

FACILITY SERVICES GUIDE CRYSTAL GARDEN

CRYSTAL GARDEN



TABLE OF CONTENTS

WELCOME

Vision and Goal	iii
Priorities	iii
Location & Contact	iii
Event & Client Services	iii

EXCLUSIVE SUPPLIERS

Electrical Services	iv
Food & Beverage	iv
Rigging, Banners & Communications	iv
Security	iv

PREFERRED SUPPLIERS

Audio Visual & Technology Services	v
Display Services	v
Materials Handling/ Freight	v

FREQUENTLY ASKED QUESTIONS

Frequently Asked Questions	Vi
----------------------------	----

GENERAL INFORMATION

Accessibility	1
Advertising, Publicity, Promotion	1
Animals	1
Audio Visual & Rigging	1-2
Coat Check & Hosting Services	2
Customs & International Events	2
Damage & Repairs	2
Décor & Banners	2-3
Deliveries & Shipping	3-4
Display Services	4
Drones	4
Electrical Services	4
Elevators	4
Exhibits & Trade Shows	4-5-6
First Nations Acknowledgement	6
Floor Loads	6
Floor Plans & Room Capacities	6-7
Food & Beverage	7
High School Graduations	7
Housekeeping, Garbage Removal & Recycling	7-8
Internet & Communications	8
Invoice/ Accounting	9
Lighting	9

Loading Facilities	9
Material Moving Equipment	10
Noise Bylaw & Building Curfew	10
Parking	10
Shipping, <i>see Deliveries & Shipping</i>	
SOCAN & Re:Sound Fees (Entandem)	11
Statutory Holidays	11
Videography Reproduction & Photography	11

SAFETY AND SECURITY

Compressed Gas Cylinders	12
Electrical Cables	12
Emergency Preparedness	12-13
Fire Safety Regulations	14-15
Insurance & Indemnity	15-16
Globally Harmonized System	16
Police Escort & Special Events Permit	16
Security	16
Security Passes	16
Smoking	17
Weapons	17

THE RESPONSIBLE SERVICE OF ALCOHOL

Guidelines for the Responsible Service of Alcohol	18-19
Liquor License	19
Liquor Sampling	20

CANNABIS

Guidelines	21
Cannabis Marketing & Promotion	21

SERVICES AND EQUIPMENT

Standard Services & Equipment – Crystal Garden	22
Service & Equipment Rates – Crystal Garden	23-24

WELCOME

Welcome to the Crystal Garden, part of the Victoria Conference Centre, located on the southern tip of Vancouver Island, on the homelands of the Songhees and Esquimalt people. Located just steps from Victoria's historic Inner Harbour and many of the city's best attractions.

In 2008 the Victoria Conference Centre acquired the Crystal Garden, a unique, elegant landmark that is ideal for tradeshow and banquets. The main entrance, open only during scheduled events, is located at 713 Douglas Street and features a 1,172 ft² (108 m²) foyer with a permanent registration desk, private offices with secure access and passenger elevator service to the upper and lower levels.

VISION & GOAL:

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

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

PRIORITIES:

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

LOCATION & CONTACT:

713 Douglas Street
Victoria, BC V8W 3M6
250.361.1000
1.866.572.1151

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

EVENT & CLIENT SERVICES:

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

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

EXCLUSIVE SUPPLIERS

ELECTRICAL SERVICES



exhibits@victoriacentre.com

All electrical services are provided in-house by the **Victoria Conference Centre**. Only Victoria Conference Centre electricians are authorized to connect or disconnect Crystal Garden panels, floor outlets, wall outlets and transformers.

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

FOOD & BEVERAGE



Kimberley Terceira,
*Director of Conference Services
& Catering*

[Fairmont Empress Events](#)

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

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

Banquet menus may be found [online](#).

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



Jim McLennan,
Director of Event Technology

[Encore Canada](#)

Encore Canada supervises the rigging of all specialty lighting, equipment, décor and banners to the walls and ceilings at Crystal Garden. Rigging packages and maps are available upon request.

