

EDMONTON  
CONVENTION  
CENTRE



# FACILITY SERVICES GUIDE

2019 Guide to the Edmonton Convention Centre



## TABLE OF CONTENTS

<b>Welcome.....</b>	<b>1</b>	Logo and Photos.....	8
<b>Event Coordination.....</b>	<b>2</b>	Lost & Found.....	8
Adhesives.....	2	Move-in/Move-out.....	8
Balloons.....	2	Parking.....	8
Banners & Hanging Décor.....	2	Public Transit.....	8
Billing.....	2	Signage.....	8
Client Services.....	2	Smoking.....	8
Contract/Deposit.....	2	Social Media.....	9
Event Plan.....	2	Staging.....	9
Included in Rental Fee.....	2	Welcome Edmonton Centre.....	9
Gratuities.....	2	<b>Services/Staffing.....</b>	<b>10</b>
Liability Insurance.....	2	Business Service Centre.....	10
Licensing.....	2	Coat Check.....	10
Music Licensing Fees.....	3	Conference Services.....	10
Promotion Opportunities.....	3	Dock Marshalling.....	10
Room Set-up.....	3	Exhibitor Deliveries.....	10
Receiving/Storage/Materials.....	3	Forklift & Operators.....	10
<b>Food and Beverage.....</b>	<b>4</b>	Housekeeping.....	10
Alcohol Service.....	4	Rigging.....	10
Allergy, Alternate Dietary Meals & Overages.....	4	Service Animals.....	11
Corkage Choices.....	4	Staffing.....	11
Bottled Water.....	4	Technology.....	11
Catering.....	4	Water and Drain Lines.....	11
Customized Menus.....	5	<b>Official Suppliers.....</b>	<b>12</b>
Food and Beverage Guarantee.....	5	Audio Visual/Internet.....	12
Labour Charges.....	5	Display Contractor/Materials Handling.....	12
Linens/China.....	5	Electrical/Mechanical.....	13
Pricing.....	5	<b>Preferred Suppliers.....</b>	<b>14</b>
Sampling.....	5	<b>Safety/Security.....</b>	<b>15</b>
Second Helping Program.....	5	Building Security.....	15
Special Menus.....	5	CO2 Tanks.....	15
Surcharges for New Orders or Increases.....	5	Event Security.....	15
Trade Show Booth Services.....	5	Fire/Evacuation Procedures.....	15
<b>Sustainable Meetings.....</b>	<b>6</b>	Fire and Safety Regulations.....	16
<b>Facility.....</b>	<b>7</b>	First Aid.....	16
Accessibility.....	7	Food Trucks.....	16
Ceiling Heights.....	7	Keys/Access Cards.....	16
Common space.....	7	Liability/Insurance.....	16
Escalators/Elevators.....	7	Propane.....	16
Exhibits.....	7	Pyrotechnics.....	16
Fire Marshal Approval Fees.....	8	Vehicles on the Floor.....	16
Floor Loads.....	8	<b>Floor Plans.....</b>	<b>17</b>
House Sound.....	8	<b>Emergency Evacuation Routes.....</b>	<b>21</b>
Loading Docks.....	8		



# WE ARE THE EDMONTON CONVENTION CENTRE

As a gathering place for nearly 500,000 guests each year, we bring people together to learn, innovate, trade and celebrate. We are committed to creating connection—to the community, to the land, to local culture and to others.

Our iconic, sustainable venue is built into the foundation of downtown Edmonton's river valley. We connect to our land through our sustainable business practices and dedication to locally-sourced and inspired cuisine.

As a community hub, we foster a culture of giving back and connect with the community through social programs and commitment to our people.

Recognized as one of North America's top five performing venues, we deliver remarkable experiences through our warm hospitality and drive to achieve your vision. As our client and guest, you can expect to be connected to our 35 years of expertise and operational excellence.

## We are the Edmonton Convention Centre.

.....

Welcome and thank you for choosing the Edmonton Convention Centre as your venue of choice. We hope you will use this guide as a tool to familiarize yourself with our facility and services. You may also visit our website at [www.edmontonconventioncentre.com](http://www.edmontonconventioncentre.com).

the centre of **connection**

# EVENT COORDINATION

## ADHESIVES

Acceptable wall adhesives are painters tape, masking tape, reusable adhesive putty, wall mounting tabs or straight pins. Please speak with your Client Services Manager to determine the most appropriate adhesive for your event. Please note that cleaning and removal of non-approved adhesives by ECC staff are chargeable costs.

## BALLOONS

Helium-filled balloons and other inflatable items must be approved by your Client Services Manager. Labour charges may apply if balloon retrieval is required.

## BANNERS & HANGING DÉCOR

Banners and hanging décor may be suspended in select locations throughout the facility and is an exclusive service provided by Showtech Power & Lighting (see page 12). These requests must be submitted to your Client Services Manager 30 days in advance of your event. Costs for banner and hanging décor suspension will be quoted based on details provided.

## BILLING

Invoices are prepared post-event by our Accounts Receivable department. Please contact Patti Dipanfilo at (780) 917-7656 or [pdipanfilo@edmonton.com](mailto:pdipanfilo@edmonton.com) for more information.

## CLIENT SERVICES

Upon confirmation of your booking, a Client Services Manager will be assigned to your event and will assist you in planning, finalizing all detailed arrangements and ensuring smooth execution.

## CONTRACT/DEPOSIT

A non-refundable deposit and signed contract is required to confirm bookings. The payment schedule will be outlined in the contract. A deposit will be required to confirm bookings on a definite basis.

