth.

### **Move-In**

The Victoria Conference Centre **does not accept advance freight shipments** for exhibitors, demonstrators or sponsors. See [Deliveries/Shipping](#) for more information.

For information on Loading Facilities, click [here](#).

### **Security, Move-In & Move-Out** – also see [Security](#)

- Events with an exhibit or trade show component must hire additional security to monitor the full period of the scheduled move-in/out. Your Event Manager will arrange and charges will be billed to your master account.
- No unauthorized vehicles may remain in the rear service yard after the scheduled move-in/out period; vehicles integral to a display or exhibit may be accommodated in the service yard with prior authorization from your Event Manager; fees will apply.
- **Clients with a large number of exhibitors are strongly encouraged to schedule staggered move-in/out times.**

### **Move-Out**

Following an exhibition or trade show, the designated display company shall remove all display furnishings, equipment, booths, etc. in the times specified by your License Agreement.

Exhibitors' materials left after a move-out will be redirected, at the expense of the exhibitor, to Global Convention Services.

### **Pallets, Recycling and Garbage Removal**

Pallets may not be stored at the Victoria Conference Centre and for any pallets left post event there will be a recycling fee. See [Recycling & Garbage Removal](#) for more information.

### **Trade Show Services**

The provision of electrical services is an exclusive service to Global Convention Services.

Services rendered (which are inclusive to the rental fee) by the Victoria Conference Centre at trade shows includes refuse removal as follows:

- Large garbage containers placed during setup/move-in and tear-down/move-out for trade shows.
- Large garbage bins installed during trade shows and monitored throughout event

The City of Victoria is located on the homelands of the [Songhees](#) and [Esquimalt](#) People.

The City of Victoria is committed to Reconciliation with the Esquimalt and Songhees Nations. The City is also committed to stewarding the health of the land in which our residents work, play and live.

This acknowledgement recognizes the long history of the Lekwungen People and their relationship to this land. It recognizes the cultural and sacred significance of this

## **FIRST NATIONS ACKNOWLEDGEMENT**

environment to the Lekwungen People, which they have stewarded for thousands of years. Further, it acknowledges the importance of the future of this land to the Songhees and Esquimalt People.

## FLOOR LOADS

All interior areas of the Victoria Conference Centre are carpet tiled on concrete. Floor loads for Levels 1 and 2 are 610.303 kg/m<sup>2</sup> (125 lb/ft<sup>2</sup>). This includes the Totem Prefunction Area and Courtyard; pavilions require load approval.

## FLOOR PLANS & ROOM CAPACITIES

Function room capacities will vary depending on the setup style, audio visual requirements, stage size, etc. The City of Victoria, Building Inspection Division, governs the maximum capacities for function spaces at the Victoria Conference Centre. Event floor plans are subject to approval from the City of Victoria, Fire Prevention Division.

Floor plans generated by outside suppliers and floor plans of exhibit halls must be approved by your Event Manager prior to being published.

[Floor plans, capacity charts and 360 photos](#) are available on our website and for more detailed description of our function rooms see [Function Space](#).

Please contact your Event Manager for customized floor plans for your event.

### Room Setups

Tables and chairs are provided in pre-determined configurations (with the exception of display tables). Labour charges will be incurred if the setup of a function space will change once or more throughout the day for a meeting, trade show or breakout. Labour charges will also be incurred to change room setup to a catering function only if the room must be reset as meeting/trade show/breakout again during the same 24 hour period. See [Service & Equipment Rates](#) for applicable charges.

### Outside Supplier Floor Plans

As outlined in the Outside Supplier Agreement (Schedule C of the License Agreement), if using an outside supplier the Client must submit floor plans and production rigging plans to the Event Manager for advance approval. All floor plans must be to scale, include event name, date and location. Entrances and exits must be marked, aisles and aisle widths, AV storage areas (if applicable), food service areas, dimensions of booths/displays staging and other special items must be clearly identified.

### Exhibit Layout Diagrams

Please see [Exhibits & Trade Shows](#) for more information.

### Rigging

Rigging is an exclusive service provided by Encore Canada.

Please see [Audio Visual & Rigging](#) for more information.

## FOOD & BEVERAGE

### Menus & Pricing

Catering is an exclusive service of the Fairmont Empress; [catering menus](#) are available online. A catering representative from the Fairmont Empress will work directly with Clients to coordinate all food and beverage requirements.

### Food & Beverage Sampling

Sampling is generally not permitted. Exceptions may be granted for trade shows or conventions that are directly related to the food & beverage industry. Approval must be received from your Event Manager and the Sample Food and/or Beverage Distribution Request form must be completed.

All sampling is subject to compliance with accepted standards of health and sanitation. It is the responsibility of the Client/exhibitor to comply with all local health and safety regulations. For information on alcohol sampling, see [Liquor Sampling](#).

## HIGH SCHOOL GRADUATIONS

### Cash Food Concessions

Concessions or cash food sales may be arranged through your catering representative at the Fairmont Empress. A minimum sales guarantee will be required.

The Victoria Conference Centre high school graduation policy is part of the License Agreement and must be signed by an authorized representative of the high school. The policy is summarized below:

- Victoria Conference Centre security will be scheduled for the duration of the event to be present at the reception, dinner & dance. The cost will be charged to the Client.
- Dinner & dance events may be scheduled until 12am. In accordance with the Good Neighbour Understanding & City of Victoria noise by-laws, the Victoria Conference Centre reserves the right to adjust the volume of the DJ or band as required.
- No alcohol is to be ordered by, served to, or consumed by any minors on Victoria Conference Centre or the Fairmont Empress property, including the on-site parkade and surrounding gardens.

Non-compliance with the policy, in part or in whole, may result in the Victoria Conference Centre refusing any future booking requests from the school.

## HOUSE LIGHTING & SOUND

### House Lighting

All breakout rooms have individual lighting systems controlled by a programmed keypad or individual dimmer switches. Lighting in prefunction areas is limited to non-dimming single or multi-source lighting systems.

### Carson Hall

Carson Hall or its separate Salons A, B and C, are equipped with a mix of LED ceiling fixtures (RBG and white) and LED white pot lights. These systems are controlled by a touchscreen panel. For customized lighting effects please speak to Encore Canada. A DMX patch fee is applicable if using an outside AV supplier for custom lighting effects.

### Lecture Theatre

The Lecture Theatre is equipped with a multi-function, programmable keypad for house lighting. Standard stage wash is available through your Event Manager, charges apply. All additional stage lighting is supplied by Encore Canada.

### Specialty Lighting

Carson Hall and the Lecture Theatre are designed to accommodate the installation of specialty lighting rigged from the ceiling. Rigging is an exclusive service supplied by Encore Canada.

### House Sound

All function rooms and prefunction areas are equipped with a superior independent sound system. Numerous microphone, line and video input/outputs are located throughout the facility. House sound audio services are provided by Encore Canada.

Outside suppliers will be charged a fee to patch into the in-house sound system. There are no encroachment fees however.

### Technical Assistance

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

When three (3) or more microphones are used in any room an operator is required to monitor and adjust the sound system levels. Encore Canada can provide an operator, charges apply.

## HOUSEKEEPING, GARBAGE REMOVAL & RECYCLING

No microphone or any other equipment may be taped, fastened to, or placed on any equipment supplied by Encore Canada.

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

Unscheduled requests for assistance outside of regular business hours (8:00am-5:00pm, Monday-Friday) will incur a minimum four (4) hours labour charge.

All service requirements must be requested two (2) weeks prior to the event detailing when Encore Canada's staff is required to be on-site, and they reserve the right to determine the number of staff required to execute any requests not related to services contracted through them.

Housekeeping will ensure that all public areas and washrooms are cleaned and maintained throughout your event. [NanoSeptic® Continuously Self-Cleaning Surfaces](#) are used on high touch surfaces to work 24/7 continually oxidizing organic compounds.

Please inform your Event Manager a minimum of one (1) month in advance if you require additional or continuous cleaning services. Additional charges may apply depending upon the extent of your requirements.

### **Trade Show / Exhibit Area Cleaning Services**

Daily aisle cleaning and removal of refuse from the show area prior to the scheduled start of the event and at the end of each event day is included. Please follow these guidelines:

- Prior to the start of the trade show, all waste materials are to be placed in plastic bags inside the large waste containers provided.
- All cardboard boxes are to be broken down and placed in front of the booth.

Housekeeping will not provide cleaning services inside the exhibitors' booths, including individual booth garbage and recycling pick up. Exhibitors must order booth cleaning services prior to the event with In-House Display Services, this is an exclusive service.

Post-show cleanup will be assessed following the move-out; extraordinary cleaning (including the cost of removal of pallets, refuse or recyclable items) will be billed for.

### **Garbage Removal**

The Victoria Conference Centre requests assistance in identifying events which are likely to produce extraordinary cleaning requirements. Exhibitions involving food & beverage samples or theme events using trees, bark mulch or plants are examples. Your Event Manager will assess your event's cleaning needs and advise you of applicable charges for event cleanup.

Housekeeping provides complimentary refuse removal as follows:

- Large garbage containers placed during setup/move-in and tear-down/move-out for trade shows; removed during show time.
- Large garbage bins installed during trade shows and monitored throughout event.