Please contact Encore Canada directly for more information.

Telephone and fax lines can be installed to any area within Crystal Garden. Please contact your Event Manager to make arrangements for the use of any of these telecommunications services. Three (3) weeks advance notice is required.

Wired and wireless internet is available in Crystal Garden. These services are provided exclusively by Encore Canada.

SECURITY



[Paladin Security](#)

Building and event security for Crystal Garden 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



Jim McLennan,
Director of Event Technology

[Encore Canada](#)

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

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

DISPLAY SERVICES



exhibits@victoriaconference.com

In-House Display Services has display equipment for rent to supply up to 75 single exhibit and trade show booths as follows:

- Pipe and drape
- Topped and skirted tables
- Chairs
- Poster boards

Staging, dance floor, wheelchair and vehicle ramps may also be rented through Victoria Conference Centre In-House Display Services.

Please contact the Event/Exhibit Coordinator for a quote for services.

MATERIALS HANDLING/ FREIGHT



[Events on the Move](#)

Crystal Garden will NOT accept exhibitor shipments, therefore we have partnered with **Events on the Move** to provide shipping, freight forwarding and custom brokerage services for meetings, conventions and exhibitions. Meeting planners, show managers and exhibitors depend on them to reliably manage the logistics of shipping their materials to meetings and conventions throughout North America and around the world. Events on the Move provides the following services.

- Domestic and international shipping
- Canadian, US and international customs brokerage
- Advanced and post-show warehousing
- On-site materials handling logistics
- Cargo insurance

FREQUENTLY ASKED QUESTIONS

1. What is the capacity of the Crystal Garden?

Capacities of the Crystal Garden in a variety of configurations can be found in the section [Floor Plans and Room Capacities](#). [Capacities and 360 photos](#) are also available on our website.

2. Is Security required?

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

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

We are unable to accept advance freight shipments for exhibitors or sponsors. Deliveries must be made during the scheduled move-in time and must be signed for by the exhibitor, show management or designated shipping supplier. For more information see [Deliveries & Shipping](#).

4. Loading Facilities – location of loading bays, elevator dimensions and time restrictions?

There are 3 loading bays which are accessed via Humboldt St. west of Blanshard St. ([load in map](#)). Maximum truck length for each bay is 6.4m (21') long with a wheelbase of 2.6m (8.5') wide and a load capacity of 5 tons.

There are 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 tradeshows and access to the 2nd elevator please contact your Event Manager. [See elevator dimensions](#).

Please note electric pallet jacks are not permitted in the freight elevators.

Loading and unloading at Crystal Garden is restricted to between 7:00am-10:00pm Monday-Saturday and 10:00am-10:00pm Sundays.

For more information, including elevator dimensions see [Loading Facilities](#).

5. What time must events end at Crystal Garden? Are there any time restrictions move-in and move-outs?

Crystal Garden has a building curfew of 12:00am. For events that run past 10:00pm amplified sound must be reduced to 65 dBC from the daytime limit of 70 dBC.

All move-in/outs must be completed by 10:00pm. For events that run past 10:00pm move-in/outs will need to occur the following day.

Please refer to the [City of Victoria Noise Bylaw](#) for more information.

6. As Crystal Garden has a glass ceiling, will this impact my lighting requirements?

During daylight hours Crystal Garden is awash in natural light. Light for evening events on the lower level is provided by a series of up-lights 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.

Daytime projected visual presentations are not recommended.

7. Is there a Services & Equipment price list?

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

8. Where can I find Food & Beverage Pricing? Is food sampling at tradeshows permitted?

The Fairmont Empress is the exclusive food & beverage provider for the Victoria Conference Centre and Crystal Garden. [Banquet Menus](#) are available online and for more information, including food sampling policies, please see the [Food & Beverage](#) section.

9. Does the rental of Crystal Garden include power?

Power is not included in your function space rental. Please contact your Event Manager for more information or to obtain a quote for power requirements.

