

PLAZA GUIDELINES 2012





The Vancouver Convention Centre ("the Centre") would like to thank you for considering the Jack Poole Plaza ("the Plaza") for your upcoming event. As it is a very large outdoor space bordering residences, commercial areas and public areas, the Centre has developed the following guidelines to help facilitate your planning. We look forward to working with you to ensure that your event is successful.

EVENT REQUIREMENTS

Special Event Inquiries

All requests will be considered on a first come, first served basis and reviewed for compatibility with other events and activities within the Centre and in the surrounding precinct. The Plaza is also available for community use for a minimum of 3 days per month based on availability.

Floor Plans

All floor plans must be approved by the Centre's Event Operations Department. The following information is required:

- Event Type (concert, festival etc.)
- Attendee flow (entrance, exit, ingress, egress)
- Life safety (exits, occupancy, fire hydrants)
- Potential hazards (pyrotechnics, fire performers, cooking, heavy equipment etc.)
- Extinguisher requirements (tenting, cooking, pyrotechnics)
- Impediments (tents, cables, risers etc.)
- Food and Beverage (set up, dish out, band, change room tents, storage)
- Décor
- Storage
- Entertainment (band stages, stage plot etc.)

Client Safety Representative

In order to facilitate on-site communication regarding health and safety, each Client is responsible for appointing an on-site safety representative whose role it is to:

- Act as the Centre's on-site liaison for any health and safety issues pertaining to the event
- Assist the Centre in communicating on-site health and safety information to the event's contractors, suppliers, exhibitors, staff or attendees
- Ensure the event's contractors, suppliers, exhibitors, staff and attendees adhere to safety measures specified in advance by the Centre's Fire/Safety Officer
- Assist the Centre in intervening in unsafe situations involving the Client's contractors, suppliers, exhibitors, staff or attendees
- Assist as necessary if there is an accident and an accident investigation is required



Insurance

Insurance is required for all events under the License Agreement. Coverage of \$5 million General Liability and \$1 million Tenants Legal Liability is required. PavCo must be named as an additional insured. A hard copy of the certificate is to be given to the Event Supervisor 60 days prior to the Client's event. Please see section 6 of the License Agreement for other requirements.

Licenses and Permits

The City of Vancouver issues Special Event Permits for events that might have a "public" component. Clients are advised to contact the Film and Special Events Office directly to arrange for appropriate Licenses/Permits. Please contact the Film and Special Events Office at 604-257-8850.

The Vancouver Coastal Health Authority issues Health Permits for shows with any food components. It is MANDATORY that clients whose shows contain food vendors or food sampling contact the Vancouver Coastal Health Authority directly as soon as possible in their planning process. Please contact the Senior Environmental Health Officer at 604-675-3800.

Clients will need to apply for and provide proof of a Special Occasions Liquor License if they are serving alcohol. If alcohol is being served, the Centre additionally requires the Client's plan to restrict service of alcohol to minors and a plan for safe transport of attendees who are unable to drive following the event.

Staging

For staging that is 16" high and not flush against a solid back wall surface, a back railing is mandatory. For staging that is 24" or higher and not flush to a solid back wall surface, back and side railings are mandatory. For a stage 24" or higher flush to a solid back wall surface only side railings are mandatory. Railings can be part of the design of the set or parts of the set can act as railings if they are proven to be secure and safe for that purpose. Those determinations will be made on a case by case basis by the Event Supervisor.

Temporary Power

Electrical services are supplied exclusively through the Centre's Event Operations Department. Only the in-house electrician is permitted to make connections to the Plaza's panels, floor ports, transformers, or disconnect switches. If wiring or equipment constitutes a fire hazard or is contrary to the Canadian Electrical Code, the Centre's electrician cannot proceed until the situation is rectified.

Refunds will not be issued for equipment or power supplies used on the Plaza, which are installed but not used.

All equipment provided by the Centre's staff must be removed by them at the close of an event.

Please see attached Plaza floor plan for available power.



Plumbing

Potable water tie-ins are available in certain locations on the Plaza. Please see tie-in locations on the reference floor plan. The Centre does provide portable sinks that can be used in any location. Please contact the Event Supervisor for additional information.