## EVENT PLAN

To ensure a successful event, the client should provide final detailed plans to the Client Services Manager at least one month prior to the event date. The Client Services Manager will provide the client with the event plan outlining all event requirements. Signature confirming event plan details is required five days in advance.

## FOOD AND BEVERAGE

See the Food and Beverage section on page 4. To view our menus please visit [www.edmontonconventioncentre.com](http://www.edmontonconventioncentre.com)

## INCLUDED IN RENTAL FEE

### Trade shows

- Exhibit hall lobby for registration, information, etc. is to be used in common with other ECC clients
- Waste receptacles for aisles only
- Nightly janitorial service for hall, excluding space occupied by booths; move-in cleaning is the responsibility of the display contractor engaged for the show or can be contracted from ECC

### Other events

- General room lighting
- Listing of events on electronic monitors
- Elevated head table or speakers stage
- Registration table
- Dance floor (if available; the dance floor in Hall D is built-in and is included in the rental fee; if a dance floor is required in a different location in Hall D, it would be a chargeable item of \$1000 + GST)
- One room set-up as specified by the client (additional labour costs for changes and/or additions), per rental day
- 

## GRATUITIES

The gratuity charged to the client on all food & beverages and service is 18%.

## LIABILITY INSURANCE

All events will be required to show proof of liability insurance to their CSMS no later than 30 days prior to the event. Further details are included in your contract.

## LICENSING

The client is responsible for obtaining any federal, provincial or municipal licenses required to stage the event.

MUSIC LICENSING FEES

Daily license fees for functions where music will be played must be collected and remitted by the Edmonton Convention Centre. These fees cover both the Society of Composers, Authors and Music Publishers of Canada (SOCAN) and artists and record companies (Re:Sound). Fees are in accordance with the Copyright Board of Canada.

SOCAN		Re:Sound	
Without Dancing		Without Dancing	
1 to 100 people	\$22.06	1 to 100 people	\$9.25
101 to 300 people	\$31.72	101 to 300 people	\$13.30
301 to 500 people	\$66.19	301 to 500 people	\$27.76
Over 500 people	\$93.78	Over 500 people	\$39.33
With Dancing		With Dancing	
1 to 100 people	\$44.13	1 to 100 people	\$18.51
101 to 300 people	\$63.49	101 to 300 people	\$26.63
301 to 500 people	\$132.39	301 to 500 people	\$55.52
Over 500 people	\$187.55	Over 500 people	\$78.66

PROMOTION OPPORTUNITIES

If desired, your event can be listed on our website events calendar and posted on our outside electronic marquee. Advertising is also available on our social media platforms (see Social Media page 9 for more information). Contact your Client Services Manager to explore these and other marketing opportunities.

ROOM SET-UP

Your Client Services Manager will be pleased to assist you in designing a suitable floor plan specifically for your event. One set-up per day will be set to the agreed specifications. Additional labour charges may be levied should the client request any major last minute physical changes to a previously agreed upon floor plan. An additional 50% of the room rental will be charged for each additional set-up. Any alteration on the day of the event after the set-up is complete will be subject to charge (last minute requests for equipment or alterations will be subject to availability).

RECEIVING/STORAGE/MATERIALS

Storage of pre-function and/or post-function materials is subject to a handling charge. Please refer to pages 10 and 12 for information on exhibitor deliveries and our in-house materials management provider, GES.

.....

# FOOD AND BEVERAGE

Edmonton Convention Centre will delight your guests with award-winning fine dining. Our Executive Chef, Serge Belair, is considered one of Canada's top culinary experts. Named National Chef of the Year in 2012, he has been a key influencer in building Edmonton's brand and reputation as an international culinary destination.

## ALCOHOL SERVICE

The Edmonton Convention Centre operates under a Class B Convention Centre liquor license issued by the Alberta Gaming, Liquor and Cannabis (AGLC). This license allows service of alcoholic beverages from 10 a.m. to 2 a.m. seven days a week. We are legally required to allow one hour for consumption once bars are closed. A food order must be placed for ECC to provide alcohol service.

Alberta's liquor laws require that we check for two pieces of identification for any patrons who appear to be under the age of 25. No one under the age of 18 will be served alcoholic beverages.

The Edmonton Convention Centre reserves the right to refuse the service of alcoholic beverages to intoxicated guests.

## ALLERGY, ALTERNATE DIETARY MEALS AND OVERTAGES

Handling alternative dietary requests requires careful attention—particularly when it comes to allergies that result in serious, sometimes life-threatening reactions. The Edmonton Convention Centre is committed to offering a wide range of food options for our guests. Part of this commitment includes meeting the needs of guests who have special dietary restrictions. Additional costs may apply based on meal requirement (Kosher, Halal). Our kitchen will make every effort to accommodate cultural and medical dietary requests received no later than the final guarantee deadline. We will prepare a 5% overage to a maximum of 20 guests above your alternate meal requirements for potential on-site orders. Charges will apply if these extra alternate meals are served. If at the time of service, the number of alternate meals (including vegetarian) exceeds the number on your dietary list, an additional fee of \$40 per entrée (exclusive of tax and gratuity charge) will be applied. Although we cannot guarantee we will be able to meet all requests, we will attempt to meet your guests' needs to the best of our ability. With an increase in demand for gluten-free and wheat-free requests, we strongly recommend you provide a small percentage by building these items into your order.