GENERAL INFORMATION

ACCESSIBILITY

The Crystal Garden building is located on street level at 713 Douglas Street. There is one passenger elevator that provides service to the upper and lower levels from the registration area, located at the main entrance. This elevator may not to be used for moving freight without permission.

All washrooms in this building are accessible to wheelchairs. Washrooms on the lower level may be accessed via wheelchair lift.

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 Crystal Garden or Victoria Conference Centre to your Event Manager for approval prior to publishing.

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

A selection of photos are available by registering for Destination Greater Victoria's [online image bank](#), including the Victoria Conference Centre logo and logotype, which are trademark protected. Clients are invited to link www.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 applying for certification for out of province visitors, please visit - <https://www2.gov.bc.ca/gov/content/justice/human-rights/guide-and-service-dog>. Therapy and emotional support animals, including dogs are not eligible for provincial certification and prior authorization for building access is required.

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

"A person must not operate or carry on a public show, exhibition, carnival or performance in which animals are required to perform tricks, fight or otherwise participate for the amusement or entertainment of an audience."

Animals that legitimately form an integral part of an exhibit or display which in no way exploits an animal for profit or advantage, may be brought into the Victoria Conference Centre with prior authorization from your Event Manager. Animals on display must be kept on a leash or contained in a pen at all times.

AUDIO VISUAL & RIGGING

Encore Canada is the Victoria Conference Centre's preferred AV supplier, exclusive operator of [In-House AV Systems](#) and exclusive provider of [Internet Services](#) and rigging. For detailed information, including price quotes for your specific event requirements, please contact the Encore Canada in-house representatives at (250) 361-1095.

Crystal Garden has been fitted with a house sound system with patching capabilities. Encore Canada can provide on-site technicians to set up and operate all equipment.

NOTE: Visual Presentations are not recommended at Crystal Garden during daylight hours due to a glass roof; natural light levels cannot be controlled.

Rigging plans are available upon request from Encore Canada. **All rigging plans must be approved by Encore Canada one (1) week prior to the event date.**

The ceilings are 22' at the highest point and 15'10" at the lowest point on the lower level; ceiling height on the upper level is 8'5".

COAT CHECK & HOSTING SERVICES

Crystal Garden does not have a designated coat check area, however, any area may be used as such. Mobile coat rack units are available free of charge and numbered coat check tickets are available for purchase. Items left on coat racks are solely the responsibility of the Client.

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

CUSTOMS & INTERNATIONAL EVENTS

For all customs-related enquiries please contact Events on the Move at 604.647.0130 or online at <http://eventsonthemove.levyshow.com/>.

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

DAMAGE & REPAIRS

Crystal Garden status with respect to fixtures and furnishings is formally documented on a daily basis to ensure that the facility is clean and in good working condition. In the event of damage to the above, the Client will be responsible for the cost of any repairs, replacements or extraordinary cleaning. Please inform your Event Manager should you notice damage prior to departing the Crystal Garden.

DÉCOR & BANNERS

Clients are welcome to decorate the Crystal Garden. All décor, signs and banners, etc., must be treated with an approved chemical flame retardant or be inherently flame proof and must be removed by the Client by the end of the contracted rental period. All materials not removed in the time specified by the contract will be removed by the Victoria Conference Centre at the expense of the Client.

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

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

Adhesives

Masking tape or painters tape may be used. Posters, banners and other similar materials, including floor stickers may be displayed in Crystal Garden with prior approval of your Event Manager. Easels are also available for the display of items; subject to availability.

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

Labour and materials fees for clean-up resulting from a non-adherence to this policy are applicable.

DÉCOR & BANNERS CONTINUED

Balloons

Regular and helium filled balloons and other inflatable props are permitted. Clients are required to sign the *Balloon Waiver* prior to conducting an event involving balloons. The waiver authorizes the Victoria Conference Centre to retrieve lost helium filled balloons, clean up balloon debris and remove balloons affixed to furniture, walls or ceilings at the Client's expense following the event if necessary.

