



FACILITY SERVICES GUIDE

VICTORIA CONFERENCE CENTRE



OFFSETTERS
CARBON NEUTRAL
COMPANY



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WELCOME

The Victoria Conference Centre (VCC) is honoured to be located on the traditional territory of the Lekwungen-speaking peoples of the Songhees Nation and Xwsep̓əm Nation, and W̱SÁNEĆ peoples, whose historical relationships with the land continue to this day.

Located just steps from Victoria's historic Inner Harbour and many of the city's best attractions, the Victoria Conference Centre incorporates extensive pre-function space, a 397-seat lecture theatre, a large multi-purpose hall and 20 multi-purpose meeting spaces. Our team looks forward to working with you toward the seamless execution of your event.

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. 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 agendas.
2. Jointly prepare and coordinate comprehensive event plans for the Client and Event Services team.
3. Maximize the use of the facility to the full benefit of the Client while ensuring safety standards and practices are adhered to.

LOCATION & CONTACT:

720 Douglas Street	Latitude	48° 25.296"N
Victoria, BC V8W 3M7	Longitude	123° 21.941"W
250.361.1000		

EVENT MANAGER:

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.

CLIENT SERVICES:

The Client Services Department oversees the overall delivery of services during events at the Victoria Conference Centre. Working in partnership with Event Personnel, Clients, and Suppliers, the team ensures optimal use of the facility to support a successful event experience. All Client Services staff are trained in first aid and adhere to established safety standards.

SUSTAINABILITY & ENVIRONMENTAL POLICY:

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

The Victoria Conference Centre has proudly maintained carbon-neutral operations since 2020. As part of our ongoing commitment to sustainability, we measure our greenhouse gas emissions in partnership with [Synergy](#) and offset any remaining impact through [Ostrom Climate Solutions](#), whose third-party verified projects ensure that every reduction is 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 been accredited with BOMA since 2010 and has maintained the highest level of certification since 2013.



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: The facility offers convenient access to public transportation within 500 meters of the building entrances and provides bicycle parking racks for visitors. Additionally, 8 electric vehicle charging stations are available on-site for guest and delegate use.

Sustainable Purchasing: The purchasing policy prioritizes environmentally friendly products, energy-efficient equipment, and supplies from eco-conscious suppliers. Carbon emissions associated with the purchasing program are also offset, reinforcing an ongoing commitment to sustainability.

Food Diversion: Local and sustainably sourced cuisine is prioritized, with biodegradable matter collected and food surpluses donated to community organizations. Through collaboration with [Orbisk](#), the Fairmont Empress uses AI technology to measure and reduce food waste, further supporting ongoing sustainability goals.

Community Awareness: Ongoing initiatives are implemented to educate Victoria Conference Centre personnel, clients, contractors, and suppliers regarding sustainable development principles and practices. Recycled products and gifts in kind are donated to local charities.

EXCLUSIVE SUPPLIERS

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 8 metres (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.

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 and 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.

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.

Wired and wireless internet is available in all function spaces. These services are provided exclusively by Encore Canada.

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

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

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

AUDIO VISUAL & TECHNOLOGY SERVICES



[Encore Canada](#)

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

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

DISPLAY SERVICES



[Global Convention Services](#)

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

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

FREQUENTLY ASKED QUESTIONS

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. For more detailed descriptions of our function rooms see [Function Spaces](#).

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 setup 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 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 4 metres (13' 4") and 16 metres (53") in length.

VCC, 720 Douglas

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

Crystal Garden, 713 Douglas

There are three (3) loading bays which are accessed via Humboldt St. west of Blanshard Street. Maximum truck length for each bay is 6.4 metres (21') long with a wheelbase of 2.6metres (8.5') wide and a load capacity of 5 tons. Loading and unloading at Crystal Garden is restricted to between 7:00 am-10:00 pm Monday-Saturday and 10:00 a.m.-10:00 p.m. Sundays.

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

8. 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.

9. Is there parking available?

Robbins Parking Service Ltd. operates the on-site parkade, which includes 8 electric vehicle charging stations. Parking is subject to availability and has a vehicle height restriction of 6' 2". Current rates are \$2.50 per half hour to a maximum daily rate of \$22.00, subject to change.

GENERAL INFORMATION

ACCESSIBILITY

The Victoria Conference Centre is fully accessible for individuals who use wheelchairs, mobility scooters, or other mobility devices. All event levels, including the lecture theatre backstage, are accessible via elevators with clear signage. A portable wheelchair ramp is available for stage access for heights up to 48"; applicable fees may apply.

Services for delegates who are deaf or hard of hearing are available through Encore Canada. Arrangements should be requested at least one month prior to the event.

Key Initiatives

Rick Hansen Foundation Accessibility Certification (RHFAC) - the VCC has achieved this certification that rates and certifies the accessibility of buildings based on national standards.

GoodMaps Navigational App - assists visitors with cognitive and learning disabilities to navigate spaces independently.

KultureCity Sensory Inclusive Certification - The VCC will accommodate visitors with sensory needs by providing sensory bags, quiet spaces, and training to support guests with sensory sensitivities.

Welcoming Sticker Program - a visible commitment to equity and inclusion.



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" and no variations of the name should 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.victoriacentre.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 how to apply for certification as an out of province visitor, 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's [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, and are not exploited 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

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

AUDIO VISUAL & RIGGING

Encore Canada is the Victoria Conference Centre's preferred AV supplier, the 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 Encore Canada in-house representatives at 250.361.1095.