### **Recycling**

The Victoria Conference Centre recycles cardboard, aluminum, plastics, glass, paper, newsprint, organics, batteries and printer cartridges. A recycling fee will be charged if there is excessive debris removed during an event or during move-in/out of an event or trade show. Pallets will be recycled for a fee of \$10 each.



## INTERNET & COMMUNICATIONS

### Internet

Wired and wireless internet is available in all function spaces. These services are provided exclusively by Encore Canada. **Wireless routers are not permitted without approval from Encore Canada, service fees may apply.**

Wireless internet can also be ordered onsite via the automated high speed wireless network using a credit card, with no need to book in advance. Each wireless connection is charged per day. All one-day connections expire at midnight of the day ordered; multi-day connections expire at midnight of the last day ordered.

Please note that Victoria Conference Centre wireless internet operates independently of the Fairmont Empress; access codes granted on their premises will not work at the Victoria Conference Centre.

### Telephone and Fax Lines

Telephones and telephone lines may be installed to any function area. The installation of these lines will be billed to the Client. A specific telephone number for each service will be assigned, complete with long distance access and voicemail, as required. Clients are free to publish their assigned telephone number provided they specify that it is an on-site telephone number available during the contracted event times only.

Polycom telephones may be ordered directly from Encore Canada.

The Victoria Conference Centre's main switchboard telephone number may not be published as an official show or conference number.

### House Telephones

Each function room is equipped with a house telephone capable of contacting all Victoria Conference Centre extensions. Outside calls cannot be made from these house telephones.

## INVOICE/ ACCOUNTING

Accounting for all events is processed by the Victoria Conference Centre Administration Office.

Final event billing to the Client, which includes the charges from Victoria Conference Centre service suppliers, is normally completed within ten (10) business days following the end of an event. The net balance is due thirty (30) days after receipt of the final invoice.

For some single day events, service orders and event billing will be projected and all anticipated costs will be requested prior to the event. Please contact your Event Manager for more information.

## KEYS & ACCESS FOBs

Keys and access fobs for function rooms are available on a sign-out basis. Clients will be required to sign a waiver form when issued room keys or fobs. Replacement fees apply for lost keys and access fobs.

A maximum of three (3) access fobs are available for the following rooms:

- Meeting Planner's Office (Level 1 in Registration Area)
- Victoria Room (Level 1)
- West Coast (Level 1)

All other meeting rooms are accessible with hard keys, up to a maximum of 3 keys per room.

## LOADING FACILITIES

The loading dock is located in the rear service yard, at the northwest corner of the Victoria Conference Centre and accessed via Humboldt Street ([load-in map](#)).

Access to the rear service yard is available between 7:00am - 7:30pm daily. For load-in/out(s) between 6:00am - 7:00am and 7:30pm - 11:00pm advance arrangements must be made with your Event Manager. There is no access between 11:00pm - 6:00am. Use of the loading dock must be arranged through an Event Manager

### Loading Bays

The covered loading dock has two loading bays equipped with hydraulic levelers. Each loading bay can accommodate a semi-trailer rig with a maximum vehicle/trailer height of 4.0m (13'4") and 16m (53') in length. Use of the loading dock must be arranged through your Event Manager

### Ground Loading Area

A third uncovered loading bay is available in the rear service yard next to the drive-in entrance to Carson Hall. The loading access to this additional loading bay is not level (9% grade), but is suitable for manual off-loading.

Level off-loading by forklift from a semi-trailer is available from one parking spot in the loading yard. Advance arrangements must be made to use this space. Please also note the Victoria Conference Centre does not own a forklift. Due to the limited amount of space in the rear service yard, **Clients with large numbers of exhibitors are strongly encouraged to schedule staggered move-in and move-out times for their exhibitors.** No unauthorized vehicles may remain in the rear service yard after the scheduled move-in or move-out period.

The City of Victoria has an Idling Control Bylaw. Trucks are asked to turn off their engines while in the loading dock and service yard.

### Freight Elevators

Access to the freight elevators is via the loading dock at the NW corner of the Victoria Conference Centre.

This elevator provides access to Level 1. Freight elevator dimensions are:

- Freight elevator door size is 5' W x 7' H
- Floor dimensions 10' L x 7' W x 7' H
- Maximum load capacity is 5,004 lb (2,270 kg)

## LOST AND FOUND

Lost and found items will be recorded and held for a period of ninety (90) days in the Client Services Department. Enquiries regarding lost and found items may be addressed to the Victoria Conference Centre Reception Desk by calling 250.361.1000 Monday through Friday 8:30am to 4:30pm.

## MATERIAL MOVING EQUIPMENT

Equipment available includes:

- Hand pallet jack
- Electric pallet jack
- Platform man lift (scissor lift) - load capacity 500 lb., operated exclusively by Encore Canada
- Dollies and carts of varying size

Arrangements for equipment and operators must be made through your Event Manager. Labour charges for services rendered will be applied to the final invoice for your event.

## NOISE BYLAW

The Victoria Conference Centre reserves the right to reduce the volume of amplified speech, live band or DJ music at any time during an event in keeping with the City of Victoria Noise Bylaw (Bylaw No. 03-12) which states that it is prohibited to allow noise from an amplified source to exceed the limit of 70 dBC during the daytime and 65 dBC during the nighttime.

Daytime under the Bylaw is defined as 7:00am to 10:00pm Monday- Saturday, and 10:00am to 10:00pm on Sundays and holidays.

Motorized vehicles left idling for more than three (3) minutes in one place are in contravention of the Noise Bylaw & Idling Control Bylaw, therefore exhibitors and show managers are asked to turn truck engines off while parked for loading and unloading in designated areas of the Victoria Conference Centre.

The Victoria Conference Centre does not accept responsibility for fines incurred as a result of contravention of the City of Victoria Noise Bylaw. Please ask your Event Manager should you have questions pertaining to the Noise Bylaw as it may apply to your event.

## PARKING

### **Parkade**

Robbins Parking Service Ltd. operates the Victoria Conference Centre parkade. There are 304 parking spaces on two underground levels; vehicle height restriction is 6'2".

Location: 720 Douglas Street. Access is via both elevator & stairs from Levels 1 & 2 of the Victoria Conference Centre & Fairmont Empress

Hours: 6:00am – 12:00am, Sunday – Saturday.  
Vehicles may be left overnight; after hours vehicle exit only, no re-entry

Please contact your Event Manager on how to arrange for daily parking charges to your master account. Please refer to [Service & Equipment Rates](#) for hourly & daily parking rates.

### **Off-site Large Truck and Bus Parking**

Temporary parking for buses only during passenger drop off and pick up is available in the Douglas Street layby. Long-term off-site bus and truck parking is available in the Robbins parking lot at Ogden Point, located at 95 Dallas Road. Buses and oversized trucks are welcome to use as many parking spots as necessary and will be required to pay accordingly.

### **Rear Service Yard Parking**

Due to limited space, the Victoria Conference Centre 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.

### **Layby Parking**

The layby south of the Courtyard is available to Clients and suppliers for temporary parking during load-in and load-out only. Arrangements must be made in advance with your Event Manager.

### **Additional Parking**

Metered parking spaces are available along Douglas and Humboldt Streets. Visit the [City of Victoria](#) or [Robbins Parking](#) websites to find additional parking facilities.

## PUBLIC ADDRESS SYSTEM

The Victoria Conference Centre is equipped with a public address system permanently situated in the Client Services Office on Level 1. The system is set to cover prefunction areas on both levels, the Totem Prefunction and the Courtyard. Clients are welcome to use this system with advance notice to your Event Manager. Client Services will also perform scheduled messages at the Client's request.

## REGISTRATION AREAS

The Victoria Conference Centre is equipped with a permanent registration area located on Level 1. The registration area is a movable, 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 with access to local telephone calls and banner track for the hanging of banners and signs above and behind the registration desk. The Registration Area may be booked through your Event Manager, charges apply.

There is a secure room (Meeting Planner's Office) behind the Registration Area overlooking the interior of the Lecture Theatre.

Temporary registration locations may be set up throughout the building using Victoria Conference Centre kiosks in combination with 6' or 8' draped tables. Please ask your Event Manager for more details about this alternative registration setup.

## SIGNAGE & BANNERS

### Event Signage

Signage designating the event name and location is displayed on two (2) Level 1 main sign boards. This is provided complimentary and prepared by the Client Services Department. Logos may be included, please provide a copy to your Event Manager.

Individual meeting room, privacy and directional signage is also available upon request, please speak with your Event Manager.

Client supplied signs, banners, posters, etc., must be removed by the end of the contracted rental period. All materials not removed in the time specified by the contract will be removed by the Victoria Conference Centre at the expense of the Client.

The Client will remove all signs, posters and tape that the Victoria Conference Centre finds objectionable, or which may have been placed on non-approved locations.

### Digital Signage

The Victoria Conference Centre operates a digital display program which can display a standard schedule of events or formatted PowerPoint presentations designed to showcase photo galleries and sponsor logos, etc. PowerPoint presentations may be programmed to show at specific times of the day on the various monitors throughout the main building.