Bark Mulch

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

Banners

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

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.

Pyrotechnics & Fog Machines

Pyrotechnics are not permitted. Only water-based fog machines are permitted.

DELIVERIES & SHIPPING

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

Flowers & Special Décor

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

Exhibit Materials

Advance freight shipments for exhibitors, demonstrators or sponsors will NOT be accepted. Deliveries attempted outside the scheduled move-in time for the tradeshow or exhibit will be refused and redirected to the designated display or shipping supplier. Show managers are responsible for sharing this information with exhibitors and arranging for a designated shipping supplier.

Deliveries attempted during the scheduled move-in for a trade show must be signed for by the exhibitor, show manager or designated shipping supplier. ALL material handling is the sole responsibility of the exhibitor, show manager or designated shipping supplier.

The Victoria Conference Centre recommends Events On The Move for your designated shipping supplier, 604.647.0130 or www.eventsonthefirstmove.com. Should materials arrive and no designated supplier has been assigned, these materials will be redirected to Events On The Move at the exhibitor's expense.

Post-Event Shipping

The Victoria Conference Centre is not equipped to ship materials on behalf of its Clients and cannot be held responsible for materials left after the scheduled move-out time for an event. These materials will be redirected, at the expense of the exhibitor, to the designated display or shipping supplier.

Storage

Crystal Garden does not have storage space on site. Arrangements must be made with the designated display or shipping supplier to have materials stored off-site.

DISPLAY SERVICES

The Victoria Conference Centre In-House Display Services Department has equipment for rent for up to 75 single exhibit booths in Crystal Garden as follows:

- Pipe & drape
- Poster boards
- Topped and skirted 6' and/or 8' tables
- Chairs
- Posterboards

Customized order forms are available upon request for the following In-House Display Services and rental equipment:

- Electrical Order Form
- Exhibitor AV Request
- General Labour Service
- Booth Cleaning
- Data Service Request
- Shipping Instructions
- Events on the Move Shipping Package

DRONES

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

ELECTRICAL SERVICES

All electrical services are provided in-house by the Victoria Conference Centre. Only Victoria Conference Centre electricians are authorized to connect or disconnect panels, floor outlets, wall outlets and transformers. All electrical fixtures and fittings used must be CSA approved.

Please contact your Event Manager for more information and to obtain a price quote for power requirements.

ELEVATORS

Passenger Elevator

A passenger elevator is located in the registration area at the main entrance to the building. This elevator services the upper and lower levels of Crystal Garden. This elevator is not to be used for moving freight.

Freight Elevators

Access to the freight elevators is via loading docks 1 and 2 at the east side of Crystal Garden. For more information see [Loading Facilities](#).

EXHIBITS & TRADE SHOWS

Exhibit Layout Diagrams

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

Aisle Widths

Public Shows: minimum 8' wide

Trade Shows: minimum 6' wide

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

Exhibit Space

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

Tents are not permitted inside Crystal Garden.

Vehicle display inside Crystal Garden cannot be accommodated due to the configuration of loading facilities.

Floor Marking

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

Move-In

Advance freight shipments for exhibitors, demonstrators or sponsors will not be accepted. See [Deliveries/Shipping](#) for more information.

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

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

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

Move-Out

Following an exhibition or trade show, In-House Display Services or the Client's designated display company shall remove all display furnishings, power equipment, booths, etc. in the times specified by your License Agreement. Exhibitors' materials left after a move-out will be removed and stored by the designated display or shipping supplier at the exhibitors' expense.

It is up to the show manager to arrange for a designated shipping supplier.

The Victoria Conference Centre recommends Events On The Move for your designated shipping supplier, (604) 647-0130 or www.eventsonthemove.com. Should materials arrive and no designated supplier has been assigned, these materials will be redirected to Events On The Move at the exhibitor's expense.