Rigging plans are available upon request from Encore Canada. **All rigging plans must be submitted at least four (4) weeks prior to the event and approved at least one (1) week before 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 may be used for this purpose. Mobile coat rack units are available free of charge, and numbered coat check tickets are available for purchase. The VCC is not responsible for items left on coat racks.

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

COURTYARD

The Open-Air Courtyard is a covered outdoor function space subject to seasonal and weather limitations. Clients must reserve an equivalent indoor space as a backup; the Event Manager will decide at least four (4) hours before the scheduled start whether the event must be moved indoors.

The VCC has a limited selection of furnishings available for outdoor use. Equipment may be displayed in the Courtyard when booked in conjunction with an indoor function space at the VCC. Vehicular weight is limited to 2,000 lb per axle. Staging and set work may be erected, and the fountain may be shut off and drained (labour fees apply).

Security personnel are required for all Courtyard events at the Client's expense.

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 1,172 sq.' foyer with a permanent registration desk, a small private office and passenger elevator service to the upper and lower levels.

Building Curfew

Crystal Garden has a building curfew of 12:00 a.m. For events that run past 10:00 p.m., amplified sound must be reduced from the daytime limit of 70 dBC to 65 dBC. All move-ins and move-outs must be completed by 10:00 p.m. For events that run past 10:00 p.m. move-ins and move-outs will need to occur the following day. Please refer to the [City of Victoria Noise Bylaw](#) for more information.

Security

For all events at the Crystal Garden security personnel are required, including exhibit/tradeshow move-ins and move-outs. Arrangements will be made by your Event Manager and billed to your master account. Please see the [Security section](#) for more information.

Light Pollution & Lighting

During daylight hours Crystal Garden is filled with natural light. Projected visual presentations during the day are not recommended. Lighting for evening events on the lower level is provided by a series of uplights and/or halogen fixtures. Track lighting is installed on the upper level. Lighting requirements will vary depending upon the nature of the event and Encore Canada can provide alternative lighting solutions.

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 daily to ensure 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 if you notice any damage prior to departing the Victoria Conference Centre.

DÉCOR & SIGNAGE

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, necessary for décor setup.

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.

Wall Adhesives

Masking tape, painters tape or 3M™ Command adhesive strips 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.

Floor Adhesives

Only poly-coated cloth tape or gaffer's tape may be used in the facility. The only approved double-sided carpet tapes are Scapa #174 and Shurtape DF #642 double-coated cloth tape. Vinyl, duct, foam, and packing tapes are not permitted. When applying tape to non-carpeted surfaces, including the lobby, pre-function, and delegate concourse floors, a protective layer of adhesive pre-mask (e.g., TransfeRite®) must be placed between the floor and the tape.

Balloons

Only reusable and biodegradable balloons are permitted at the Victoria Conference Centre. Regular and helium-filled balloons, as well as other inflatable props, may be used with prior approval. Clients must sign the Balloon Waiver before any event involving helium balloons. The waiver authorizes the VCC to retrieve lost helium balloons, remove balloons affixed to furniture, walls, or ceilings, and clean up balloon debris at the Client's expense if required.

Plants & Bark Mulch

If displays contain soil, bark mulch, or similar organic materials a protective coating of plastic sheeting 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. 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.

Signage & Banners

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

Pyrotechnics

Pyrotechnics and cold spark machines are not permitted.

Fog Machines & Hazers

Water-based fog and haze machines are permitted in Carson Hall, Crystal Garden and the Lecture Theatre with prior written approval from the VCC. Oil-based machines are strictly prohibited. Use in common areas is not permitted. Clients must provide a full schedule of operation, including rehearsals and event times, to their Event Manager in advance to allow for required inspection and ventilation measures.

Flowers & Special Décor

Delivery of flowers and special decorations must be made during the event's scheduled move-in and setup period time 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 & Registration Materials

The Victoria Conference Centre will accept deliveries of conference and registration materials only and store them for the Client at no charge; advance arrangements with the Event Manager are required, due to limited storage space. Collect on Delivery (COD)

DELIVERIES & SHIPPING CONTINUED

shipments will not be accepted. Please request a Victoria Conference Centre conference shipping label template from your Event Manager.

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, coordination through Global Convention Services is required. Deliveries attempted outside the scheduled move-in time for the tradeshow or exhibit will be refused and redirected to Global Convention Services. Event Organizers 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. Any such materials will be redirected, at the expense of the exhibitor, to Global Convention Services.

Storage

The Victoria Conference Centre has only 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 may rent function space to use as storage for the duration of the event; please contact your Event Manager for details.

DRONES (RPAS)

Indoor drone operations at the Victoria Conference Centre are strictly prohibited without the facility's explicit written consent. Drone flights are only allowed for event photography or videography in empty rooms and are never permitted over attendees or staff. Clients must provide a Comprehensive General Liability Certificate of Insurance explicitly endorsing drone use, subject to approval by the Victoria Conference Centre. As insurer approvals and required permissions may involve extended lead times, Clients are strongly advised to begin this process well in advance of their event.

ELECTRICAL SERVICES

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

The distribution system for general exhibit and conference space operates with 120/208 V, 3-phase, 4-wire. The distribution system in Carson Hall is supplied through a grid of floor ports and wall ports. The floor ports are approximately 8 meters (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.