The monitors are located as follows:

- Two monitors on Level 1 in the Registration Area
- One monitor on each stairwell leading to Level 2
- Two monitors in Prefunction 2A in front of Carson Hall
- Two monitors in Prefunction 2B in front of Balcony

PowerPoint presentations will be set by Encore Canada and must be received a minimum of 72 hours prior to the event start date to allow for programming, charges apply. The Victoria Conference Centre does not format individual presentations.

### Podium Signs

Dimensions of the Victoria Conference Centre podiums for Client signage purposes are:

- Standard podium, 20" W x 23' L (*bottom of VCC logo plate*)
- Lecture Theatre/ VIP podium, 18.25" W x 40.25" L (*full front podium coverage*)

Only approved [adhesives](#) may be used to affix signage to the podiums.

Please contact your Event Manager for more information or photos of podiums.

### Banners

Banner tracks may be found in the following locations:

- Registration Area, back wall and above desk (25' L x 3' W)
- Lecture Theatre, above the stage (24' L x 15' W)
- Lecture Theatre, below translation booth (20' L x 5' W)
- Prefunction 2A, above monitors on both sides (6' L x 5' W)
- Prefunction 2A, alcove entry (21' L x 2' W)
- Elevator Shafts facing totem (23' L x 44" W) and facing PF2A (10' L x 44" W)

The rigging of banners is an exclusive service of Encore Canada. This includes banners to be hung behind stages. Advance notice is required, please include the number of banners, size, weight, intended location and banner material when submitting requests.

The City of Victoria bylaw prohibits the display of banners on the exterior Douglas or Humboldt St. facades.

## SIMULTANEOUS INTERPRETATION

Carson Hall is equipped with three permanent interpretation booths located above the Salon B alcove overlooking the east wall.

The Lecture Theatre is equipped with one (1) permanent interpretation booth located behind the last row of seats overlooking the theatre and stage.

Portable translation booths may also be set in various function spaces.

Arrangements for use of these facilities or enquiries regarding equipment rentals should be made directly with Encore Canada a minimum of 30 days prior to the event start date.

## SOCAN & RE:SOUND FEES (ENTANDEM)

Entandem - A Re:Sound and SOCAN Company charge a license fee for events with live or recorded music. The fees are based on maximum room capacity and not on the number of delegates attending the event.

<b>Room Capacity</b>	<b>With dancing</b>	<b>Room Capacity</b>	<b>Without dancing</b>
1-100 guests	\$ 62.64	1-100 guests	\$ 31.31
101-300 guests	\$ 90.12	101-300 guests	\$ 45.02
301-500 guests	\$ 187.91	301-500 guests	\$ 93.86
500+ guests	\$ 266.21	500+ guests	\$ 133.11

Additional [labour fees](#) will apply for events scheduled on statutory holidays for Client Services, Fairmont Empress banquet staff, Housekeeping, Security and Encore Canada:

## STATUTORY HOLIDAYS

New Years Day	January 1 <sup>st</sup>
Family Day	3 <sup>rd</sup> Monday in February
Good Friday	Friday before Easter Sunday
Easter Monday	Monday after Easter Sunday
Victoria Day	Monday before May 25 <sup>th</sup>
Canada Day	July 1 <sup>st</sup>
BC Day	1 <sup>st</sup> Monday in August
Labour Day	1 <sup>st</sup> Monday in September
National Day for Truth & Reconciliation	September 30 <sup>th</sup>
Thanksgiving Day	2 <sup>nd</sup> Monday in October
Remembrance Day	November 11 <sup>th</sup>
Christmas Day	December 25 <sup>th</sup>
Boxing Day	December 26 <sup>th</sup>

The Victoria Conference Centre is closed for business and, therefore, does not accept bookings between December 24<sup>th</sup> and January 1<sup>st</sup> each year.

## STORAGE

The Victoria Conference Centre is limited to one secure storage room for Client materials. Storage of registration materials for conferences is the only type of event-related material which will be received and stored in advance of an event. There are no other storage areas on-site. Clients are welcome to rent function space to be designated as storage for the duration of the event; please contact your Event Manager.

**The Victoria Conference Centre does not accept advance freight shipments for exhibitors or sponsors.** Deliveries attempted outside the scheduled move-in time for the trade show or exhibit will be redirected to Global Convention Services. Show managers are responsible for sharing this information with exhibitors.

## TEMPERATURE

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.

## TOURISM INFORMATION

[Destination Greater Victoria](#) and the [Greater Victoria Chamber of Commerce](#) can provide information regarding local services, tourist attractions, transportation and businesses in the Greater Victoria area.

## TRANSPORTATION

Please visit the [Destination Greater Victoria Transportation](#) page for information.

## VEHICLE DISPLAYS

Vehicles such as cars, vans, tractors, etc. may be exhibited in Carson Hall and Level 2 prefunction areas. Clients must follow these guidelines when bringing a vehicle into the Victoria Conference Centre:

- Maximum gross vehicular weight in Carson Hall cannot exceed 18,000 kg
- Gasoline-powered equipment is restricted to ¼ tank of fuel
- Gasoline cap locked or taped shut
- Vehicles with studded tires are not permitted
- Vehicle completely cleaned, including the undercarriage
- Drip pans placed under the vehicle
- Mats placed under each tire
- Car engines are not permitted to run once parked inside
- Keys will be held by the Client Services Department while the vehicle is on display

### **Vehicle Access**

Vehicle access to Carson Hall is located at the northeast corner of Salon C via the rear loading area; doors measure 9'6" H x 9'5" W. This access point enters at floor level and no special vehicle ramps are required.

Should you wish to display vehicles at your event, a minimum of 30 days' notice is required and can be arranged through your Event Manager.

## **VIDEOGRAPHY REPRODUCTION & PHOTOGRAPHY**

The rights to any and all audio-visual broadcast, transmission, reproduction or recording of an event are the exclusive property of the Victoria Conference Centre. The Victoria Conference Centre reserves the right to take videotape recordings of the event for its own records and promotion purposes. The Victoria Conference Centre retains the right to take photographs of any event for its own records and for marketing purposes.

# SAFETY AND SECURITY

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## COMPRESSED GAS CYLINDERS

Compressed gas cylinders are permitted in the Victoria Conference Centre subject to authorization and must be kept secured and upright at all times.

There is no volume or size restriction on cylinders containing inert gas such as helium.

Flammable gases such as propane, acetylene or oxygen are restricted to a five (5)lbs cylinder, and a flow restriction valve must be used on all propane tanks. The equipment and its operation must be safety certified by the City of Victoria Fire Department and the BC Safety Authority.

### **Victoria Fire Department**

250.920.3350

### **BC Safety Authority**

1.866.566.7233

## ELECTRICAL CABLES

All cables (electrical or control cables) which pass through a function area on the floor must be securely taped to the floor or placed in cable conduits. All cables which cross a fire exit or service entrance must be placed in cable conduits or in a bridging system.

Cable troughs are mounted above the doors in Carson Hall and may be used to drape cabling overhead rather than across the floor.

A representative of the Victoria Conference Centre will instruct those responsible for securing the cables as to the appropriate methods to be used. The Victoria Conference Centre owns a limited number of cable conduits and the Client is asked to provide their own where possible as required.

## EMERGENCY PREPAREDNESS

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 operations procedures and plans designed to ensure a hazard-free environment and a proactive response to emergencies.

The Victoria Conference Centre has implemented an Emergency Management Strategy program to ensure safe work practices within the building. This program includes:

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

### **First Aid**

The Client Services Department, Facility Operations and security personnel are trained in Occupational First Aid.

The Client Services Department will respond to the situation and coordinate with emergency personnel as necessary. It is not possible to dial 911 from any house phone. In the event of an emergency Clients are asked to immediately contact the Client Services Department.

### **First Aid Stations**

The Victoria Conference Centre has first aid cabinets located on Levels 1 and 2. Each station contains a defibrillator, portable oxygen tank and a first aid response kit.

### **Training**

All staff are trained in fire safety and evacuation procedures. Every Victoria Conference Centre staff member is familiar with the building fire annunciator panel which indicates the location of trouble spot(s) within the building. Personnel on duty have been designated a specific role to fill in the event of an emergency. Staff work closely with on-site security who are also fully trained for all types of emergencies.



## EMERGENCY PREPAREDNESS CONTINUED

### **Building Safety Features**

- Designated fire exits
- Annunciator panel
- Heat detectors
- Smoke detectors
- Portable fire extinguishers
- Two-stage fire alarm system with strobe light
- Smoke evacuation system in lobby areas
- Sprinkler system located throughout building and parkade

### **Delegate Emergency Preparedness Information**

#### **Earthquake**

- Drop, cover, hold: take cover under a table or similar shelter. Protect your head and neck and hold to your cover during shaking.
- Face away from windows and get away from their proximity.
- Move away from objects that might fall on you.
- Stay where you are – do not run outside. Falling debris may cause injury.
- If outdoors, remain in an open area. Do not approach or enter a building, as falling debris may cause injury.

#### **Fire**

- Take note of fire exits – these will be marked by a red EXIT sign.
- Follow instructions as directed by a member of the Victoria Conference Centre staff or a uniformed security guard. You will be directed to the nearest exit. Remain calm.
- Remain outside until you are instructed to return. Assemble in a designated muster station as directed by Victoria Conference Centre staff.
- The Fire Department will respond immediately.
- If your clothing should catch fire: STOP...DROP...ROLL.