## CORKAGE CHOICES

### For private events (weddings) only:

- A corkage charge of \$15 per person will be applied and will include full bar service as well as wine service with dinner. ECC will provide bar units (one for every 125 guests), glassware, ice, mix and bar fruits. It is the client's responsibility to obtain a liquor license from the AGLC

(available for purchase at the business the liquor was purchased at). The license must be provided when the liquor is delivered to the ECC (two business days in advance)

- A corkage fee of \$5 per person will be applied for unlimited pop and juice. No liquor license, bartender labor rates apply.

### For social events:

- A corkage charge of \$12 per bottle of wine will be applied and will include receiving inventory, glasses, ice, placement, and replenishment.

OR

- A corkage charge of \$15 per bottle will be applied for butler and passing service.

OR

- Bartenders must be provided by the Edmonton Convention Centre; a charge of \$30 per hour per bartender for a minimum of four hours will apply if \$500 or more in revenue is not made.
- All products must be delivered to ECC at least 48 hours in advance of the function.
- ECC recommends the client purchase "Host Liquor Liability" insurance to cover the event.
- These regulations also apply to head table or VIP receptions taking place in separate functions.
- Leftover liquor must be picked up the following day. Empty bottles or cans will be automatically recycled unless otherwise requested.
- The Edmonton Convention Centre will not allow a resale liquor license for any event.
- The Edmonton Convention Centre is required by law to report on any liquor products illegally imported into Alberta. Possession of such products can result in charges under the Alberta Liquor Control Act and/or the (Canada) Customs Act.
- The AGLC does not permit the service or sale of homemade products on our licensed premises.

## BOTTLED WATER

Show management and/or exhibitors wanting to distribute private label bottled water to show attendees for marketing purposes must notify ECC 30 days prior to the start of the show; this service is subject to a \$0.75 per unit corkage fee which is payable at the end of the show.

## CATERING

ECC provides full on-site food service and retains exclusive rights for the provisions of food and beverage service. Please discuss your food service needs with your Client Services Manager. To view our complete set of menus, visit [www.edmontonconventioncentre.com](http://www.edmontonconventioncentre.com).

### **CUSTOMIZED MENUS**

ECC's Client Services department and our award-winning chefs welcome the opportunity to design and create personalized menus to enhance your special occasion. Our chefs incorporate local Alberta ingredients into all our menus and would be happy to help you plan your menu.

### **FOOD AND BEVERAGE GUARANTEE**

The Client Services department requires notification of the guaranteed number of guests attending the event five business days in advance. Failing this, the estimated number of people at the time of booking will be taken as a guarantee for billing. ECC is prepared to set five percent above the guaranteed number of people on groups of 200 or more up to a maximum of 20 covers. ECC reserves the right to move groups to a more suitable room if the guarantee differs significantly from the expected attendance; the client will be notified if this situation arises.

### **LABOUR CHARGES**

See Staffing under Services/Staffing page 10.

### **LINENS/CHINA**

Menu prices include table linens and napkins (ECC can supply several colours), china, flatware, glassware, votives and globes.

### **PRICING**

Food and beverage prices cannot be guaranteed more than 180 days prior to the event. Clients who provide their food and beverage details 45 days prior to their event start date will receive a 10% incentive on all food and beverage ordered. All food and beverage is subject to 18% gratuity and 5% GST. Children 12 and under receive a 50% discount on buffet menus or special plated menus are available upon request.

### **SAMPLING**

Show sponsors and/or exhibitors may distribute food and/or beverage samples ONLY with prior written authorization by ECC (Food Sales and Sampling Application Form).

The following guidelines must be adhered to:

- Food product – sample size not to exceed 1 oz (28 grams) per serving.
- Food or beverage items used as traffic promoters (i.e. popcorn, coffee, bar service) MUST be purchased from ECC.
- Exhibitors will be responsible to comply with all Alberta Health Services – Environmental Public Health regulations; it is mandatory these standards are maintained and food safe handling regulations adhered to; further information can be obtained by visiting [www.albertahealthservices.ca](http://www.albertahealthservices.ca).

- Services related to food and beverage products brought in from the outside including storage, delivery or kitchen-use are not the responsibility of and will not be provided by the Edmonton Convention Centre.

### **SECOND HELPING PROGRAM**

ECC is a proud partner of Edmonton Food Bank's Second Helping Food Recovery program. We donate surplus prepared and perishable food to meal-providing agencies in the city.

### **SPECIAL MENUS**

Please advise your Client Services Manager of any dietary restrictions five business days in advance (i.e. allergies, cultural restrictions) that may pertain to guests attending your event. An appropriate meal will be prepared. Additional costs may apply to day-of special meal requests and based on meal requirements (Kosher, Halal).

### **SURCHARGES FOR NEW ORDERS OR INCREASES**

Every dish is crafted in-house with 60% of our food suppliers being local producers and growers. If the guaranteed attendance is increased after the deadline, a menu surcharge will apply to the additional meals. This is calculated at 20% of the original menu price. Any new orders received within three business days will also be subject to a 20% surcharge of the original menu price, if we are able to accommodate the request.

### **TRADE SHOW BOOTH SERVICES**

Ask your Client Services Manager for the Booth Service Menu which outlines food, beverage and specialty show items specifically for exhibitors.

Event plans are issued for all functions requiring food and beverage. Services will not be performed without a signed event plan.

All catering orders require full pre-payment one week prior to the start of the show; credit cards are required to cover any on-site incidentals.

All catering orders should be received no later than 30 days prior to the start of the trade show; any catering orders placed on-site.