ELEVATORS

Passenger Elevators

Two passenger elevators are located in Pre-function 1A at the south end of the building. Both elevators are accessible from the two underground parking levels and the two function area levels. Elevator door measures 3' 6" wide | 7', 0" high

Passenger elevators should not be used for moving exhibitor freight.

The wheelchair lift located on the west side of Pre-function 1 allows access to Level 1, the Totem Atrium area and Courtyard.

ELEVATORS CONTINUED

The Lecture Theatre is equipped with an elevator for backstage access. Please contact the Client Services Department for assistance with the elevator as a key is required to operate.

Freight Elevators (VCC)

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

- Door size is 5' W x 7' H
- Interior dimensions 10' L x 7' W x 7' H
- Maximum load capacity is 5,000 lbs (2,270 kg)

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

Freight Elevators (Crystal Garden)

The freight elevator dimensions for loading bays 1 and 2 are:

- Interior dimensions 9' L x 5' W x 7' H
- Maximum load capacity is 5,004 lb (2,270 kg)

The doors leading from the loading dock to the show floors on the upper and lower levels measure 4'W x 7'H.

Electric pallet jacks are not permitted in the freight elevator.

EXHIBITS & TRADE SHOWS

Exhibit Layout Diagrams

The Client must submit exhibit layout plans and a program to your Event Manager for approval before distributing or publishing. Approval of the layout and program should ideally occur one year prior to the event, but at minimum 60 days. All floor plans must comply with the Victoria Conference Centre Building and [Fire Safety Regulations](#).

Aisle Widths

Public Shows: minimum 8' wide

Trade Shows: minimum 6' wide

Door clearance must be equal to 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 thoroughly cleaned and all furniture is removed prior to the scheduled move-in time. After cleaning, furniture items provided by the Victoria Conference Centre—such as food and beverage tables—are installed in the exhibit area once most of the display setup is complete. The Victoria Conference Centre does not permit its furnishings to be used within exhibit booths or displays. **Exhibitors and display companies are not permitted to store any materials, including pallets, in the Victoria Conference Centre's storage areas.**

Fire safety standards require that any temporary structure with a ceiling or roof covering an area of 225 square' or more must have 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 poly-coated cloth tape or gaffer's tape.

EXHIBITS & TRADE SHOWS CONTINUED

Move-In

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

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

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

- Events with exhibits or trade shows must hire additional security to monitor the entire duration of the scheduled move-in and move-out. Your Event Manager will make arrangements, and charges will be billed to your master account.
- Unauthorized vehicles are not allowed to stay in the rear service yard after the designated move-in or move-out times. 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, and booths, etc. within the time specified in your License Agreement.

Any materials left after move-out will be sent to Global Convention Services at the exhibitor's expense.

Pallets, Recycling and Garbage Removal

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

Trade Show Services

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

The Victoria Conference Centre services include 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.

FLOOR LOADS

All interior areas of the Victoria Conference Centre have carpet tiles installed over concrete.

The floor load capacity for Levels 1 and 2 is 610.303 kg/m² (125 lb/ft²). This floor load capacity includes the Totem Atrium and Courtyard. The Upper Pavilion requires load approval.

FLOOR PLANS & ROOM CAPACITIES

Function room capacities vary depending on the setup style, audiovisual requirements, stage size, and other factors. 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 by the City of Victoria Fire Prevention Division.

Floor plans generated by outside suppliers, as well as exhibit hall floor plans, must be approved by your Event Manager before publication.

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

FLOOR PLANS & ROOM CAPACITIES CONTINUED

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

Room Setups

Tables and chairs are provided in predetermined configurations (except for display tables). Labour charges will apply if the setup of a function space changes one or more times during the day for a meetings, trade shows, or breakout sessions. Labour charges will also apply if the room setup is changed to a catering function and must be reset as meeting, trade show, or breakout session again during the same 24-hour period. See [Service & Equipment Rates](#) section 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 or to Encore Canada for advance approval no later than three (3) weeks prior to event start date. 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 directly related to the food and 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 must comply with accepted health and sanitation standards. It is the responsibility of the Client/exhibitor to comply with all local health and safety regulations. For information about alcohol sampling, refer to the [Liquor Sampling](#) section.

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.

HIGH SCHOOL GRADUATIONS

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 and dance. The cost will be charged to the Client.
- Dinner and dance events may be scheduled until 12:00 a.m. In accordance with the Good Neighbour Understanding & City of Victoria noise bylaws, the Victoria Conference Centre reserves the right to adjust the volume of the DJ or band as required.

HIGH SCHOOL GRADUATIONS CONTINUED

- No alcohol may 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 this policy, in part or in whole, may result in the Victoria Conference Centre refusing any future booking requests from the school.

HOUSE LIGHTING & SOUND

Carson Hall

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

Lecture Theatre

The Lecture Theatre is equipped with a programmable keypad for house lighting. Standard stage wash is available through your Event Manager; charges apply. Any 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 services are exclusively supplied by Encore Canada.

House Sound

All function rooms and pre-function areas are equipped with independent sound systems. Numerous microphones, line and video input and output connections 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.

Technical Assistance

A labour charge will be applied for 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 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).

Unscheduled requests for assistance outside of regular business hours **(8:30 a.m.-5:00 p.m., 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. Encore Canada reserves the right to determine the number of staff required to execute any requests not related to services contracted through them.