#### **Bomb Threat**

- A member of the Victoria Conference Centre staff or a uniformed security guard will direct you to the nearest exit. Remain calm.
- Remain outside until you are instructed to return. Assemble as directed by a Victoria Conference Centre staff in the designated muster station.

#### **Evacuation**

Evacuation maps with the nearest exit are posted on the inside of all function room doors. Printed and electronic copies of evacuation routes for Level 1 and Level 2 are available upon request from your Event Manager.

The following guidelines and requirements have been put in place to ensure that no exhibit, trade show or conference setup shall interfere with fire safety regulations as set forth by local, provincial and federal authority. All floor plans must be approved by your Event Manager prior to setup.

The Victoria Fire Department or the Victoria Conference Centre may deem that an event or event component contravenes the following requirements or poses a risk to public safety. The Client, Event Manager or the exhibitor shall comply with an order of the Victoria Fire Department, and, if deemed necessary, will cease operations.

#### **Exhibits/Displays**

- No portion of an event setup or display shall obstruct any exit aisle or fire exit doorway.
- No dead-end corridors in exhibit setups are permitted. Aisle widths must be a minimum of 6' for trade shows and 8' for public shows.

## FIRE SAFETY REGULATIONS

## FIRE SAFETY REGULATIONS CONTINUED

- No fire hose standpipe located within an event space shall be obstructed. It is the responsibility of the Client and the exhibitor to ensure that no display, exhibit or setup shall inhibit access to such equipment.
- No outdoor displays or event setups shall restrict access to, or obstruct from view, a fire hydrant or Fire Department connection.
- Any event or exhibit that may pose a hazard by the storage or use of their display or exhibit must be accompanied by a portable fire extinguisher with a minimum rating of 2 A 20 BC.
- An automatic fire extinguishing system is required for multi-level exhibit booths or displays with multiple rooms and ceilings, or those over 21 m<sup>2</sup> (225 ft<sup>2</sup>).
- All electrical appliances, electrical cords and electrical connections shall comply with the BC Electrical Code and be CSA approved.

### **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.

### **Decorations**

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 / foliage, etc.
- Paper, cardboard or compressed paperboard
- Plastic materials, textiles, decorative table covers or bunting
- Other materials used for festive decorations
- Wallpaper is permissible if properly pasted to an exhibitor's walls or wallboard

The use of the following materials indoors is prohibited:

- Straw and hay
- Acetate fabrics
- Corrugated paper, paper-backed foil
- Combustible material used for covering or skirting tables
- Styrofoam constructed booths

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

### **Open Flame**

- Burning of incense and sweet grass may interfere with the fire protection system. Contact your Event Manager for advanced approval.
- The use of open flame, including candles, lamps and torches is prohibited except under the following guidelines:
  - Candles in hurricane lamps are permitted while the flame is contained within the glass chimney.

### **Pyrotechnics**

Indoor special effects are not permitted.

## GLOBALLY HARMONIZED SYSTEM

### **Globally Harmonized System (GHS)**

All GHS controlled products must be properly labeled and contain their Safety Data Sheets.

## INSURANCE & INDEMNITY

### **Public Liability Insurance & Indemnity**

As per Victoria Conference Centre License Agreement Clause #5:

During its events at the facility:

- The Client will at its expense maintain public liability insurance that covers the Client's use of the Facility and has a limit for liability of not less than \$5 Million each accident or occurrence and the Victoria Conference Centre will be listed as an additional insured on the policy.
- Where alcohol is served the client must be required to show evidence of insurance where either:
  - There is no host liquor liability exclusion; or
  - Host liquor liability insurance is specifically included.
- Clients that rely upon a specific Special Event liability policy, such as non-profit organizations or associations, the coverage must include host liquor liability.
- The Client will give a copy of the completed certificate of insurance to the Victoria Conference Centre prior to the Client's use of the Facility.

The Client shall indemnify the VCC and its officers, employees and agents for all claims, liabilities, expenses and losses resulting from or arising out of the Client's use of the Facility except those resulting from the sole negligence of a person for whom the VCC is legally responsible.

The Client shall require and ensure that each Exhibitor maintain liability insurance comparable to that required above. Show Management to confirm insurance coverage for exhibitors.

The Client must provide the Victoria Conference Centre with evidence of all required insurance by means of a completed Certificate of Insurance prior to the Client's use of the facility.

The Client shall pay all cost 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.

### **Host Liquor Liability Coverage**

Proof of Host Liquor Liability Coverage is required for all functions that have alcohol served, whether a cash or host bar. Where alcohol is served the client is required to show evidence of insurance where either:

- There is no host liquor liability exclusion; or
- Host liquor liability insurance is specifically included.

Client's obtaining a specific Special Event liability policy, such as a non-profit organization or association must have coverage that includes host liquor liability.

### **Exhibitors**

The client is responsible for obtaining exhibitors certificate(s) of insurance.

### **Outsider Suppliers/ Contractors**

Outside suppliers must possess a minimum of \$5 million liability insurance. All suppliers/ contractors are asked to provide copies of their general liability and workers compensation certificate.

### **Personal Insurance**

Clients and show managers whose functions include a trade show or exhibit component are encouraged to acquire personal insurance to cover damage to or theft of personal property. The Victoria Conference Centre is not responsible for materials or items left unattended, including but not limited to, personal items and trade show/exhibit materials.

### Event Cancellation Insurance

The Client is responsible for obtaining event cancellation insurance. Your Event Manager can provide contact information for an insurance supplier if required.

## POLICE ESCORT & SPECIAL EVENTS PERMIT

Anyone planning an event on City property including streets, sidewalks and other public space is required to obtain a Special Events permit for the event. A [Special Events Permit](#) may be obtained through the City of Victoria Arts & Culture office.

Please provide as much notice as possible should you anticipate the need for police escort (example, a march from the Victoria Conference Centre to the Legislature).

## SECURITY

Building, event and exhibit move-in/out security for the Victoria Conference Centre is provided exclusively by Paladin Security. Your Event Manager retains the right to hire, at the Client's expense, security personnel, including City of Victoria Police, where deemed necessary.

Security will be visible to Clients.

Examples of such situations may include, but are not limited to:

- Requirements related to safety
- Security to monitor trade show/exhibit move-in/out
- Security to monitor public or special events
- Events where anticipated attendance is greater than 400 delegates

See [Exhibit Move-in/Out Security](#) for more information on exhibit security requirements.

Security is hired based on a minimum of four (4) hours and are scheduled to start 30 minutes before and end 30 minutes after the anticipated event hours. Your Event Manager will arrange this service and the cost will be billed to the Client.

Please communicate your security requirements to your Event Manager a minimum of one month prior to the event start date.

## SECURITY PASSES

Your Event Manager may require 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 your Event Manager in advance of the event.

## SMOKING

Capital Regional District Bylaw No. 3962 ([Clean Air Bylaw](#)) prohibits burning or vaping of any substance, including cannabis, in public areas and in the workplace. This means that smoking is not permitted in the Victoria Conference Centre.

The use of e-cigarettes and vapourizers are also prohibited in all non-smoking areas.

There is a designated outdoor smoking area in the south end of the main building's courtyard.

## WEAPONS

Attendees, exhibitors and staff must comply with all federal, provincial and local laws and regulations regarding weapons, imitation weapons and props, as well as their usage.

# THE RESPONSIBLE SERVICE OF ALCOHOL

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## GUIDELINES FOR THE RESPONSIBLE SERVICE OF ALCOHOL

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

The service and consumption of alcoholic beverages is restricted to the contracted event area and during those times as outlined and agreed upon by the Event Manager and show manager.

### **Event History**

Please share information regarding your past events with your Event Manager. Include specifics where possible regarding patterns of beverage consumption (amount, estimated times, location, etc.). This will allow the catering department to plan inventory and staffing to best serve your guests.

### **Event Planning**

The Victoria Conference Centre liquor license 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 scheduled times of the event. For safety reasons, alcohol consumption is not permitted during setup, move-in or move-out times.

The Victoria Conference Centre's exclusive service provider, the Fairmont Empress, will provide beverage service for all functions held on-site. It is not permissible to purchase alcohol off premises to bring into the facility. Home-brewed products are not permitted to be served; all products must be approved by the LCRB.

### **Guests**

If, upon arrival, a guest appears to already be under the influence of alcohol, the Client Services Department 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 denied access to the event, the Victoria Conference Centre requires your active support in this decision and your confirmation that they have a safe means of returning to their residence.

### **Minors**

The legal age for alcohol consumption is 19 years in British Columbia. It is against the law to sell, serve or supply liquor to a minor. The British Columbia liquor law requires that we ask anyone ordering a drink that appears to be under the age of 25 for two pieces of government-issued identification. If the person cannot produce identification as requested they will not be served alcohol.

We request your assistance in ensuring that guests who are of legal drinking age do not supply alcoholic beverages to minors.