Pallets, Recycling and Garbage Removal

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

Exhibit Booth Water Service

There is no water service available for exhibits and trade shows at Crystal Garden.

Trade Show Services

The provision of electrical services is an exclusive service to the Victoria Conference Centre. Please contact the [Event/Exhibit Coordinator](#) for more information on electrical services.

Services rendered (which are inclusive to the rental fee) by the Victoria Conference Centre at trade shows includes the use of facility carts or dollies on-site by exhibitors for 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.

FIRST NATIONS ACKNOWLEDGEMENT

The City of Victoria is located on the homelands of the Songhees and Esquimalt People.

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

This acknowledgement recognizes the long history of the Lekwungen People and their relationship to this land. It recognizes the cultural and sacred significance of this environment to the Lekwungen People, which they have stewarded for thousands of years. Further, it acknowledges the importance of the future of this land to the Songhees and Esquimalt People.

FLOOR LOADS

The Crystal Garden floors are carpeted, with the exception of the upper level south which is wood flooring.

Load Capacities are as follows:

Crystal Garden Main Floor - 610.303 kg/m² (125 lb/ft²) or item under 3000 lb.

Upper Floor - 493 kg/m² (100 lb/ft²) or item under 2000 lb.

FLOOR PLANS & ROOM CAPACITIES

The main entrance, open only during scheduled events, is located at 713 Douglas Street and features a 1,172 ft² (108 m²) foyer with a permanent registration desk and passenger elevator service to the upper and lower levels.

Physical features include a glass roof and a multi-level open-air design with 22' ceilings at the highest point and 15'10" at the lowest point on the lower level; ceiling height on the upper level is 8'5".

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

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

[Capacity charts and 360 photos](#) are available on our website.

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

Room Setups

Tables and chairs are provided in pre-determined configurations (with the exception of display tables). Labour charges will be incurred if the setup of a function space will change once or more throughout the day.

Outside Supplier Floor Plans

As outlined in the Outside Supplier Agreement (Schedule C of the License Agreement), if using an outside supplier the Client must submit floor plans and production rigging plans to the Event Manager for advance approval. All floor plans must be to scale, include event name, date and location. Entrances and exits must be marked, aisles and

aisle widths, AV storage areas (if applicable), food service areas, dimensions of booths/displays staging and other special items must be clearly identified.

Exhibit Layout Diagrams

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

Rigging

Rigging is an exclusive service provided by Encore Canada.

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

FOOD & BEVERAGE

Menus & Pricing

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

Food & Beverage Sampling

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

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

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 & dance. The cost will be charged to the Client.
- Dinner & dance events may be scheduled until 12:00 am. In accordance with the Good Neighbour Understanding & City of Victoria noise by-laws, the Victoria Conference Centre reserves the right to adjust the volume of the DJ or band as required.
- No alcohol is to be ordered by, served to, or consumed by any minors on Victoria Conference Centre & Crystal Garden or the Fairmont Empress property, including the on-site parkade and surrounding gardens.

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

HOUSEKEEPING, GARBAGE REMOVAL & RECYCLING

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

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

Trade Show / Exhibit Area Cleaning Services

INTERNET & COMMUNICATIONS

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

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

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

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

Garbage Removal

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

Housekeeping provides complimentary refuse removal as follows:

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

Recycling

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

Internet

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

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

Communications

Telephone and fax lines can be installed to any area within the Crystal Garden. Please contact your Event Manager to make arrangements for the use of any of these telecommunication services. **Three (3) weeks advance notice required.**

Satellite dishes may not be set up on the roof of Crystal Garden, however there are locations for mobile satellite dishes (with wheeled trailer) behind the NE corner of the building.

INVOICE/ ACCOUNTING

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

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

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

LIGHTING

During daylight hours Crystal Garden is awash with natural light. Lighting for evening events on the lower level is provided by a series of up-lights and/or halogen fixtures. Track lighting is installed on the upper level. Lighting requirements vary depending upon the nature of the event; Encore Canada can provide alternate lighting solutions.