# SUSTAINABLE MEETINGS

## SUSTAINABLE CITY. SUSTAINABLE BUILDING. SUSTAINABLE MEETINGS.

The Edmonton Convention Centre connects to the land through our sustainable practices. By choosing to gather at the Edmonton Convention Centre, you are making a commitment to reducing the environmental impact of your event. We are a certified a Green Key Level 5 and ASTM International building with green event components built into our daily operations including event recycling and composting, water and energy efficiency upgrades and a rigorous procurement standard.

## SUSTAINABLE BUILDING FEATURES

There are several sustainable features in place at the ECC that contribute to energy and water conservation.

- ECC is an earth-sheltered structure, built into the side of Grierson Hill in Edmonton's river valley
- Reflective-type roof system on Hall D expansion
- Installation of water bottle diversion monitoring drinking fountains
- Ongoing LED lighting upgrades
- Low-flow faucets and toilets in restrooms
- Terraced vegetation throughout/permaculture-influenced landscape

## SUSTAINABLE MEETINGS

Providing a sustainable setting is only a small part of hosting responsible meetings, so our in-house sustainability manager will work with you to make your organization's green dream a reality. ECC is proud to offer clients the Green Meetings Toolkit for planning events in a sustainable manner, as well as the Eco Report Card for post-event evaluation. Some options to make your event more sustainable can include:

- **Get your greens.** Work with our kitchen to choose a plant-based menu and share the carbon-saving impact of this decision with your attendees.
- **Cut plastics.** Choose one of our hydration stations instead of bottled water. We'll also use bulk condiments wherever possible for your event.
- **Take an opportunity to give back.** Let us connect you to community-based organizations and non-profits in our city that can be included in your event's corporate social responsibility initiatives.
- **Share the knowledge.** We can provide you with a communications toolkit and sustainability tours of the venue to share our collective story.
- **Reuse when possible.** Partner with ECC to donate materials at the close of your event. We coordinate with local non-profits to find homes for reusable materials.
- **Get the grades.** We offer waste audits and reports to clients interested in minimizing the waste generated at their events and tracking their progress at no additional cost.

## FACILITY WASTE MANAGEMENT

ECC's waste management program is one of the most prominent elements of our sustainability program. ECC sorts and disposes of waste in the following streams:

- Compost (organic waste)
- Paper
- Plastics
- Beverage containers
- Cardboard
- Electronics
- Batteries (recycling stations located throughout the venue for guests)
- Wood / metal
- Light bulbs

Our waste management program includes both front and back-of-house areas. We can provide waste sorting guides for exhibitors and planners to know what to expect in the venue.

## FOOD AND BEVERAGE

We feature locally-sourced menu items to reduce the footprint of our guest meals and always serve the best quality food to our visitors. We are proud to feature an on-site vegetable and herb garden. We also use compostable materials for any of our disposable food and beverage containers and donate leftover food to the Edmonton Food Bank's Second Helping Program,

## COMMUNITY

We connect with our community through social programs and a commitment to people. Our community is passionate about living in a cleaner, greener world and we support our local economy by doing business with companies that share our sustainable values. We'll connect you to local suppliers, volunteer organizations and non-profits, and highlight the work you are doing together to make a positive impact around your event.



# FACILITY

Events at the Shaw Conference Centre take place on three levels.

- The **Pedway Level** houses ECC Administration and Security Offices and connects ECC to underground parking, major office buildings, hotels, shops, restaurants and Edmonton's Downtown Art District. The Riverview Room on this level ensures privacy for your reception or dinner and has a spectacular view of the River Valley. Hall D features a dramatic glass wall which opens this great space to the natural light and the picturesque North Saskatchewan River.
- The **Assembly Level's** 82,000 square feet of pillar-free wide-open space can be divided into three halls (A, B and C). This level comfortably accommodates up to 6,000 people theatre-style and can exhibit 335 tradeshow booths with room for crowds to admire the displays. There is also a 16,000 square foot carpeted lobby, convention VIP offices and a 6-bay loading dock.
- The **Meeting Room Level** features shared foyer space and 20 flexible rooms (Salons 1 to 20) ranging from 395 to 3720 square feet.
- To see a full set of facility floorplans, or take a 360-degree virtual tour, please visit our website. The floorplans are also included in this guide.

## ACCESSIBILITY

ECC is equipped with elevators, restrooms and telephones that have been specially designed to accommodate the needs of the physically challenged. The facility provides direct access for wheelchairs at all levels and seating plans easily accommodate wheelchair patrons. There are three DATS (Disabled Adult Transportation System) drop points: the main entrance on Jasper Avenue, the truck ramp on the Assembly Level and outside Salon 12 on the Meeting Room Level off Grierson Hill Road. Wheelchair-accessible parking is available at Canada Place Parkade with access to ECC through the pedway as well as the surface parking lot on Jasper Avenue in front of the Courtyard by Marriott (for more information on Parking see page 8). Please consult your Client Services Manager for special requirements. A wheelchair ramp to stage with a height of 32" is available on a complimentary basis upon request.

## CEILING HEIGHTS

### Lowest Point

Halls A, B and C	29'
Hall D	30'
Hall D Foyer	12'
Riverview Room	8'3"
Salon 1	8'5"
Salon 2	9'5"
Salon 3	10'6"
Salon 4	10'5"
Salons 5, 6, 7	9'8"
Salons 8, 9, 10, 11, 12	11'6"
Salons 13 – 20	9'7"

## COMMON SPACE

Lobby space on both the Assembly Level and Meeting Room Level is available at no additional rental charge for registration, cashiers and information. Lobby areas must be used in common with other ECC clients.