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

### **Prevention of Over-Service of Alcohol**

The Client Services Department and Fairmont Empress catering staff have Serving It Right Certificates. The Serving It Right program was developed by the Provincial Government and is a mandatory requirement for servers involved with the service of alcohol. This certification is designed to encourage a responsible, caring and professional approach by licensees and servers to the service of alcohol.

Your assistance is required, we ask you to limit the number of hosted alcoholic beverages by limiting host bar hours of service, by providing a limited number of host drink tickets to guests and through the encouragement to consume non-alcoholic beverages by hosting or subsidizing the cost of non-alcoholic beverages.

### **Safe and Responsible Transportation**

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.

## **LIQUOR LICENSE**

The facility operates under its own Liquor Primary Liquor License, issued by the [British Columbia Liquor and Cannabis Regulation Branch \(LCRB\)](#) and is subject to the regulations set out by the LCRB.

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

Liquor service under the Victoria Conference Centre Liquor License is an exclusive service of the Fairmont Empress. Please contact your catering representative with questions relating to the service of alcohol at your event.

### **Hours of Service**

Hours of service in the Victoria Conference Centre main building are between 9:00 am and 2:00 am (the following day) Monday to Saturday, and between 9:00 am and 12:00 am on Sunday.

### **Liquor Special Event Permit**

A Client is required to apply for a Liquor Special Event Permit (SEP) for a liquor function where the liquor has not been purchased and will not be distributed by the Fairmont Empress.

Approval of your Event Manager and your Fairmont Empress catering representative must first be obtained, and the Victoria Conference Centre Liquor License temporarily suspended, prior to obtaining a SEP. Once approved, your Event Manager will require a minimum of 30 days notice to have the Victoria Conference Centre's Liquor License suspended. A \$150 government de-licensing fee will apply.

Examples of events requiring a SEP are: wine and beer festivals, trade shows where liquor is distributed by vendors and wine tastings where the Client provides the liquor.

For regulations and information on how to obtain an SEP please visit:

<https://www2.gov.bc.ca/gov/content/employment-business/business/liquor-regulation-licensing/liquor-licences-permits/applying-for-a-liquor-licence-or-permit/special-event-liquor-permit>

### **Liquor Charitable Auction Permit**

The Liquor Control and Licensing Regulation allows non-profit organizations (whether incorporated or unincorporated) or their representatives to auction liquor to raise funds for charitable purposes.

For terms and conditions and further information please visit:

[Apply for a Liquor Charitable Auction permit - Province of British Columbia \(gov.bc.ca\)](#)

## LIQUOR SAMPLING

Once the Client has completed the *Sample Food and/or Beverage Distribution Authorization Request*, and only after it has been approved by your Event Manager, Show Management may offer sampling under its own SEP.

The Client will be asked to submit an operation plan to ensure that all sampling activities are in accordance with Victoria Conference Centre policies and in compliance with regulations set forth by the Liquor & Cannabis Regulation Branch of BC (LCRB).

Sample sizes must be limited to:

- 1/2 ounce for liquors or liqueurs
- 2 ounces for wine
- 4 ounces for beer, cider or coolers

If samples are sold, prices must be adjusted based on the liquor price schedule as set forth by the LCRB. Please refer to the SEP Terms and Conditions Handbook, a copy of which may be found online at: [Apply for a Special Event Permit - Province of British Columbia \(gov.bc.ca\)](https://www2.gov.bc.ca/gov/content/industry/liquor_cannabis_regulation_branch/apply_for_a_special_event_permit)

**Under the SEP, the Client will bear all liability and the Victoria Conference Centre exclusive caterer will not be permitted to serve alcoholic beverages during the event.**

The following Victoria Conference Centre regulations apply to all liquor sampling events:

- SEP must be posted in a visible area for the duration of the event.
- All staff serving alcohol must have a Serving it Right certificate on their person at all times.
- Proof of Host Liquor Liability Insurance required.
- Event advertising must not indicate alcohol will be served; all advertising must be approved by your Event Manager prior to publishing.
- Ticket sales must be made in advance of show date; no ticket sales at the door.
- Maximum number of admissions is dependent upon available floor area. Show managers note that booths and/or displays will reduce available floor area.
- Additional Victoria Conference Centre security and housekeeping service will be required and charged to the Client.

For more information please contact the LCRB office in Victoria at (250) 952-5787.

# CANNABIS

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## GUIDELINES

The Victoria Conference Centre is subject to federal, provincial and municipal laws and regulations regarding the display, marketing and promotion of cannabis products and accessories within the facility. Policies outlined in this document are subject to change as laws and regulations further develop.

Exhibitors who wish to market or promote cannabis products and accessories must comply at all times with all applicable laws, regulations and policies. Exhibitors are solely responsible to be fully aware of, and ensure their own compliance with, all applicable laws, regulations and policies relating to the marketing and promotion of cannabis products and accessories. The Victoria Conference Centre is not responsible in any way for advising exhibitors with respect to their obligations under applicable laws or regulations, or ensuring exhibitor compliance with their respective obligations under applicable laws or regulations.

Capital Regional District Bylaw No. 3962 ([Clean Air Bylaw](#)) prohibits burning or vaporizing of any substance, including cannabis, in public areas and in the workplace. This means that smoking is not permitted in the Victoria Conference Centre.

The use of e-cigarettes and vapourizers are also prohibited in all non-smoking areas.

## CANNABIS MARKETING & PROMOTIONS

It is illegal to display, sell or supply cannabis products or accessories to any person under the age of 19.

Exhibitors are not permitted to display, sell or supply cannabis products containing THC or CBD to attendees or guests at the Victoria Conference Centre.

All cannabis promotion must follow the:

- [Cannabis Control and Licensing Act](#)
- [Cannabis Control Regulation](#)
- [Cannabis Promotion Prohibitions](#)

The federal [Cannabis Act](#) and [Cannabis Regulations](#) have strict rules around promotions and advertising of cannabis, cannabis accessories and services related to cannabis.

The provincial [Cannabis Control and Licensing Act](#) regulates who may promote cannabis to sell it. Only people who have a marketing license or retail store license can promote and sell cannabis to adults age 19 and over in B.C.



# FUNCTION SPACE

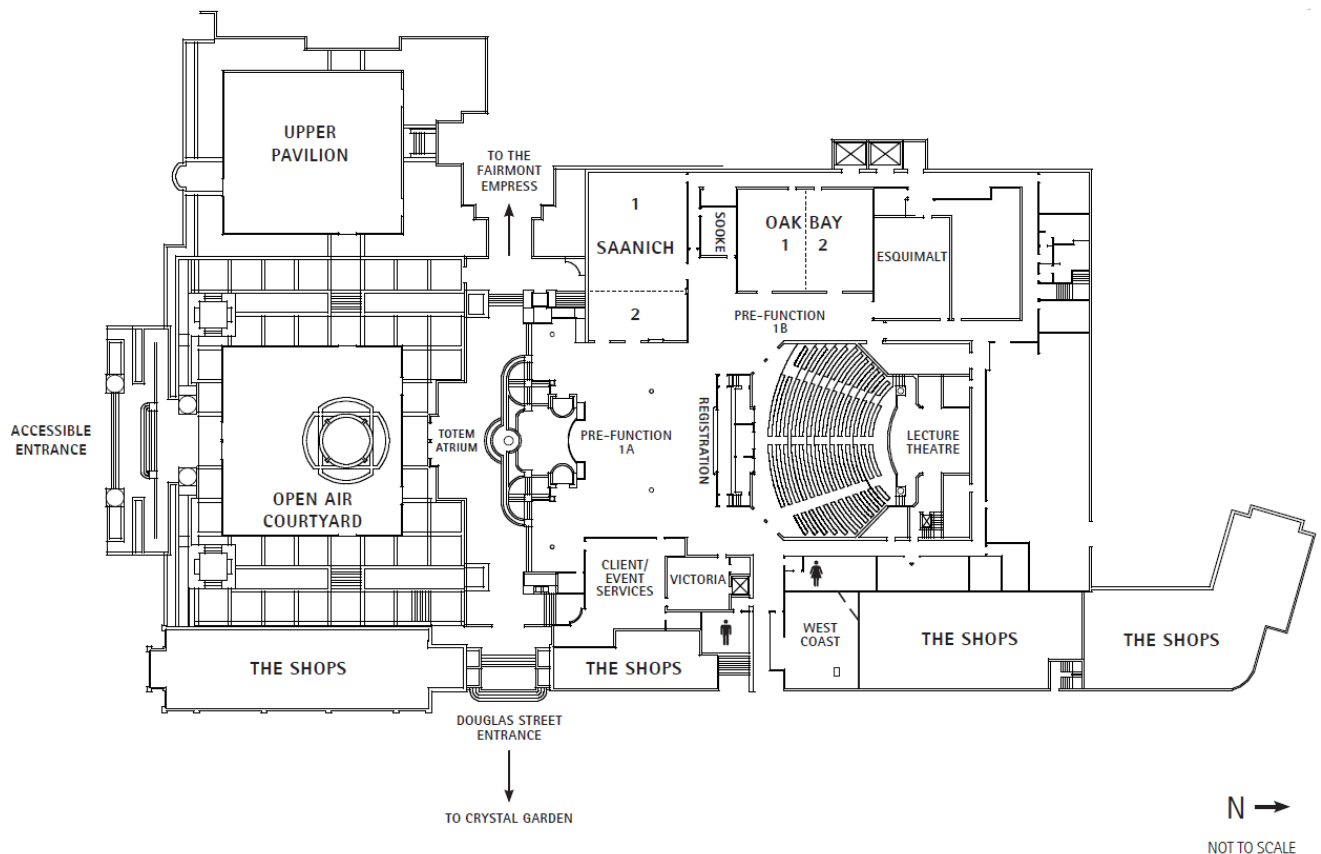
This is an overview of function space on each level of the Victoria Conference Centre. Information contained herein includes floor dimensions, ceiling heights, maximum capacities under various set-up options (as per BC Building Code), maximum floor load capacities, electrical services availability, AV, communications and other special features. For further information please contact your Event Manager.