HOUSEKEEPING, GARBAGE REMOVAL & RECYCLING

Housekeeping will ensure that all public areas and washrooms are cleaned and maintained throughout your event. 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, are included. Please follow these guidelines:

HOUSEKEEPING, GARBAGE REMOVAL & RECYCLING CONTINUED

- 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 services will not include cleaning within exhibitors' booths, nor will individual booth garbage and recycling be collected.

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

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 excessive debris is removed during an event or during move-in/out of an event or trade show. Pallets will be recycled for a fee of \$25 each.

INDIGENOUS RECONCILIATION

In 2017, the City of Victoria began a journey of Truth and Reconciliation. This journey involved the Lekwungen peoples, the Songhees and Xwsepsum Nations, on whose homeland the city stands. City Council created the Witness Reconciliation program and appointed a City Family. This City Family includes members of the Songhees and Xwsepsum Nations, other urban Indigenous people, the Mayor and select City Council members.

In 2022, the City of Victoria established the [Reconciliation Contribution Fund](#). This fund allows anyone to contribute a voluntary amount to the Songhees Nation and Xwsepsum Nation. The Nations will use the fund to achieve the goals and aims of their communities.

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 through 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 the 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 Lines

Telephones and telephone lines may be installed in 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.

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.

INTERNET & COMMUNICATIONS

KEYS & ACCESS FOBS

LOADING FACILITIES (VCC)

House Telephones

Each function room is equipped with a house telephone capable of contacting Client Services. Outside calls cannot be made from these house telephones.

Access fobs for function rooms, excluding the Carson Hall, Lecture Theatre and Crystal Garden, are available on a sign-out basis. Clients will be required to sign a waiver form when issued access fobs. Replacement fees apply for lost access fobs.

A maximum of five (5) access fobs may be requested.

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](#)).

Rear service yard access is available daily from 7:00 a.m.–7:30 p.m. Load-in/out between 6:00 a.m.–7:00 a.m. or 7:30 p.m.–11:00 p.m. requires advance arrangements with your Event Manager. No access is permitted between 11:00 p.m.–6:00 a.m. All loading dock use must be coordinated through your Event Manager.

VCC 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 (no sleeper cab)**. Use of the loading dock must be arranged through your Event Manager.

VCC 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.

VCC Freight Elevators

Access to the freight elevators is through the loading dock at the northwest (NW) corner of the Victoria Conference Centre, which provides access to Level 1.

Freight elevator dimensions are:

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

LOADING FACILITIES (CRYSTAL GARDEN)

The rear service yard and loading facilities for Crystal Garden are accessed via Humboldt St. west of Blanshard St. ([load-in map](#)).

Maximum truck length for each bay is 6.4m (21') long with wheelbase of 2.6m (8.5') wide and load capacity of 5 tons.

Loading and unloading is restricted to:

- 7:00 a.m.–10:00 p.m. Monday – Saturday
- 10:00 a.m.–10:00 p.m. Sundays and Statutory Holidays

This rule is strictly enforced.

Crystal Garden Loading Bays

There are three (3) uncovered loading bays. There are two (2) elevators located at loading bay 1 and 2, which provides service to the upper and lower levels of Crystal Garden. One elevator is dedicated to freight, for large tradeshow and access to the second elevator please contact your Event Manager.

Loading bay 3 provides access to the lower level only with hydraulic freight lift located in the northwest (NW) corner of the lower level. Lift dimensions are 94" L x 71" W x 75" H with a maximum load capacity of 5,000 lb (2,270 kg).

Loading bay door openings are 7'11.5" H x 7'11.5" W.

Crystal Garden Freight Elevators

Freight elevator dimensions for loading bay 1 and 2 are:

- Floor dimensions 9' L x 5' W x 7' H
- Maximum load capacity is 5,004 lb (2,270 kg)

The doors leading from the loading dock onto the show floors on the upper and lower levels measure 4'W x 7'H.

There are no electric pallet jacks permitted in the freight elevator.

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 are 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 area.

LOST & FOUND

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

Ninety (90) days, unclaimed items deemed suitable for donation will be provided to Women in Need (WIN).

MATERIAL MOVING EQUIPMENT

Equipment available includes:

- Hand pallet jack
- Electric pallet jack – operated exclusively by VCC Client Services
- Platform 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 7:00 a.m. to 10:00 p.m. Monday- Saturday, and 10:00 a.m. to 10:00 p.m. on Sundays and holidays.

Vehicles 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 due to violations of the City of Victoria Noise Bylaw. Please ask your Event Manager if you have questions regarding how the Noise Bylaw may apply to your event.

PARKING

Parkade

Robbins Parking Service Ltd. operates the Victoria Conference Centre parkade. There are 305 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: 6:00 a.m.–12:00 a.m., Sunday – Saturday.

Vehicles may be left overnight; however, during exit hours, vehicles can leave but are not permitted to re-enter.

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. Contact your Event Manager for long-term off-site bus and truck parking options.

Rear Service Yard Parking

Due to limited space, the Victoria Conference Centre only allows client, delegate, or exhibitor vehicles in the rear service yard 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.

SIGNAGE & BANNERS

Event Signage

Individual meeting room, privacy, and directional signage is available upon request; please contact your Event Manager for details. All Client-supplied signs, banners, posters, or similar materials must be removed no later than the conclusion of the contracted rental period. Any items not removed will be cleared by the Victoria Conference Centre, and all associated costs will be charged to the Client. **Signage constructed from polystyrene (foam core) will incur mandatory disposal fees.**

The Victoria Conference Centre strongly encourages the use of recyclable and reusable materials, such as card stock or other sustainable alternatives, to minimize environmental impact.