## ESCALATORS/ELEVATORS

Six sets of escalators help move guests from Jasper Avenue down to the Meeting Room Level and back up again. There is one public passenger incline elevator serving all levels of the building along with three freight elevators. All show freight and equipment must be transported on the freight elevators (transport on the incline elevator or escalators for this purpose is strictly prohibited).

Freight elevator (Kitchen) – maximum load 1810 kg; 8'W x 9' 10"L

Freight elevator (Hall A) – maximum load 6805 kg; 12'W x 15'L

Freight elevator (Hall D) – maximum load 2721 kg; 8'W x 10'L

## EXHIBITS

The client is required to submit a detailed floor plan of the exhibit area for the Centre's approval prior to the offering of sale of space to exhibitors. Your Client Services Manager must seek Fire Marshall approval for the plan. All subsequent changes to the floor plan are subject to this approval procedure. The utility grid of the exhibit halls is based on 10-foot deep booths and 10-foot aisles spaced at 30-foot intervals. Aisles should be laid out in north/south configuration.

# FACILITY (CONTINUED)

## FIRE MARSHALL APPROVAL FEES

Floor Plan Review and Inspection: \$133

## FLOOR LOADS

Hall ABC 350 lbs/sq. ft.

## HOUSE SOUND

House sound audio services are provided exclusively by Freeman Audio Visual (see page 12). When Freeman Audio Visual is selected as the audio-visual supplier for an event, meeting room house sound systems will be provided at no charge. All Exhibit Hall house sound systems are chargeable per room/per day. For more information please contact your Client Services Manager or Freeman Audio Visual at (780) 917-7667.

## LOADING DOCKS

ECC is equipped with two loading docks: The main loading dock with six bays on the west side of the building (all bay doors are 16'H) and the Hall C loading dock with one bay on the east side of the building (bay door is 16'H). Access to both loading docks is from Grierson Hill Road. Loading docks must be used for all loading and unloading of materials. Access to the Hall C loading dock must be discussed with your CSM. There is no parking allowed on the loading dock unless previously agreed to with your Client Services Manager. Contact your Client Services Manager to book loading dock space.

## LOGO AND PHOTOS

To obtain the Edmonton Convention Centre logo and usage guidelines and/or photos for promotional material, please contact your Client Services Manager.

## LOST & FOUND

All lost and found articles are catalogued and stored for 30 days. Every effort is made to identify the owner and return all articles. After 30 days, all articles are disposed of at the sole discretion of the Edmonton Convention Centre. Any inquiries regarding lost and found items should be directed to our Security department at (780) 421-9797 ext. 878 or at the Security Booth on the Pedway level within the Edmonton Convention Centre.

## MOVE-IN/MOVE-OUT

Space occupancy commences no earlier than 6 a.m. move-in day and ends no later than midnight move-out day. Please refer to your contract for rental agreement information. To ensure sufficient move-in and move-out time has been booked please consult with your Client Services Manager for any special requirements.

## PARKING (rates subject to change)

### Canada Place Parkade | 9777 - 102 Avenue (entrance on 97th Street)

- Managed by the City of Edmonton
- Heated underground parking
- Connected to ECC by pedway
- Maximum height - 1.95 m (6' 5")

### Grierson Hill Road across from ECC

- Managed by the Impark
- Surface lot
- \$12/day or \$5 evening rate (starting at 6 p.m.)

### 5 Thornton Court NW (entrance east on Thornton Court)

- Managed by Impark
- Surface lot
- Located immediately west of ECC and north of the Courtyard by Marriott hotel.

\*Metered parking is available on streets throughout the downtown area.

## PUBLIC TRANSIT

Visit the Edmonton Transit System website ([www.takeets.com](http://www.takeets.com)) or call (780) 496-1600 for route schedules and maps, service changes and detours and to purchase ETS passes and tickets online. There are three DATS (Disabled Adults Transportation System) drop points at the Edmonton Convention Centre and the LRT Churchill Station is within two blocks.

## SIGNAGE

Your Client Services Manager must approve all signage and its location within the venue. Signage must be professionally printed. GES is the exclusive supplier of graphics production and installation for approved facility sponsorship/activation opportunities (see Official Suppliers page 12).

## SMOKING

In compliance with the City of Edmonton Bylaw 14614, the Shaw Conference Centre will not permit the use of cannabis, tobacco, vaping and e-cigarette products within 10 metres (33 feet) of our venue's doorways, windows, and air intakes. This also includes our patios.

In alignment with other North American Public Assembly Venues, a strict no re-entry policy will be enforced for special events defined as concerts and live entertainment.

**SOCIAL MEDIA**

ECC is active on several social media sites, including:

Facebook	@EdmontonConventionCentre
Twitter	@yegconvention
Instagram	@EdmontonConventionCentre
LinkedIn	Edmonton Convention Centre
YouTube	Edmonton Convention Centre

**STAGING**

ECC offers a SICO brand stage that can be used for a variety of events such as concerts, gala dinners and meetings. Our staging provides our clients with two choices: 4' x 8' sections (used within the Halls only) which range in height from 32" – 48" or 6' x 8' sections (used within the Salons only) either 16" or 24" high. Stages, stairs and back rails are available based on our existing inventory.

.....

# SERVICES/STAFFING

## BUSINESS SERVICE CENTRE

The Business Service Centre is located next to the Banquet Office on the Assembly Level outside of Hall A. Services offered at a cost include photocopying and faxing.