## LEVEL 1

\*27,500 ft<sup>2</sup> or 2,555 m<sup>2</sup>

Level 1 houses a permanent Registration Desk and Lecture Theatre in addition to flexible prefunction space and eight breakout rooms. Maximum floor load capacity in all function spaces on Level 1 is 610.303 kg/m<sup>2</sup> (125 lb/ft<sup>2</sup>). All breakout rooms have individual lighting systems controlled by either a multi-function programmable keypad or dimmer switches. All meeting rooms are fitted with wall-mounted duplex electrical outlets, communication outlets and floor-mounted electrical and telephone outlets. Each breakout room also contains an AV distribution centre with a full range of outlets.

*\*includes square footage of the Open Air Courtyard and outdoor structure Upper Pavilion*



## PREFUNCTION 1

6,500 ft<sup>2</sup> or 604 m<sup>2</sup>

Elevators to both levels of the underground parkade, as well as Level 2, may be accessed from Prefunction 1A. Washrooms on Level 1 are located in Prefunction 1 behind the Victoria Room.

	DIMENSIONS   AREA			CAPACITY BY SET-UP						
	ft / in	ft <sup>2</sup>	m <sup>2</sup>	Banquet	Reception	10 x 10	10 x 8	8 x 8	Table Tops	Posterboard
Prefunction 1	Ceiling ht. 9'10"	6,500	604	240	400	16	20	26	30	34
Prefunction 1A	Ceiling ht. 9'10"	4,875	453	200	300	12	16	22	24	28
Prefunction 1B	Ceiling ht. 9'10"	1,625	151	40	100	4	4	4	6	6

## REGISTRATION AREA

370 ft<sup>2</sup> or 34 m<sup>2</sup>

The Victoria Conference Centre is equipped with a permanent registration area located in Prefunction 1A. The registration area is a movable, 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 and banner track for the hanging of banners and signs above and behind the registration desk.

## TOTEM PREFUNCTION

2,530 ft<sup>2</sup> or 235m<sup>2</sup>

*Maximum capacity: 250  
Dimensions: 110' x 23'  
(open ceiling to Level 2)*

The Totem area is a beautiful atrium-style corridor which links the Victoria Conference Centre to the historic Fairmont Empress hotel. Featuring totem poles and native art pieces crafted by British Columbia artists, a waterfall and lush indoor greenery, this space creates a warm and inviting atmosphere.

Consumption of alcohol is not permitted in Totem Prefunction, as per the Victoria Conference Centre Liquor License.

## LECTURE THEATRE

3,700 ft<sup>2</sup> or 344 m<sup>2</sup>

*Maximum capacity: 400*

The Lecture Theatre features a built-in AV/translation booth and plush seats for up to 400 delegates, each with its own fold-away writing surface. There is additional space behind the last row of seats to accommodate wheelchairs. Seating in the Lecture Theatre is tiered, which allows delegates an unobstructed view from any seat. House lighting in the Lecture Theatre may be programmed with advance notice.

Theatre stage dimensions are 24' x 24' (576 ft<sup>2</sup> or 54 m<sup>2</sup>), with two dressing rooms and a small storage area located backstage. Backstage load-in access is via a secure parking space on Level 1 of the parkade and available with advance notice. The entrance is 5'10" w x 6'8"h (1.8 m x 2.0 m); maximum vehicle height in the parkade is 1.9 m (6'2").

## ESQUIMALT ROOM

The Esquimalt Room is ideal for breakout sessions or private meetings.

1,064 ft<sup>2</sup> or 99 m<sup>2</sup>

	DIMENSIONS   AREA			CAPACITY BY SET-UP						
	ft / in	ft <sup>2</sup>	m <sup>2</sup>	Theatre	Classroom	Hollow Sq	Banquet	Reception	8 x 10	Table Tops
Esquimalt	38' x 28' x 9'5"	1,064	99	96	60	42	60	110	6	12

## OAK BAY ROOM

The Oak Bay Room features an air wall which may be deployed to create two smaller breakout rooms.

1,850 ft<sup>2</sup> or 172 m<sup>2</sup>

The air wall, when deployed, also acts as a partial sound barrier.

	DIMENSIONS   AREA			CAPACITY BY SET-UP						
	ft / in	ft <sup>2</sup>	m <sup>2</sup>	Theatre	Classroom	Hollow Sq	Banquet	Reception	8 x 10	Table Tops
Oak Bay	50' x 37' x 9'5"	1,850	172	169	96	56	120	200	12	20
Oak Bay 1	37' x 25' x 9'5"	925	86	80	54	36	60	90	6	10
Oak Bay 2	37' x 25' x 9'5"	925	86	80	54	36	60	90	6	10

## SAANICH ROOM

The Saanich Room features an air wall which may be deployed to create two smaller breakout rooms.

2,135 ft<sup>2</sup> or 199 m<sup>2</sup>

The air wall, when deployed, also acts as a partial sound barrier.

	DIMENSIONS   AREA			CAPACITY BY SET-UP						
	ft / in	ft <sup>2</sup>	m <sup>2</sup>	Theatre	Classroom	Hollow Sq	Banquet	Reception	8 x 10	Table Tops
Saanich	61' x 35' x 9'5"	2,135	199	225	132	70	150	225	10	25
Saanich 1	43' x 35' x 9'5"	1,505	140	163	96	54	120	150	7	19
Saanich 2	35' x 18' x 9'5"	630	59	54	36	-	30	65	3	6

## SOOKE ROOM

The Sooke Room is best suited for small meetings with minimal AV. Maximum seating is 10 people with boardroom or banquet round set-up. This room features track lighting and a wall-mounted AV unit containing a white board.

234 ft<sup>2</sup> or 22 m<sup>2</sup>

*Maximum capacity: 10*

*Dimensions: 18' x 13' x 9'5"*

## VICTORIA ROOM

The Victoria Room is equipped with a private washroom and elevator which provides access up to Level 2. This room is located next to the Registration Area, making it an ideal office for meeting planners, for hosting a private reception for up to twenty guests, or for speakers and distinguished delegates to relax during a busy conference schedule.