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.

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 Pre-function 2A in front of Carson Hall
- Two monitors in Pre-function 2B in front of Balcony

Custom digital signage programming is available through Encore Canada and must be received a minimum of 5 business days prior to the event start date to allow for programming, charges apply.

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 Sha's facing totem (23' L x 44" W) and facing PF2A (10' L x 44" W)

Banner hanging and rigging requirements must be coordinated through your Event Manager. Please note that certain locations require the use of Encore Rigging Services, and associated fees will apply.

SIMULTANEOUS INTERPRETATION

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 thirty (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.

Room Capacity	With dancing	Room 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

STATUTORY HOLIDAYS

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

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

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. 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 day for the trade show or exhibit will be redirected to Global Convention Services. Clients are responsible for sharing this information with exhibitors.

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 only be displayed in Carson Hall and Pre-function 2A. Clients must follow these guidelines when bringing a vehicle into the Victoria Conference Centre:

General

- Maximum gross vehicular weight in Carson Hall cannot exceed 18,000 kg
- Vehicles equipped with studded tires are not permitted
- Vehicles must be thoroughly cleaned, including the undercarriage
- Mats must be placed under each tire

VEHICLE DISPLAYS

CONTINUED

- Vehicle keys will be held by the Client Services Department while the vehicle is on display
- Once in place, vehicles must remain turned off throughout the event
-

Combustion Engines

- The gasoline cap must be locked or taped shut
- Gasoline-powered equipment must not have more than ¼ tank of fuel
- Drip pans must be placed under the vehicle
- Car engines must not be running once the vehicle is parked inside

Electric Vehicles

- Once positioned, electric vehicles must have their battery disconnected. If the battery cannot be disconnected due to its location, the ignition fuse must be removed.
- Electric vehicles may not be turned on at any time during event hours.
- Vehicle charging is not permitted within the VCC. Charging stations are available in the parkade.

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 is on ground 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 & PHOTOGRAPHY

Any photography or filming associated with an event at the Victoria Conference Centre requires prior review and approval from your assigned Event Manager. This policy applies to both interior and exterior areas of the facility. With agreement, the Victoria Conference Centre reserves the right to capture photographs or video recordings of events for documentation, promotional, or publicity purposes.

SAFETY AND SECURITY

COMPRESSED GAS CYLINDERS

Compressed gas cylinders are permitted within the Victoria Conference Centre with prior authorization and Event Manager approval. Advance notice is required. Cylinders must be kept secured and in an upright position 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 Technical Safety BC.

Victoria Fire Department
250.920.3350

Technical Safety BC
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. 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, 2 and Crystal Garden. Each station contains a defibrillator, portable oxygen tank and a first aid response kit.

Building Safety Features

- Designated fire exits.

EMERGENCY PREPAREDNESS CONTINUED

- Annunciator panel.
- Heat detectors.
- Smoke detectors.
- Portable fire extinguishers.
- Two-stage fire alarm system with strobe light (VCC only).
- Single-stage fire alarm system (Crystal Garden).
- 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, Level 2 and Crystal Garden are available upon request from your Event Manager.

Civil Disturbance

- If a protest or demonstration occurs nearby, please follow VCC staff instructions.
- You will be advised whether to stay inside the building or evacuate.
- Outdoor activities may be rescheduled if advance notice of a protest is received.
- A building lockdown may be implemented, with credential checks required for entry.

FIRE SAFETY REGULATIONS

The following guidelines and requirements have been put in place to ensure that no exhibit, trade show or conference set-up 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 setting up.

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 from 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.
- 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 m² (225'²).
- 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 it is properly adhered 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.

INSURANCE & INDEMNITY

Public Liability Insurance & Indemnity

As per Victoria Conference Centre License Agreement Clause #4:

- The Client will at its expense, maintain commercial general liability insurance that covers the duration of the Client's use of the Facility and has a limit for liability of not less than Five (5) Million for each accident or occurrence and the Corporation of the City of Victoria will be listed as an additional insured on the policy, with a cross liability clause.
- Where alcohol is served, the Client must show evidence of insurance where either:
 - there is no host liquor liability exclusion; or
 - host liquor liability insurance is specifically included.
- If a Client is insured through a Special Events Permit, the coverage must include host liquor liability.
- The Client's liability insurance should not include an exclusion for 'forcible ejection.'
- The Client must provide a copy of the completed certificate of insurance to the VCC 30 days prior to the Client's use of the Facility.
- The Client will indemnify the VCC and its elected and appointed officials, 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.

A detailed Certificate of Insurance form is available [HERE](#).

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 Five (5) million in 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 the '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.

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 escorts (example, a march from the Victoria Conference Centre to the Legislature).

SPECIAL EVENTS PERMIT & POLICE ESCORT

SECURITY & BADGE CHECKS

Building, event and exhibit move-in/out security for the Victoria Conference Centre are 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.

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 personnel are engaged for a minimum duration of four (4) hours and are scheduled to commence 30 minutes prior to, and conclude 30 minutes following, the anticipated event hours. Your Event Manager will coordinate these arrangements, and the associated costs will be included on the final invoice.