## COAT CHECK

There is one coat check location on the Assembly Level outside of Hall A. To arrange for this service contact your Client Services Manager. A minimum five business days' notice is required.

## CONFERENCE SERVICES

Your Client Services Manager can connect you to Edmonton Tourism's Conference Services to assist with your accommodation needs and provide information on local restaurants, shopping and attractions.

## DOCK MARSHALLING

ECC, through its official and exclusive materials handling contractor GES (see Official Suppliers page 12), will supply a dock marshal for move-in and move-out days where necessary at the client's expense.

## EXHIBITOR DELIVERIES

Your Client Services Manager must be advised of all deliveries, shipments, contractors and vendors who require access to the facility in conjunction with your event. All material must be delivered to the dock area of the Edmonton Convention Centre. All material shipped directly to ECC in advance of the event move-in day will be received and stored by our materials handling contractor, GES (see Official Suppliers page 12), and prevailing rates will be charged to the client. All C.O.D. and storage charges must be paid to the contractor before release of shipments.

In-coming packages should be addressed as follows:

### Meetings/Conventions

Meeting or Convention Name  
Salon number and Date  
c/o Onsite contact name  
Edmonton Convention Centre – Loading Dock  
9797 Jasper Avenue  
Edmonton, AB T5J 1N9  
Onsite contact cell number

### Trade shows

Tradeshow Name  
Exhibitor Firm Name/Booth Number  
c/o Onsite contact name  
Edmonton Convention Centre – Loading Dock  
9797 Jasper Avenue  
Edmonton, AB T5J 1N9  
Onsite contact cell number

All exhibits or material not removed from the premises of ECC by the contracted move-out day will be stored at the expense of the client for a maximum of 14 days. After 14 days, materials left behind will be disposed of without liability to either ECC or the contractor. On-site crate storage may be available at a charge from ECC's official materials handling contractor.

For special delivery requirements please contact your Client Services Manager. For information regarding Canada Border Services Agency policies please contact our preferred supplier GES (see Official Suppliers page 12).

## FORKLIFT & OPERATORS

Forklifts and operators are an available service exclusively provided by ECC or GES (see Official Suppliers page 12). Please discuss your specific requirements with your Client Services Manager. Labour charges may apply.

## HOUSEKEEPING

Basic housekeeping is included for conventions, meetings and food & beverage functions. Depending on the nature of these events, additional housekeeping costs may be incurred. These additional costs may include restroom attendants as well as additional crews to clean and remove excessive debris.

For trade shows, ECC provides the exhibit halls in clean condition and provides housekeeping services for all areas, excluding space occupied by booths. Move-in cleaning is the responsibility of the display contractor. The Centre provides waste receptacles for aisle areas only and offers its compactor for disposal of packing material.

Clients/exhibitors are asked to remove all printed materials, furniture, carpet and construction waste upon completion of the event. All tape, stickers and other material must be removed from ECC surfaces prior to clients/exhibitors leaving the building. A cleaning fee will be charged to the client upon completion of the show if clean-up is considered excessive. Items include, but not limited to, glitter, roses, confetti and feathers. Prior approval from your Client Services Manager is required if you plan to bring any of these items in. A cleaning fee of \$350.00 minimum will be added to your final invoice.

## RIGGING

Rigging is an exclusive service to the Edmonton Convention Centre and is provided by Showtech Power & Lighting (see page 13). They are located on-site and are available to assist with your needs. Please contact your Client Services Manager for details.



SERVICE ANIMALS

Guide dogs and qualified service dogs have been trained and tested to ensure safety in public. Both guide dogs and qualified service dogs are welcome in our venue.

STAFFING

By prior arrangement, ECC will provide additional staff at the client's expense for entrance control, cashiering, ticket taking, etc. ECC provides staffing at competitive rates and encourages the client to discuss staffing needs with your Client Services Manager.

Staff	Rate
Wait Staff	\$30.00/hr
Bartender	\$30.00/hr
Cashier	\$30.00/hr
Cashier Supervisor	\$30.00/hr
Event Services	\$30.00/hr
Housekeeping	\$30.00/hr
Security	\$30.00/hr
Chef	\$40.00/hr

TECHNOLOGY

ISDN and/or data lines (10mbs download/3mbs upload) must be arranged through Freeman Audio Visual (see Official Suppliers page 12).

WiFi is available within all public areas of ECC (wireless network 'ECC-Public Lite').

WATER AND DRAIN LINES

The ECC maintenance team is the exclusive supplier for any water or drain lines needed for your event. Please make arrangements with your Client Services Manager. A labour/servicing fee may apply.

.....

# OFFICIAL SUPPLIERS

## AUDIO VISUAL/INTERNET

### **Freeman Audio Visual** (formerly AVW-Telav)

ECC's exclusive internet/wireless provider

At Freeman Audio Visual, we have the creativity, knowledge and resources to consistently produce unparalleled meeting experiences your audiences won't soon forget. With full-service audio visual, presentation and staging solutions, we help customers just like you host memorable conventions, corporate events and trade shows of all scopes and sizes. When you're successful, we're successful. To ensure your meeting objectives are surpassed, we have an extensive collection of services available. These include:

- audio visual services
- simultaneous interpretation services
- audience response systems
- computer and networking services
- panoramic video projection
- creative room environments
- presentation management
- webcasting and videoconferencing
- creative services
- ConnEx Mobile App
- ImaginAction™
- social media twitter boards
- digital signage

Please contact us at our Edmonton Convention Centre office at (780) 917-7667 or visit [www.freemanav-ca.com](http://www.freemanav-ca.com) for more information.