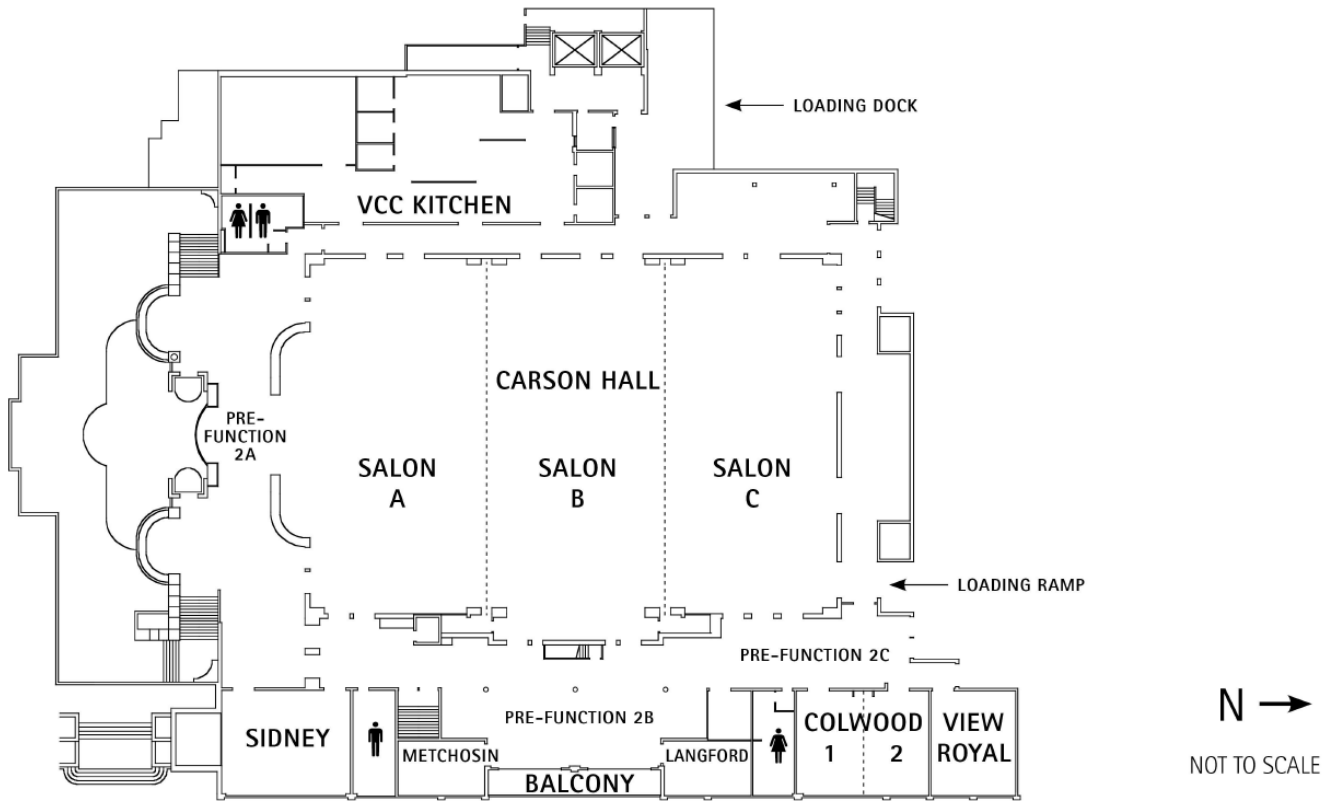
384 ft<sup>2</sup> or 36 m<sup>2</sup>

	DIMENSIONS   AREA			CAPACITY BY SET-UP					
	ft / in	ft <sup>2</sup>	m <sup>2</sup>	Theatre	Classroom	Boardroom	Banquet	Reception	Table Tops
Victoria	24' x 16' x 9'5"	384	36	35	18	20	20	40	5

## LEVEL 2

24,500 ft<sup>2</sup> or 2,276 m<sup>2</sup>

Maximum floor load capacity in all function space on Level 2 is 610.303 kg/m<sup>2</sup> (125 lb/ft<sup>2</sup>). All breakout rooms have floor to ceiling windows, individual lighting systems controlled by either a multi-function programmable keypad or dimmer switches, are fitted with duplex electrical outlets and communication outlets and feature an AV distribution centre with a full range of outlets.



## PREFUNCTION 2

6,800 ft<sup>2</sup> or 640 m<sup>2</sup>

Elevators to both levels of the underground parkade, as well as Level 1, may be accessed from Prefunction 2A. Washrooms on Level 2 are located in Prefunction 2A and 2B/C. The translation booths in Salon B may be accessed by stairs located in Prefunction 2B.

	DIMENSIONS   AREA			CAPACITY BY SET-UP						
	ft / in	ft <sup>2</sup>	m <sup>2</sup>	Banquet	Reception	10 x 10	10 x 8	8 x 8	Table Tops	Poster Board
Prefunction 2		6,880	640	170	800	13	16	17	41	37
Prefunction 2A	Ceiling ht. 9'7"	2,900	269	90	400	7	9	9	18	19
Prefunction 2BC	Ceiling ht. 8'9"	2,800	260	70	400	6	7	8	23	18

## CARSON HALL

14,689 ft<sup>2</sup> or 1,365 m<sup>2</sup>

Carson Hall is the most versatile function space and features two air walls, programmable lighting, three translation booths, rigging points embedded in the ceiling and a series of floor ports.

The floor-to-ceiling air walls create a partial sound barrier when fully deployed, trisecting Carson Hall into Salons A, B and C. WorkSafe BC and Victoria Conference Centre regulations prohibit Clients from operating air walls. Note - 20 minutes are required to open or close each air wall.

Salon A Special Features:

Salon B Special Features:

Salon C Special Features:

Alcove ceiling height: 10'  
Pre2A doors: 21'5"w x 9'5"h

Alcove ceiling height: 10'5"  
3 projection/ translation  
booths

Freight door: 9'6"w x 9'5"h  
*direct loading dock access*

Carson Hall is equipped with a mix of LED (RBG and white) ceiling fixtures and LED white pot lights. These systems may be controlled individually (Salons A, B or C) or as a whole by a touchscreen control panel. The Client Services Department may adjust light levels as requested by Clients. For customized lighting effects please speak to Encore Canada.

Carson Hall is equipped with three permanent translation booths located above the Salon B alcove overlooking the centre east wall. Arrangements for use of these facilities or enquiries regarding equipment rentals should be made directly with the Victoria Conference Centre's in-house AV supplier, Encore Canada.

The distribution system for electricity is supplied from a grid of floor ports and by wall ports. Temporary electricity is available in Carson Hall.

	DIMENSIONS   AREA			CAPACITY BY SET-UP						
	ft / in	ft <sup>2</sup>	m <sup>2</sup>	Theatre	Classroom	Hollow Sq	Banquet	Reception	10 x 10	Table Tops
Carson Hall	145' x 96' x 23'	14,689	1,365	1,500	816	138	1,010	2,000	80	190
Salon A	96' x 48' x 23'	5,056	470	500	264	82	370	600	29	56
Salon B	96' x 49' x 23'	5,025	466	494	270	82	340	600	25	64
Salon C	96' x 48' x 23'	4,608	428	468	294	82	320	600	23	63
Salon AB	97' x 96' x 23'	10,081	936	1,053	588	112	740	1,200	61	134
Salon BC	97' x 96' x 23'	9,633	895	1,008	540	112	730	1,200	56	130

## COLWOOD ROOM

945 ft<sup>2</sup> or 88 m<sup>2</sup>

The Colwood Room features floor to ceiling windows, is equipped with floor-mounted telephone and electrical outlets and an air wall that acts as a partial sound barrier when fully deployed. The air wall bisects the Colwood Room in half, creating twin breakout rooms.

	DIMENSIONS   AREA			CAPACITY BY SET-UP					
	ft / in	ft <sup>2</sup>	m <sup>2</sup>	Theatre	Classroom	Boardroom	Banquet	Reception	Table Tops
Colwood	35' x 27' x 10'6"	945	88	90	60	28	60	110	10
Colwood 1	37' x 17'5" x 10'6"	472	44	48	24	20	30	50	7
Colwood 2	37' x 17'5" x 10'6"	472	44	48	24	20	30	50	7

## LANGFORD & METCHOSIN ROOMS

360 ft<sup>2</sup> or 34 m<sup>2</sup>

These twin breakout rooms each feature a wall-mounted media unit containing a white board. The doors to each room have a double-lock for added security. The Langford and Metchosin Rooms feature floor to ceiling windows and are ideal for offices, speaker rooms or an exhibitor lounge.

	DIMENSIONS   AREA			CAPACITY BY SET-UP					
	ft / in	ft <sup>2</sup>	m <sup>2</sup>	Theatre	Classroom	Boardroom	Banquet	Reception	Table Tops
Langford	24' x 15' x 9'	360	34	30	18	20	20	30	4
Metchosin	24' x 15' x 9'	360	34	30	18	20	20	30	4

## SIDNEY ROOM

945 ft<sup>2</sup> or 88 m<sup>2</sup>

The Sidney Room features floor to ceiling windows and is equipped with floor-mounted telephone and electrical outlets.

	DIMENSIONS   AREA			CAPACITY BY SET-UP						
	ft / in	ft <sup>2</sup>	m <sup>2</sup>	Theatre	Classroom	Hollow Sq	Boardroom	Banquet	Reception	Table Tops
Sidney	35' x 27' x 10'	945	88	85	60	42	28	60	110	11

## VIEW ROYAL ROOM

672 ft<sup>2</sup> or 63 m<sup>2</sup>

The View Royal Room with floor to ceiling windows is an ideal breakout room, green room, office or volunteer lounge. The door on this breakout room has a double lock for added security.

	DIMENSIONS   AREA			CAPACITY BY SET-UP						
	ft / in	ft <sup>2</sup>	m <sup>2</sup>	Theatre	Classroom	Hollow Sq	Boardroom	Banquet	Reception	Table Tops
View Royal	28' x 24' x 9'	672	63	60	36	32	20	40	60	7

## OUTDOOR SPACES

7,730 ft<sup>2</sup> or 718 m<sup>2</sup>

The Open Air Courtyard and the Upper Pavilion are semi-outdoor spaces suitable for catered functions. Clients booking the Open Air Courtyard must reserve equivalent space inside the Victoria Conference Centre as a backup in the event of adverse weather. The decision to move an event inside will be made by your Event Manager a minimum of four (4) hours prior to the scheduled event start.

Maximum floor load capacity is 610.303 kg/m<sup>2</sup> (125 lb/ft<sup>2</sup>). Equipment may be displayed in the Open Air Courtyard in conjunction with rented function space within the Victoria Conference Centre. Staging and other set work may be erected on the Courtyard. Cold water hose bibs are located in the Open Air Courtyard and available for use with prior consent from your Event Manager.

The Courtyard fountain, located in the Open Air Courtyard, can be shut off and drained upon request. Labour fees will apply. Security personnel will be hired at the Client's expense to monitor all events hosted in the Courtyard.

The Open Air Courtyard and Upper Pavilion are available on a seasonal basis, please contact your Event Manager for more information. The pavilion requires load approval.