Visual presentations are not recommended during daylight hours.

LOADING FACILITIES

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:

- 7:00am – 10:00pm Monday – Saturday
- 10:00am – 10:00pm Sundays and Statutory Holidays

This rule is strictly enforced.

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 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.

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 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 area.

MATERIAL MOVING EQUIPMENT

Equipment available includes:

- Hand pallet jack
- Electric pallet jack – *not permitted in Crystal Garden freight elevators*
- Platform lift (scissor lift) - load capacity 500 lb., operated exclusively by Encore Canada
- Dollies and carts of varying size

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

NOISE BYLAW & BUILDING CURFEW

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 night time.

Daytime, under the Bylaw, is defined as 7:00am – 10:00pm Monday – Saturday and 10:00am – 10:00pm on Sundays and Statutory Holidays.

The Crystal Garden building curfew is 12:00am.

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

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

PARKING

Parkade

Robbins Parking Service Ltd. operates the Victoria Conference Centre parkade. There are 309 parking spaces on two underground levels; vehicle height restriction is 6'2".

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

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

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

Off-site Large Truck and Bus Parking

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

Rear Service Yard Parking

There is no Client, delegate or exhibitor vehicles permitted to be parked in the rear service yard other than during move-in or move-out periods.

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.

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	\$ 59.64	1-100 guests	\$ 29.81
101-300 guests	\$ 85.80	101-300 guests	\$ 42.86
301-500 guests	\$ 178.90	301-500 guests	\$ 89.45
500+ guests	\$ 253.45	500+ guests	\$ 126.73

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
Thanksgiving Day	2 nd Monday in October
Remembrance Day	November 11 th
Christmas Day	December 25 th
Boxing Day	December 26 th

The Victoria Conference Centre & Crystal Garden is closed for business and, therefore, does not accept bookings between December 24th and January 1st each year.

VIDEOGRAPHY REPRODUCTION & PHOTOGRAPHY

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

The Victoria Conference Centre retains the right to take photographs of any event for its own records and for marketing purposes.

SAFETY AND SECURITY

COMPRESSED GAS CYLINDERS

Compressed gas cylinders are permitted in Crystal Garden and must be kept secured and upright at all times. Authorization from your Event Manager is required for the use or display of compressed gas cylinders.

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-pound cylinder, and a flow restriction valve must be used on all propane tanks. The equipment and its operation must be safety certified by the City of Victoria Fire Department and the BC Safety Authority.

Victoria Fire Department
250.920.3350

BC Safety Authority
1.866.566.7233

ELECTRICAL CABLES

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

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

EMERGENCY PREPAREDNESS

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

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

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

First Aid

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

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

First Aid Stations

Crystal Garden has first aid cabinets located on the upper and lower levels. Each station contains a defibrillator, portable oxygen tank and a first aid response kit.

Training

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

EMERGENCY PREPAREDNESS CONTINUED

Building Safety Features

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

Delegate Emergency Preparedness Information

Earthquake

- Drop, cover, hold: take cover under a table or similar shelter. Protect your head and neck, and hold on to your cover during shaking. Falling debris may cause injury.
- Face away from windows and get away from their proximity.
- Move away from objects that might fall on you.
- 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 in the following areas of Crystal Garden:

Main Entrance

- left of main entrance doors, and;
- next to passenger elevator

Lower Level

- next to passenger elevator
- next to washrooms (behind wheelchair lift)

Upper Level

- next to passenger elevator
- next to emergency exit south
- next to emergency exit north

Printed and electronic copies of evacuation routes for Crystal Garden are available upon request from your Event Manager.

FIRE SAFETY REGULATIONS

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

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

Exhibits/Displays

- No portion of an event setup or display shall obstruct any exit aisle or fire exit doorway.
- No dead-end corridors in exhibit setups are permitted. Aisle widths must be a minimum of 6' for trade shows and 8' for public shows.
- 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 ft²).
Tents are not permitted in Crystal Garden
- All electrical appliances, electrical cords and electrical connections shall comply with the BC Electrical Code and be CSA approved.