Tenting and Temporary Structures

All proposed tents and temporary structures are to be approved by the Centre's Event Operations Department. Structural reviews may be requested from clients for structures that appear to exceed our allowable structural capacities.

Clients may not use the Centre's buildings for support of temporary structures nor may spikes or other fixtures be driven into Plaza grounds or surfaces. All tents or other temporary structures must be properly engineered. The Client is responsible for all related costs.

Vancouver Coastal Health and Food Handling

The Client is responsible for liaising with Vancouver Coastal Health Authority to ensure any food related functions within their event are approved. The acquisition of all permits and associated costs are the responsibility of the Client and their food vendors/exhibitors. Vancouver Coastal Health officials frequently attend events with food sampling/sales in order to ensure guidelines and permits are met. The Centre does not control Vancouver Coastal Health Authority regulations and requirements and cannot take responsibility for their decisions and rulings.

Food Vendor Booths

The Client is responsible for laying plywood under all food booths to protect Plaza surface from grease and other potential stains.

Grease and oil disposal is the responsibility of the food vendor and must be taken off site.

Washrooms

There are no public washrooms available on the Plaza therefore portable washrooms must be brought in by each Client. The number and placement of the portable washrooms will be determined in conjunction with the Centre's Event Supervisor and Event Operations Department. The portable washrooms must not block public access and egress and at least one unit must be wheelchair accessible. The cost of the portable washrooms is the sole responsibility of the Client.

Smoking

The Centre is a non-smoking building and in accordance with the Centre's LEED Platinum Certification, smoking is prohibited within 25 feet or 7.5 meters of doorways, windows, and air intakes. This will be enforced by the event staff of the Centre. The City of Vancouver will also enforce the Health By-Law (#9535) which prohibits smoking within 6 meters of any doorways, windows, or air intakes. The maximum fine for violating this by-law is \$2,000.



LOGISTICS

[Advanced storage of production equipment and show materials.](#)

Please advise the Centre's Event Supervisor if additional space will be required for storage. Due to the limited availability of storage space on site, the Centre is unable to accept any materials delivered prior to the scheduled event move-in unless storage space is contracted in advance. All event related deliveries should be labeled with the Centre's shipping label, which will be customized by the Event Supervisor and sent to Clients in advance. The Centre is unable to sign for or accept any COD deliveries or any goods which have duty or taxes owing to Canada Border Services Agency. The Centre is unable to accept responsibility for the security of these items once they are on-site, but will track their location until the items are requested by the Client. By previous arrangement, the Centre's staff can deliver the items to the Client and labour charges may apply.

Any materials remaining on-site after the event's scheduled move-out will be cleared away at the cost of the Client.

[Early Move-Ins](#)

The Rental period is defined as the hours between 08:00 (8:00 AM) and 23:00 (11:00 PM) to respect city noise by-laws. This time period includes move-in, set up, event, strike and move-out. If earlier move-in or move-out is required, the client will need to attain city permission and additional charges may be applied at the discretion of the Event Supervisor. Any Client requesting early move-in privilege is responsible for any security, housekeeping or labour incurred on those days.

[Move-in and Move-out](#)

The Client's safety representative must be present on-site during all move-in and move-out hours to handle inquiries regarding the event or to assist with safety concerns. To ease congestion and to facilitate loading in approved areas, it is advisable to restrict vehicle access until a load is packed and ready. Vancouver Police Department Traffic Authority and rental of the Vehicle Holding Lot may be required based on the nature of the event. These costs are the responsibility of the Client.

Move-in and move-out security are mandatory for proper vehicle control and are an exclusive service of the Centre. This includes staff for the Vehicle Holding Lot as necessary. The Event Supervisor will assign the necessary staff to ensure the move in/out process is safe and orderly. The cost for this staffing is chargeable to the Client.

[Parking / Vehicle Holding Lot](#)

Unfortunately, the Centre is unable to make arrangements for event parking. The Event Supervisor will provide contacts for parking providers in the general area of the Centre. Overnight parking and parking for oversized vehicles may be arranged through these providers.