## DISPLAY CONTRACTOR/MATERIALS HANDLING

### **GES**

ECC's exclusive provider of dock marshaling, material handling and decal production, installation and removal.

It's our boldness and creativity that has made us into the preferred, full service provider for live events on the world stage. Event organizers and exhibitors all over the world come to us for their event needs – from event design and delivery, to furnishings and more. Services offered include:

- exhibit booths
- furniture rental
- custom accessories
- material handling
- graphic design
- fabric printing
- signage
- creative services
- décor
- installation and dismantling services
- janitorial
- logistics and customs brokerage

For more information, please contact (780) 469-7767 or visit [www.GES.com](http://www.GES.com).

## ELECTRICAL/MECHANICAL

### Showtech Power & Lighting

We have over 50 years of experience across Canada, providing a comprehensive range of electrical and lighting services for show organizers and exhibitors. For staging requirements, we offer stage design, fixed and controlled lighting, special effects, rigging and backdrops. Our on-site team of professionals will provide skilled technical support for your event.

Services offered include:

- stage lighting
- production and trade show lighting
- backdrop packages
- pin-spot and pillar lighting
- 600/120/208-volt 3 phase and single-phase power connections up to 400-amp services
- banner installations
- man-lift, scissor lift and rigging installations
- radio rental

Please call us at any point in your planning process. No matter how large or how small a part we play, we always perform on time. For information on how we can be of assistance call our Edmonton Convention Centre office at (780) 429-1162 or visit [www.showtech.ca](http://www.showtech.ca).

.....

# PREFERRED SUPPLIERS

## **Edmonton Transit System (ETS)**

Visit the ETS website ([www.takeets.com](http://www.takeets.com)) for route schedules and maps, service changes and detours, and to purchase ETS passes and tickets online. There are three DATS (Disabled Adults Transportation System) drop points at ECC (see page 8 for more information).

Phone: (780) 496-1600

## **Ticketmaster**

Buy tickets through Ticketmaster for most public events being held at the Edmonton Convention Centre. Visit [www.ticketmaster.ca](http://www.ticketmaster.ca).

Phone: 1 (855) 985-5000

.....

## **Edmonton Yellow Cab**

Transportation services include: taxis, minivans, vans and small buses, wheelchair-accessible taxis and buses, full-size coaches, airport pick-ups, deliveries. Visit [www.edmontonyellowcab.com](http://www.edmontonyellowcab.com).

Phone: (780) 462-3456



# SAFETY/SECURITY

Your safety and the safety of your guests is our top priority. The Edmonton Convention Centre partners with our clients, our community and local public safety officials year-round to provide safe event experiences. Emergency preparedness plans and procedures are in place to ensure the safety and wellbeing of the public and staff in the event of an emergency. These plans are updated regularly and drills are conducted annually. Please review the following information to familiarize yourself and your team with procedures to follow in case of an emergency.

## BUILDING SECURITY

ECC has 24-hour general building security augmented with both cameras and alarm systems. ECC's Security Booth is located on the Pedway Level near the escalators. Security can be reached from any house phone by dialling "878" or 780-399-4963.

## CO2 TANKS

The use of Co2 tanks must be pre-approved by your Client Services Manager. All Co2 tanks must be fastened upright and securely to a structure and cannot be free standing at any point in time.

## EVENT SECURITY

The client is responsible for security of leased areas during occupancy. If needed, the client should provide uniformed guards from the time of move-in to the time of move-out. Upon request and for an additional charge, ECC can provide security services for your event. ECC security uniform consists of black pants and a dark blue polo with "security" across the back.

## FIRE/EVACUATION PROCEDURES

### If you see smoke or fire: REACT

- Remove those from immediate danger
- Ensure door is closed
- Activate alarm
- Call fire department (911)
- Try to extinguish fire

### Pre-Signal Stage (non-evacuation)

- This short tone alarm is audible throughout the facility and is meant to alert all occupants of the building that a trouble signal has been received by the fire panel which requires investigation.
- It allows for five minutes of investigation by maintenance and security personnel to determine the cause of the trouble signal.

- During this stage, occupants of the building should prepare for the possibility of the general alarm stage by making note of the nearest fire exit within their vicinity; emergency evacuation routes are posted near all fire pull stations and common areas and are included in this guide.
- If authorized personnel conclude activation of the general alarm is not required, the pre-signal alarm will be silenced and normal activity can be resumed at this time.
- If, however, signs of fire are discovered, manual activation of the general alarm will take place as soon as possible. NOTE: if excessive smoke or fire is apparent, patrons should evacuate immediately as opposed to waiting for the general alarm stage.

### General Alarm Stage (evacuation)

- This stage is identified by the long wailing tone of the fire alarm system; this requires a systematic and orderly evacuation of all occupants via the nearest exit to one of the two muster points identified as:
  - » Canada Place outside (north side of Jasper Avenue) – applies to those evacuating from Jasper Avenue and Pedway levels.
  - » Louise McKinney Park (bottom of Grierson Hill pedestrian overpass) – applies to those evacuating from Mezzanine, Assembly and Meeting Room levels.
- Edmonton Convention Centre personnel will go to areas occupied by clients to assist with the evacuation of all patrons to the appropriate muster point.
- Reoccupation of the building cannot take place until the Edmonton Fire Department and/or ECC security gives the all-clear.