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

Your Event Manager may require an original copy of badges/credentials 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

The Victoria Conference Centre is a smoke-free facility. The Capital Regional District Clean Air Bylaw No. 3962 ([Clean Air Bylaw](#)) prohibits smoking, burning, or vaping of any substance—including cannabis—in public areas and workplaces. Smoke-free buffer zones of 7 metres apply outside all doorways, windows, and air intakes.

The use of e-cigarettes and vapourizers is also prohibited in all non-smoking areas. A designated outdoor smoking area is available at 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

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 the Client.

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 caterer, 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 a guest appears to be under the influence of alcohol upon arrival, the Client Services Department or Security will notify you. If the guest remains, the facility will not serve them alcohol. If the guest is denied entry, the Victoria Conference Centre requires your active support in this decision and your confirmation that the guest has a safe way to return home.

Minors

- The legal drinking age in British Columbia is **19 years of age**. It is unlawful to sell, serve, or provide alcohol to anyone under this age.
- In compliance with provincial liquor laws, anyone who appears to be under the age of 25 will be required to present two pieces of valid government-issued identification when ordering alcohol. Failure to provide appropriate identification will result in service being denied.
- Under the Victoria Conference Centre's Liquor Primary Licence:
 - Minors are not permitted at events where alcohol is being served.
 - Exception: Minors may attend if food service includes a selection of appetizers and main courses.
 - In these cases, signage must be posted advising the public, and minors must vacate the premises by 10:00 p.m.

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 Province of British Columbia 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 to alcohol service by licensees and servers.

GUIDELINES FOR THE RESPONSIBLE SERVICE OF ALCOHOL CONTINUED

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 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 a.m. and 2:00 a.m. (the following day) Monday to Saturday, and between 9:00 a.m. and 12:00 a.m. 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.

Clients operating under a SEP are responsible for demonstrating compliance with the Duty of Care requirements outlined by the Province of British Columbia, including the responsible service and supervision of alcohol in accordance with applicable legislation.

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

[Liquor special events in a licensed establishment - Province of British Columbia](#)

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, the Client may offer sampling under its own Special Event Permit (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/special-events/sep/sep-terms-conditions-handbook)

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 with them at all times.
- Proof of Host Liquor Liability Insurance is required.
- Event advertising must not indicate that alcohol will be served; all advertising must be approved by your Event Manager prior to publishing.
- Tickets must be sold in advance of show date; no ticket sales will be permitted the door.
- The maximum number of admissions depends upon available floor area. Show managers should note that booths and/or displays will reduce available floor area.
- Additional Victoria Conference Centre security and housekeeping services will be required and charged to the Client.

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

CANNABIS

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 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 is 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

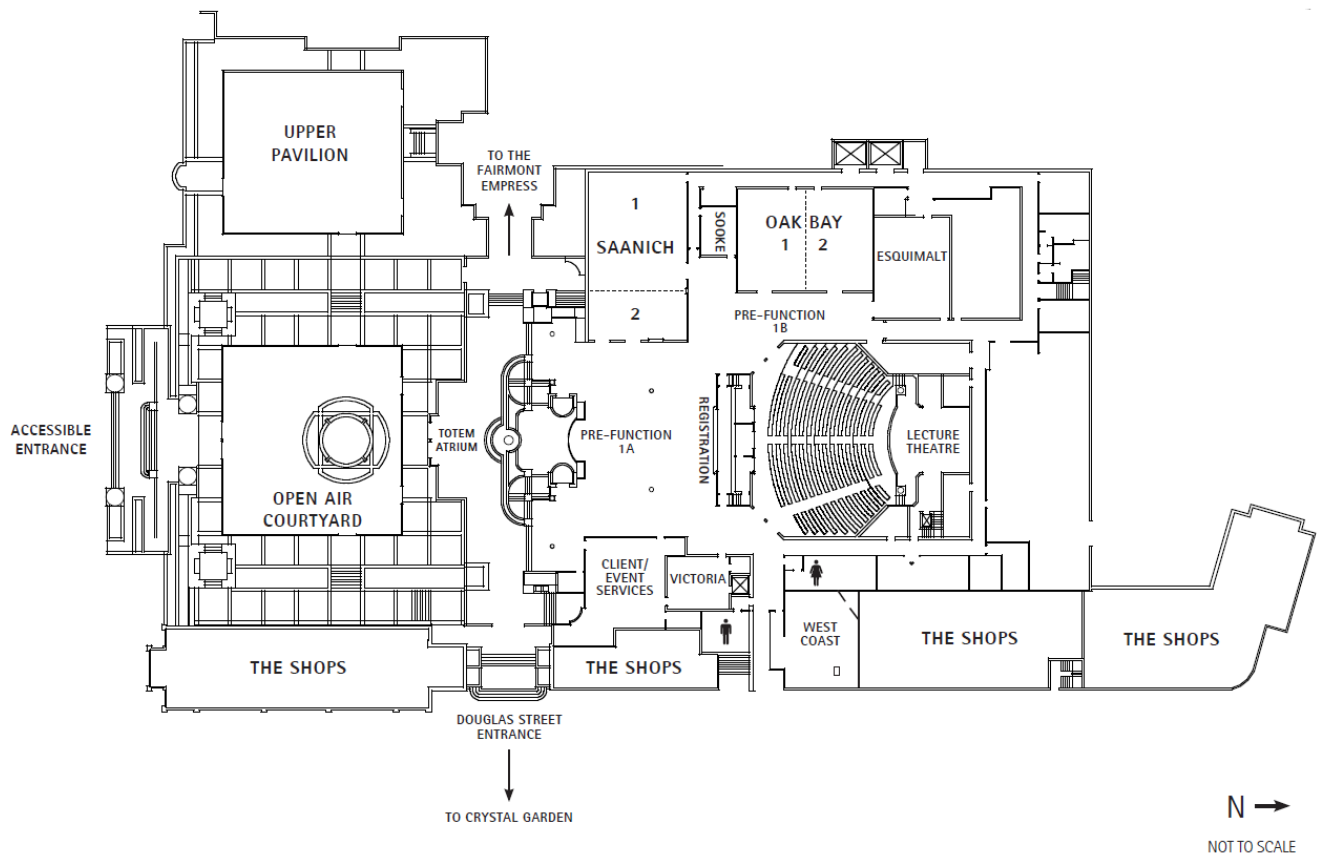
This is an overview of the function spaces on each level of the Victoria Conference Centre. Information contained herein includes the floor dimensions, ceiling heights, maximum capacity under various set-up options (in accordance with the B.C. Building Code), maximum floor load capacities, electrical services, , audio-visual (AV), communications and other special features. For further information please contact your Event Manager, or visit our [website](#) for detailed floor plans and capacity charts.