Depending on the numbers of vehicles requiring access, Clients may be required to book a Vehicle Holding Lot at their own cost for vehicle staging. Holding Lots will require a security



security guard and are subject to availability. The cost for holding lots and security is chargeable to the Client.

As parking at the Centre is limited we encourage Clients to promote the use of public transit. The Jack Poole Plaza is well served by Skytrain, Seabus and other modes of public transit.

[Security/Crowd Control/Fencing](#)

Depending on the size of the crowd and the nature of the event, Clients may be required to rent and install fencing to manage avenues of ingress and egress and to provide crowd control. A minimum of four - 10' wide entrance/exits from the fenced area – one in each corner of the Plaza area – is mandatory. Other entrances/exits may be required depending on the event's activities.

Fencing will be mandatory for any events serving alcohol.

For events with an excess of 1,000 attendees or for Festival style events, the Olympic Cauldron may need to be protected. The Centre's Event Supervisor will advise of this need and the associated costs.

The total capacity for the Plaza is 5,750 people (4,600 in the North section and 1,150 in the South section).

[Weight Load Restriction on Plaza](#)

Forklifts and trucks cannot be accommodated on the Plaza except in defined areas. See reference floor plan.

All loads must be approved in advance by the Centre's Event Operations Department, including display vehicles, heavy machinery and deliveries requiring a forklift.

[Wheelchair Accessibility](#)

The Plaza is fully accessible by wheelchair. Provision for wheelchair accessible portable washrooms will be the responsibility of the Client.

When constructing stage ramps, note that the maximum gradient of wheelchair ramps is 1 inch high per 1 foot length of ramp.

[Emergencies and Service Requests](#)

The onsite emergency local is 604-647-7500. For all other requests please call Guest Services at 604-647-7299.

[Weather](#)

Rental of the Plaza does not include space inside the Centre. Please ensure alternate plans are in place in case of inclement weather conditions.



STAFFING

Event Manager and Event Supervisor

The Centre's Event Manager will be responsible for booking the event and working with the Client to plan the event from move-in to move-out.

The Centre's Event Supervisor is the onsite daily duty manager for the Plaza and all its event activities. The Event Supervisors are our Clients' first point of contact for day to day operations to ensure that all events run smoothly.

Forklifts

Forklifts and certified fork lift operators are provided exclusively by the Centre. Outside suppliers, Clients, or Exhibitors are not permitted to bring in their own lifts or operators.

Housekeeping and Waste Removal

The following housekeeping and cleaning services are provided exclusively by the Centre:

Service includes:

- Move-ins
- Pre-clean if necessary
- Garbage removal
- Event patrollers
- Post-clean
- Power washing if required (will be assessed on an event by event basis)

The Centre is to be advised if events are expected to generate an exceptional amount of waste. All Clients are encouraged to apply sustainable event practices to reduce waste, reuse resources, and recycle or use recycled product. Extra recycling or waste bins, additional staffing, and waste disposal services will be provided as required and are chargeable to the Client.

Security

Security staff are on site to monitor attendee safety, redirect the public, monitor alcohol service (if applicable), and manage the Centre entrances and to help keep access and egress ways open.

Security Services are provided exclusively by the Centre and will be assigned based on the nature of the event after consultation with the Centre's Event Supervisor.

First Aid

A dedicated Occupational First Aid Attendant (OFA) may be required for the event and will be determined on a case by case basis based on the nature and size of the event. security guard and are subject to availability. The cost for holding lots and security is chargeable to the Client.

As parking at the Centre is limited we encourage Clients to promote the use of public transit. The Jack Poole Plaza is well served by Skytrain, Seabus and other modes of public transit.



MISCELLANEOUS

Notice to Nearby Residents and Businesses

The Centre will notify nearby residents and businesses of all event activities on the Plaza prior to event start date. Therefore we request that final details regarding each event be submitted to the Event Supervisor no later than fourteen (14) days prior to the event start date.

Damages

A pre and post event inspection of the Event Area will be conducted by a representative of the Centre and the Client. Costs resulting from repairs, replacements, damages and cleaning of the event space are the responsibility of the Client as detailed in their License Agreement.