# SERVICES & EQUIPMENT

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## STANDARD SERVICES & EQUIPMENT

### Services Available in a Basic Meeting Setup

- Tables and Chairs - *theatre, classroom, rounds, boardroom, u-shape, hollow square*
- Table Linens – *black or white*
- Head Table and Chairs – *draped linen*
- Registration Table and Chairs
- Podium
- Water at Head Table
- Touchless Water Refill Stations – *Prefunction Area*
- One Easel
- Wastebasket & Recycle Bin
- Coat Racks - *Prefunction Area*
- Information Signage – *entrances & elevators*
- Digital Signage – *scrolling schedule of day's events*
- Individual Room Signage
- General Housekeeping
- Electrical Services – *convenience only*
- Shared Prefunction Space, *unless floor has been exclusively contracted*

**NOTE:** Labour charges apply for same-day room re-configurations.

### NOT Included in the Basic Meeting Setup

- Additional Easels
- Electrical Services – *meeting, production and tradeshow*
- Custom Digital Signage
- Paper, Pens and Candies
- Boardroom Chairs
- Microphone – *podium, wireless, lavalier, handheld, etc.*
- Staging
- Stage Backdrop
- Pipe & Drape
- AV - *Stage Lighting, Screens, Projectors, etc.*
- Exhibit Tables
- Flipcharts
- Security
- Services by official or exclusive service providers

### Additional Complimentary Items

*available upon request & subject to availability*

- Message board, *maximum of 2*
- Additional easels, *up to 20 total*
- Flags, bases and poles – *City of Victoria, BC and Canada only; additional flags available at a charge*
- Cocktail Tables in Prefunction Areas

### Services Available in a Basic Banquet Setup

- Tables and Chairs – *banquet/ reception style*
- Table Linens – *black or white*
- Head Table and Chairs – *draped linen*
- DJ and Tech Table
- Registration Table and Chairs
- Podium
- Cocktail Tables
- Water Service with Meals
- Touchless Water Refill Stations – *Prefunction Area*
- One Easel
- Coat Racks - – *Prefunction Area*
- Information Signage – *entrances & elevators*
- Digital Signage – *scrolling schedule of day's events*
- Individual Room Signage
- General Housekeeping
- Electrical Services – *convenience only*
- Shared Prefunction Space – *unless floor has been exclusively contracted*

### NOT Included in the Basic Banquet Setup

- Additional Easels
- Electrical Services - *meeting, production and tradeshow*
- Custom Digital Signage
- Microphone – *podium, wireless, lavalier, handheld, etc.*
- Staging
- Dance Floor
- Stage Backdrop
- Pipe & Drape
- Background Music
- AV - *Stage Lighting, Screens, Projectors, etc.*
- Centerpieces or Candles
- Entandem: Re:Sound & SOCAN Fees
- Security
- Services by official or exclusive service providers



# SERVICES & EQUIPMENT

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## SERVICES & EQUIPMENT RATES

### STAGING, ACCESSORIES & DANCE FLOOR

Carpeted Riser	\$50.00/module
6' x 8' modules, 8" height, up to 4 pieces	
6' x 8' modules, 16" or 24" height, up to 20 pieces	
<i>Includes installation and as required chair guards, stairs and skirting</i>	
Wood Deck Staging, up to 34 pieces	\$75.00/module
4' x 8' modules, 8", 16", 24", 32", 40", 48" heights	
<i>Includes installation, and as required chair guards, stairs and skirting</i>	
<i>Maximum weight load 3,000 lb</i>	
Wheelchair Ramp, 24' x 24", advance notice required	\$450.00
<i>Includes installation and guard rails to carpeted riser or wood deck stage</i>	
Backdrop Black Drape, up to 7 pieces	\$50.00/ panel
8' W x 12' H to a max of 12' H	
Theatre Stage 12' runway, with 2-step stairs	\$450.00
Dance Floor	
1 – 100 pieces	\$500.00
101 – 200 pieces	\$750.00
201 – 289 pieces	\$1050.00
<i>Available in 3' x 3' pieces to a maximum of 51' x 51'</i>	

### HOUSE LIGHTING & SOUND

Lecture Theatre Lighting, stage wash	\$175.00
Carson Hall Lighting, DMX patch fee (custom lighting effects)	\$500.00
Patch Fee for In-House Sound System, contact your Event Manager	Varies

### ELECTRICAL SERVICES

15-amp double receptacle	\$105.00
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*Additional power requirements are available.*

*Electrical distribution for meeting style setups, audiovisual and production must be arranged with your Event Manager.  
Electrical distribution for tradeshow must be arranged through Global Convention Services.*

*Convenience electrical services (ex. attendees charging cell phones) are included with the function space rental. Additional charges apply should power distribution and cable management be required. Convenience power is not intended for use by show production.*

### INTERNET & TELECOMMUNICATIONS

Wired and wireless internet services are available in a range of options to best suit your event needs.

Complimentary – 3 mb/s, suitable for basic web browsing, email and viewing SD videos

Premium – 5 mb/s, suitable for HD videos and heavier usage

UltraFast – 10 mb/s, suitable for streaming and webcasting

*Contact Encore Canada for current pricing & package rates.*

Telephone Line with single line set	\$150.00
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## LABOUR CHARGES – STATUTORY HOLIDAYS

Victoria Conference Centre	\$80.00/ hour/ staff, 4 hour min
Fairmont Empress	\$60.00/ hour/ staff, 4 hour min
Encore Canada	Please contact Encore Canada
Housekeeping	\$60.00/ hour/ staff, 4 hour min
Security	\$60.00/ hour/ staff, 4 hour min

## LABOUR CHARGES – ROOM RESETS

Labour charges will be incurred if the setup of a function space will change once or more throughout the day for a meeting or breakout. Labour charges will also be incurred to change the room setup to a catering function only if the room must be reset as meeting/trade show/breakout again during the same 24-hour period.

### LEVEL 1

Saanich	\$320.00
Saanich 1	\$240.00
Saanich 2	\$80.00
Sooke	\$60.00
Oak Bay	\$320.00
Oak Bay 1	\$160.00
Oak Bay 2	\$160.00
Esquimalt	\$240.00
Victoria	\$80.00

### LEVEL 2

Carson Hall	\$960.00
Salon A, B or C	\$320.00 each
Sidney	\$240.00
Metchosin	\$80.00
Langford	\$80.00
Colwood	\$240.00
Colwood 1	\$120.00
Colwood 2	\$120.00
View Royal	\$160.00

## PARKING

Parking	\$2.50 per ½ hour
Maximum Daily Rate	\$22.00

## SECURITY

Security, <i>exclusive service provided by Paladin Security</i>	\$40.00/ hour/ staff, 4 hour min
Late Order, <i>request less than 3 business days' notice</i>	\$45.00/ hour/ staff, 4 hour min

## MISCELLANEOUS

Artwork Removal	\$40.00 per painting
Balloon Retrieval	\$40.00/ hour
Banner Hanging	Varies
Boardroom Chairs, <i>mid back height</i>	\$15.00/ chair
Catering Fee Minimum	Varies
Cleaning, <i>extraordinary</i>	\$60.00/ hour, <i>billed post event</i>
Coat Check Tags	\$15.00/ package of 100
Digital Signage Programming – TV Monitors, <i>service by Encore Canada</i>	Varies
Flags – <i>Canada, USA &amp; Canadian Provincial - additional flag above complimentary offerings</i>	\$20.00
Key Replacement, <i>hard key or keyless fob</i>	\$135.00
Pens and Pads of Paper	\$75.00/ box of 50
Photocopies, <i>black and white, max 500 copies</i>	\$0.15/ each
Photocopies, <i>colour, max of 500 copies</i>	\$0.30/ each
Piano, <i>upright Samick with bench and tuning – Lecture Theatre only</i>	\$350.00
Recycling Fee, <i>may apply depending on amounts &amp; materials</i>	Varies
Recycling Fee - Pallet	\$10.00/ pallet

## MUSIC ROYALTIES. – ENTANDEM: RE:SOUND& SOCAN

The fees are based on maximum room capacity and not on the number of delegates attending the event.

CAPACITY	WITH DANCING	CAPACITY	WITHOUT DANCING
1-100 guests	\$62.64	1-100 guests	\$31.31
101-300 guests	\$90.12	101-300 guests	\$45.02
301-500 guests	\$187.91	301-500 guests	\$93.86
500+ guests	\$266.21	500+ guests	\$133.11

## SUPPLIER SERVICES

The Victoria Conference engages a number of suppliers to provide various services at an additional cost.

Please contact your Event Manager for more information

Audio Visual	Encore Canada, <i>preferred provider</i>
Electrical Services	Global Convention Services, <i>exclusive provider</i>
Exhibit/ Display Services	Global Convention Services, <i>preferred provider</i>
Décor	Please contact your Event Manager for local suppliers
Food & Beverage	Fairmont Empress, <i>exclusive provider</i>
Host Services	Please contact your Event Manager for local suppliers
Internet	Encore Canada, <i>exclusive provider</i>
Rigging/ Specialty Lighting	Encore Canada, <i>exclusive provider</i>
Security	Paladin Security, <i>exclusive provider</i>
Shipping / Materials Handling	Global Convention Services, <i>exclusive provider</i>
Customs	Please contact your Event Manager or Global Convention Services

All prices are subject to applicable taxes: 5% GST and 7% PST

All prices are subject to change without notice.