LEVEL 1

*27,500'² or 2,555 m²

Level 1 houses a permanent Registration Desk and Lecture Theatre in addition to flexible pre-function space and eight breakout rooms. All breakout rooms have individual lighting systems controlled by either a multi-function programmable keypad or dimmer switches. All meeting rooms are fitted with in-house sound and mixer, Wi-Fi, wall-mounted duplex electrical outlets, and telephone outlets.

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



REGISTRATION AREA

370'² or 34 m²

The Victoria Conference Centre is equipped with a permanent registration area located in Pre-function 1A. The registration area consists of a movable; modular desk designed for maximum flexibility and wheelchair accessibility. 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 ATRIUM

2,530'² or 235m²

(open ceiling to Level 2)

The Totem Atrium is a striking atrium-style corridor that connects the Victoria Conference Centre with the historic Fairmont Empress Hotel. Showcasing totem poles and Indigenous artworks by British Columbia artists, along with a waterfall and vibrant indoor greenery, the space offers a warm, welcoming and culturally rich atmosphere.

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

LECTURE THEATRE

3,700'² or 344 m²

Maximum capacity: 400

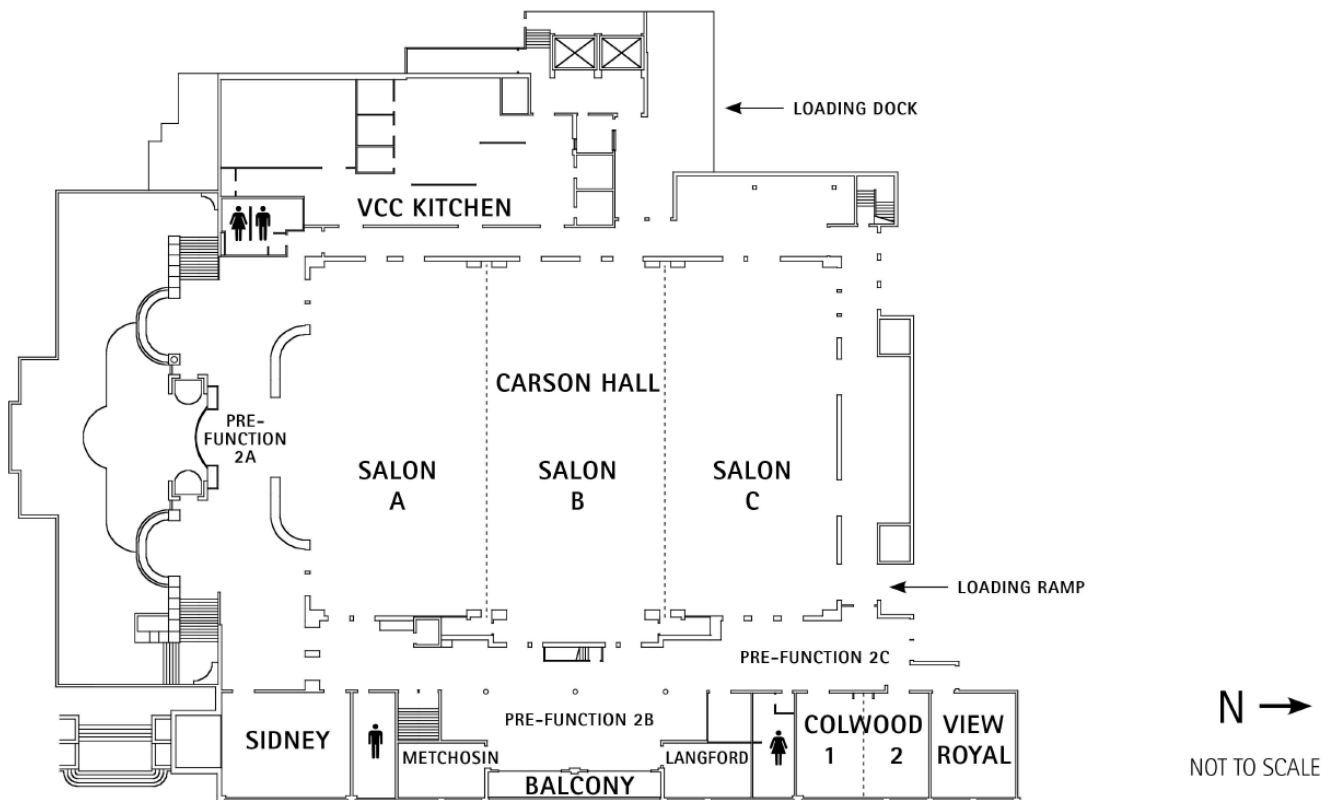
The Lecture Theatre features a built-in AV/translation booth, stage lighting, and a fixed screen and projector (fees apply). Plush seating accommodates up to 397 delegates, each with a fold-away writing surface. There is additional space behind the last row of seats to accommodate wheelchairs. Seating in the Lecture Theatre is tiered, allowing delegates an unobstructed view from any seat.