During Post Event Clean of each event, the Centre's staff will advise the Centre's Event Supervisor if there are any stains or damage to Plaza surface. Costs will be recovered from the damage deposit. Power washing may be required, especially if food is consumed on the Plaza. Charges for power washing begin at \$3,400.00.

Banners and Signage

The Centre requires advance notice regarding banner hanging/signage placement and all Client plans must be approved by the Event Supervisor, including the following details:

- Number of banners or signs
- Size of all banners and signage (length, width, height and weight)
- Intended locations for banners and signage
- Banner/Signage material

Banners and signage cannot be affixed to any of the Centre's buildings or any fixtures on the outdoor Plaza area.

Compressed Gas

All requests for bringing compressed gas onsite should be forwarded to the Centre's Event Supervisor. When onsite, the compressed gas cylinders must be stored in a safe manner when they are on-site. The Client is responsible for arranging drop off and pick up. If the cylinders are left on site after the event's scheduled move-out the event will be charged for disposal costs.

Display Vehicles

The following safety regulations apply to display vehicles on the Plaza:

- Positioning must not impact ingress or egress and wheelchair access as indicated on floor plan.
- Poly must be placed under the entire vehicle, and drip pans under the engine.
- Vehicles must be clean.
- Keys must be left with Guest Services.
- Engines cannot contain more than ¼ tank of fuel.
- Engines must be inoperable (battery or ignition disconnected, or vehicle locked and hood inoperable from the outside of the vehicle).
- Fuel caps must be taped or locked shut.



Communications, Technology and Related Services

Communication services on the Plaza are provided exclusively by the Centre:

- Wireless Internet Services: access points are available on the Plaza to provide a wide range of technology services, packages and connectivity
- Broadcast BENG Box (Bell Electronic News Gathering): 2 BENG boxes are located at the Plaza. Clients may dial the Bell Booking office at 1-800-361-8989 to reserve their analog or digital circuit.
- Internet Services: each BENG box has one Ethernet port to provide internet connectivity. This service needs to be pre-ordered through a Bell representative via the Event Supervisor.
- Voice Digital and Analog lines: are available as required and can be ordered through Bell via the Event Supervisor.

Please see Plaza floor plan for the location of BENG boxes. Estimates of service costs are available.

Ticketed Events

For public events requiring ticketing, a Client may either use a ticketing agent, or produce tickets themselves. If a ticketing agent is used, the Client will need to sign and complete the "Irrevocable Direction to Pay" form, which entitles the Centre to recover funds from the ticket sales to cover the cost of the event (if required). If the Client chooses to produce tickets without an agent, the Centre reserves the right to review and approve a draft of the ticket before distribution. The ticket should indicate all pertinent information about the event including:

- Correct information about the Venue, Dates, Times & Costs
- Identification of show producer/promoter
- Age restrictions, Dress Code
- Access Restrictions (areas in the show, dates)
- Behavior Restrictions (entrance denial if intoxicated)
- Refund Policy

BASE COSTS

Housekeeping and Cleaning

- Supervisor - \$26.00/hour
- Patroller - \$24.00/hour
- Power Wash – charges begin at \$3,400.00



Set-Up Labour

- Supervisor/Operator without Machine - \$43.00/hour
- General Labour - \$38.00/hour
- Forklift Operator with Machine - \$82.00/hour

Security Staff

- Security Supervisor - \$29.50/hour
- OFA Guard - \$29.50/hour
- Regular Guards at various positions - \$28.00/hour

Event Management

- Event Supervisor - \$75.00/hour

** Note: Minimum calls on all shifts is 4 hours

Electrical and water/plumbing/sink costs will be provided by quote based on detailed information from the Client about their event.

For more information regarding community events, please contact:

Renee Giesse
Event Manager
Tel: +1-604-647-7358
rgiesse@vancouverconventioncentre.com

For inquiries related to other special events, including filming, please contact:

Anita Sodhi-Cavezza
Sales Manager
Tel: +1-604-647-7343
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