Aerosols

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

Decorations

If used for display or decorative purposes, the following materials shall be inherently flameproof or properly treated with an approved chemical flame-retardant:

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

The use of the following materials indoors is prohibited:

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

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

Pyrotechnics

Indoor special effects are not permitted.

INSURANCE & INDEMNITY

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.

Public Liability Insurance & Indemnity

As per Victoria Conference Centre License Agreement Clause #5:

During its events at the facility:

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

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

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

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

The Client shall pay all cost and fees arising from the use of patented, trademarked, copyrighted or franchised materials, devices, processes, music, dramatic and other rights used in connection with the production of the event.

Host Liquor Liability Coverage

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

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

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

Exhibitors

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

Outsider Suppliers/ Contractors

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

Personal Insurance

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

Event Cancellation Insurance

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

GLOBALLY HARMONIZED SYSTEM

Globally Harmonized System (GHS)

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

POLICE ESCORT & SPECIAL EVENTS PERMIT

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

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

SECURITY

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

Security will be visible to Clients.

For all events at Crystal Garden, 1 security guard to monitor the front entrance of the building at all times while delegates, volunteers and supplier are on-site is required.

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

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

See [exhibit move-in/out security](#) for more information on exhibit security requirements.

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

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

SECURITY PASSES

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

SMOKING

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

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

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 show manager.

Event History

Please share information regarding your past events with your Event Manager. Include specifics where possible regarding patterns of beverage consumption (amount, estimated times, location, etc.). This will allow the Victoria Conference Centre 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 set up, move-in or move-out times.

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

Guests

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

Minors

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

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

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

Prevention of Over-Service of Alcohol

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

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

Safe and Responsible Transportation

Included in the planning for your event are your plans to provide safe transportation for those guests who have been drinking. Please share these plans with your Event Manager.

A complimentary taxi butler service is available, please speak to 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's Crystal Garden 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 at Crystal Garden are between 9:00am – 12:00am daily, 7 days a week.

Liquor Special Event Permit

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

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

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

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

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

Liquor Charitable Auction Permit

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

For terms and conditions and further information please visit:

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

LIQUOR SAMPLING

Once the Client has completed the *Sample Food and/or Beverage Distribution Authorization Request*, and only after it has been approved by your Event Manager, Show Management may offer sampling under its own SEP. The Client will be asked to submit an operation plan to ensure that all sampling activities are in accordance with Victoria Conference Centre policies and in compliance with regulations set forth by the Liquor & Cannabis Regulation Branch of BC (LCRB). Sample sizes must be limited to:

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

If samples are sold, prices must be adjusted based on the liquor price schedule as set forth by the LCRB. Please refer to the SEP Terms and Conditions Handbook, a copy of which may be found online at: <https://www2.gov.bc.ca/gov/content/employment-business/business/liquor-regulation-licensing/liquor-licences-permits/applying-for-a-liquor-licence-or-permit/special-event-liquor-permit>

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

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

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

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

CANNABIS

GUIDELINES

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

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

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

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

CANNABIS MARKETING & PROMOTIONS

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

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

All cannabis promotion must follow the:

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

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

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

SERVICES & EQUIPMENT

STANDARD SERVICES & EQUIPMENT – CRYSTAL GARDEN

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 Desk – *built-in registration counter*
- Podium
- Water at Head Table
- Water Cooler Station
- One Easel
- Wastebasket & Recycle Bin
- Coat Racks
- Informational & Directional Sign – *main VCC entrance*
- General Housekeeping

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 Desk – *built-in registration counter*
- Podium
- Cocktail Tables
- Water Service with Meals
- Water Cooler Station
- One Easel
- Coat Racks
- Informational & Directional Sign – *main VCC entrance*
- General Housekeeping

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

NOT Included in the Basic Meeting Setup

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

NOT Included in the Basic Banquet Setup

- Additional Easels
- Electrical Services
- 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