Theatre stage dimensions are 24' x 24' (576'² / 54 m²), 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 measures 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").

LEVEL 2

24,500'² or 2,276 m²

Level 2 houses the largest ballroom (Carson Hall) and six breakout rooms. All breakout rooms have floor to ceiling windows, individual lighting systems controlled by either a multi-function programmable keypad or dimmer switches and blackout blinds. All meeting rooms are fitted with in-house sound and mixer, Wi-Fi, wall-mounted duplex electrical outlets, and telephone outlets.



CARSON HALL

14,689'² or 1,365 m²

Carson Hall is the most versatile function space and features two airwalls, programmable LED 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:

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

Salon B Special Features:

Alcove ceiling height: 10'5"
direct loading dock access

Salon C Special Features:

Freight door: 9'6"w x 9'5"h
*ground level access for
vehicle display*

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.

The distribution system for electricity is supplied from a grid of floor ports and by wall ports. Temporary electricity from 20amp to 400amp is available in Carson Hall, fees apply.

OUTDOOR SPACES

7,730'² or 718 m²

The Open Air Courtyard and the Upper Pavilion are semi-public outdoor spaces at the Victoria Conference Centre. Use of these spaces is subject to the following guidelines:

General Use

- Both spaces are suitable for buffet and reception-style food service only.
- Not all Victoria Conference Centre furniture may be used outdoors. Please consult your Event Manager regarding approved options and local rental alternatives.
- Events must consider noise and light effects on nearby areas.
- These spaces are available on a seasonal basis. Contact your Event Manager for availability.
- All events must conclude by 10:00 p.m. (curfew).

Weather Contingencies

- Clients booking the Open Air Courtyard must also reserve equivalent indoor space within the Victoria Conference Centre as a backup in case of inclement weather.
- The decision to relocate an event indoors will be made by your Event Manager at least four (4) hours before the scheduled start time.

Load Capacity & Set-Up

- The maximum floor load capacity is 610.303 kg/m² (125 lb/'²).
- Equipment displays are permitted in the Open Air Courtyard when booked in conjunction with rented function space within the Centre.
- The Upper Pavilion requires load approval prior to installation of equipment or structures.

Additional Courtyard Guidelines

- The Courtyard fountain may be shut off and drained upon request; labour fees will apply.
- Security personnel are required for all Courtyard events and will be engaged at the Client's expense.

SERVICES & EQUIPMENT

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 – *Pre-function Area*
- One Easel
- Wastebasket & Recycle Bin
- Coat Racks – *Pre-function Area*
- Information Signage – *entrances & elevators*
- Digital Signage – *scrolling schedule of day's events*
- Individual Room Signage
- General Housekeeping
- Electrical Services – *convenience only*
- Shared Pre-function 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
- 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 two (2)*
- Additional easels, *up to twenty (20) total*
- Flags, bases and poles – *City of Victoria, BC and Canada only; additional flags available at a charge*
- Cocktail Tables in Pre-function 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 – *Pre-function Area*
- One Easel
- Coat Racks – *Pre-function Area*
- Information Signage – *entrances & elevators*
- Digital Signage – *scrolling schedule of day's events*
- Individual Room Signage
- General Housekeeping
- Electrical Services – *convenience only*
- Shared Pre-function 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

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 required chair guards, stairs and skirting</i>	
<i>Distributed live-load capacity of 4,000 (125 lb / sq.')</i>	
Wood Deck Staging, up to 34 pieces	\$85.00/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	\$575.00
101 – 200 pieces	\$850.00
201 – 282 pieces	\$1350.00
<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)	Varies
Patch Fee for In-House Sound System, contact your Event Manager	Varies

ELECTRICAL SERVICES

15-amp double receptacle	\$105.00-\$137.00
<i>Additional power requirements and bulk estimates available by request</i>	

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

LABOUR CHARGES – ROOM RESETS

Labour charges will be incurred if the setup of a function space changes 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>	\$48.00/ hour/ staff, 4 hour min
Late Order, <i>request less than three (3) business days' notice</i>	\$58.00/ 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 & Canadian Provincial - additional flag above complimentary offerings</i>	\$20.00
Key Replacement, <i>meeting room keyless fob</i>	\$150.00
Basket of Pens and Pads of Paper	\$75.00/50
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>	\$500.00
Recycling Fee, <i>may apply depending on amounts & materials</i>	Varies
Recycling Fee - Pallet	\$25.00/ 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 Centre engages several 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>
Exhibitor 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.