Additional Complimentary Items

available upon request & subject to availability

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

SERVICES & EQUIPMENT

SERVICES & EQUIPMENT RATES – CRYSTAL GARDEN

STAGING, ACCESSORIES & DANCE FLOOR

Carpeted Riser	\$50.00/module
6' x 8' modules, 8" height, up to 4 pieces	
6' x 8' modules, 16" or 24" height, up to 20 pieces	
<i>Includes installation and as required chair guards, stairs and skirting</i>	
Wood Deck Staging, up to 34 pieces	\$50.00/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>	
Dance Floor	
1 – 100 pieces	\$400.00
101 – 200 pieces	\$750.00
201 – 289 pieces	\$1050.00
<i>Available in 3' x 3' pieces to a maximum of 51' x 51'</i>	

DISPLAY SERVICES

Display Chairs, <i>padded & folding</i>	\$7.50/ chair
Display Tables, <i>topped & skirted (black or blue)</i>	\$50.00/ 6' table
	\$55.00/ 8' table
Poster Board	\$95.00

ELECTRICAL SERVICES

Electrical Services	
7 amp single receptacle	\$69.00
15 amp double receptacle	\$79.00
<i>Additional power requirements are available.</i>	

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
-------------------------------------	----------

LABOUR CHARGES – STATUTORY HOLIDAYS

Victoria Conference Centre	\$80.00/ hour/ staff, 4 hour min
Fairmont Empress	\$60.00/ hour/ staff, 4 hour min
Encore Canada	\$90.00/ hour/ staff, 4 hour min
Housekeeping	\$60.00/ hour/ staff, 4 hour min
Security	\$52.50/ hour/ staff, 4 hour min

LABOUR CHARGES – ROOM RESETS

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

PARKING

Parking	\$1.75 per ½ hour
Maximum Daily Rate	\$18.00

SECURITY

Security, <i>exclusive service provided by Paladin Security</i>	\$35.00/ hour/ staff, 4 hour min
Late Order, <i>request less than 3 business days' notice</i>	\$42.00/ hour/ staff, 4 hour min

MISCELLANEOUS

Balloon Retrieval	\$40.00/ hour
Banner Hanging, <i>service by Encore Canada</i>	Varies
Catering Fee Minimum	Varies
Cleaning, extraordinary	\$60.00/ hour, <i>billed post event</i>
Coat Check Tags	\$15.00/ package of 100
Flags, <i>each additional flag above complimentary offerings</i>	\$20.00
Pallet Recycling Fee	\$10.00/ pallet
Pens and Pads of Paper	\$75.00/ box of 50
Recycling Fee, <i>may apply depending on amounts & materials</i>	Varies

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	\$59.64	1-100 guests	\$29.81
101-300 guests	\$85.80	101-300 guests	\$42.86
301-500 guests	\$178.90	301-500 guests	\$89.45
500+ guests	\$253.45	500+ guests	\$126.73

SUPPLIER SERVICES

The Victoria Conference engages a number of suppliers to provide various services at an additional cost. Please contact your Event Manager for more information

Audio Visual	Encore Canada, <i>preferred provider</i>
Electrical Services	Victoria Conference Centre, <i>exclusive provider</i>
Exhibit/ Display Services	Victoria Conference Centre, <i>preferred provider</i>
Décor	Please contact your Event Manger for local suppliers
Food & Beverage	Fairmont Empress, <i>exclusive provider</i>
Host Services	Please contact your Event Manager for local suppliers
Internet	Encore Canada, <i>exclusive provider</i>
Rigging/ Specialty Lighting	Encore Canada, <i>exclusive provider</i>
Security	Paladin Security, <i>exclusive provider</i>
Shipping/ Receiving/ Materials Handling/ Customs	Events on the Move, <i>preferred supplier</i>

All prices are subject to applicable taxes: 5% GST and 7% PST
All prices are subject to change without notice.