### Note:

- Do not panic when evacuating the building; remain calm and do not run.
- Do not use escalators or elevators; exit via nearest stairwell or exterior door.
- Assist any person requiring assistance including those with physical disabilities; if you are unable to assist a disabled person alone, send someone to the muster point to report your location and request assistance; do not leave the individual alone unless it becomes unsafe to remain.
- In cases of medical emergencies, please contact the SCC security team at (780) 399-4963 or "878" on house phones. Security staff will address the situation and then call 911 if required.

# SAFETY/SECURITY (CONTINUED)

## FIRE AND SAFETY REGULATIONS

All exhibit and decor material must have an approved fire rating. Exhibitors/suppliers are required to have certification available for inspection. Emergency exits must not be blocked and packing material must not be stored in the hall. The client is responsible for ensuring adherence by exhibitors and organizers to all electrical, plumbing, and chemical codes applicable in Edmonton. No one other than ECC's electrical services contractor has authorization to provide electrical and mechanical connections.

## FIRST AID

ECC security personnel are trained as first responders in fire/safety and first aid including the use of the on-site defibrillator. Dial "878" (security) for emergency assistance. ECC recommends contracting Alberta Paramedical Services Ltd. for nursing and first aid services. Your Client Services Manager can assist with these arrangements. A first aid room is located on the Assembly Level and is managed by Edmonton Convention Centre Security. A defibrillator is available for emergency use by qualified personnel.

## FOOD TRUCKS

- Cost is \$300 per day/per truck
- All food trucks must operate on electrical, no propane allowed. Propane tanks must be professionally purged prior to entering the venue.
- A list of food trucks must be provided to ECC 2 weeks prior to the event. The list will be submitted to the fire department for approval and be reviewed by ECC for prior history.
- Exhaust is not permitted. Any food that creates exhaust or smoke is not allowed on site. Food items that require exhaust/smoke to be cooked must be made prior to entering ECC and can be heated up on-site.
- All electrical connections must be provided by Showtech Power & Lighting. Power costs TBA.
- Edmonton Fire Department may inspect the food truck at anytime.
- If water connection or drainage is required, it must be ordered through ECC. Cost of water connection or drainage TBA. Please note if a connection is required, the food truck must be located by a water connection or drainage system. Contact ECC prior to placement of food truck.

ECC will not be held responsible for any rules or regulations that result in the denial of service by the food truck, through Alberta Health Services and the Edmonton Fire Department.

## KEYS/ACCESS CARDS

Your Client Services Manager, through ECC security, will process all requests for building keys and scheduled locking and unlocking of leased space. If keys are not returned within three days after the event, the client will be charged \$50 per key.

## LIABILITY/INSURANCE

The client will bear full and direct responsibility to reimburse ECC for any repair, replacement, or excessive cleanup costs incurred through damages to the building and its fixtures in setting up and staging of the event. The client is required to maintain, in full force and effect, insurance adequate to meet the following criteria: comprehensive general liability insurance providing at least \$2 million inclusive for bodily injury and/or property damage; Edmonton Economic Development and City of Edmonton are to be named co-insured.

## LOST & FOUND

See page 8 under Facility

## PROPANE

Propane tanks in excess of 5lbs are not permitted inside the building. Flow restriction valves must be used on all propane tanks. All propane connections must be inspected and approved by the Edmonton Convention Centre. Only one propane tank per contracted space is permitted.

## PYROTECHNICS

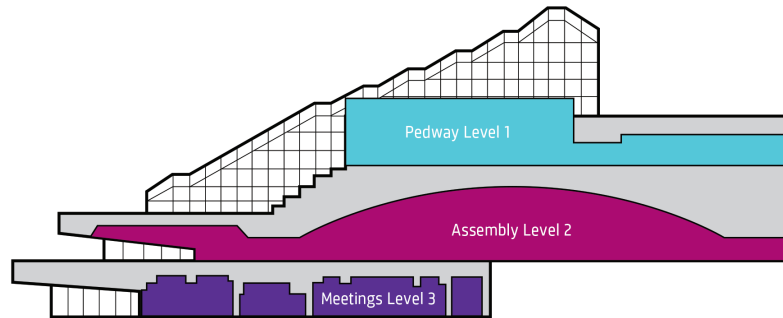
Pyrotechnics are strictly controlled and may be operated only by licensed pyrotechnicians with the prior approval of ECC and the Fire Marshall. A copy of the permit issued by the Fire Marshall along with a copy of the insurance certificate must be forwarded to your Client Services Manager five business days in advance.

## VEHICLES ON THE FLOOR

Cars, trucks and machinery for display must be cleaned before being admitted into ECC and protective plastic must be placed underneath to prevent staining. All vehicles are limited to one-half of a tank of motor fuel. All fuel tank caps must be sealed with tape and battery cables must be disconnected. Keys must be turned in to ECC's security office if an evacuation of the vehicles is required.

Motorized equipment and vehicles powered by internal combustion engines are prohibited except in garages, in front of loading docks, in the load-in and load-out of vehicles used for exhibit display purposes, or in case of emergencies.

# FLOOR PLANS



## PEDWAY LEVEL 1

ROOM	HEIGHT (ft)	DIMENSIONS (ft)	AREA (ft <sup>2</sup> )	AREA (m <sup>2</sup> )	CAPACITY	
					THEATRE	BANQUET
Hall D	30	208 x 114	24,000	2,192	1,866	1,400
Hall D Foyer	30	182 x 51	9,282	862	-	-
D1	-	28 x 20	568	52	-	-
D2	-	24 x 33	815	76	60	40
SCC Boardroom	-	28 x 32	926	86	-	-
Riverview Room	8	-	3,860	358	200	130

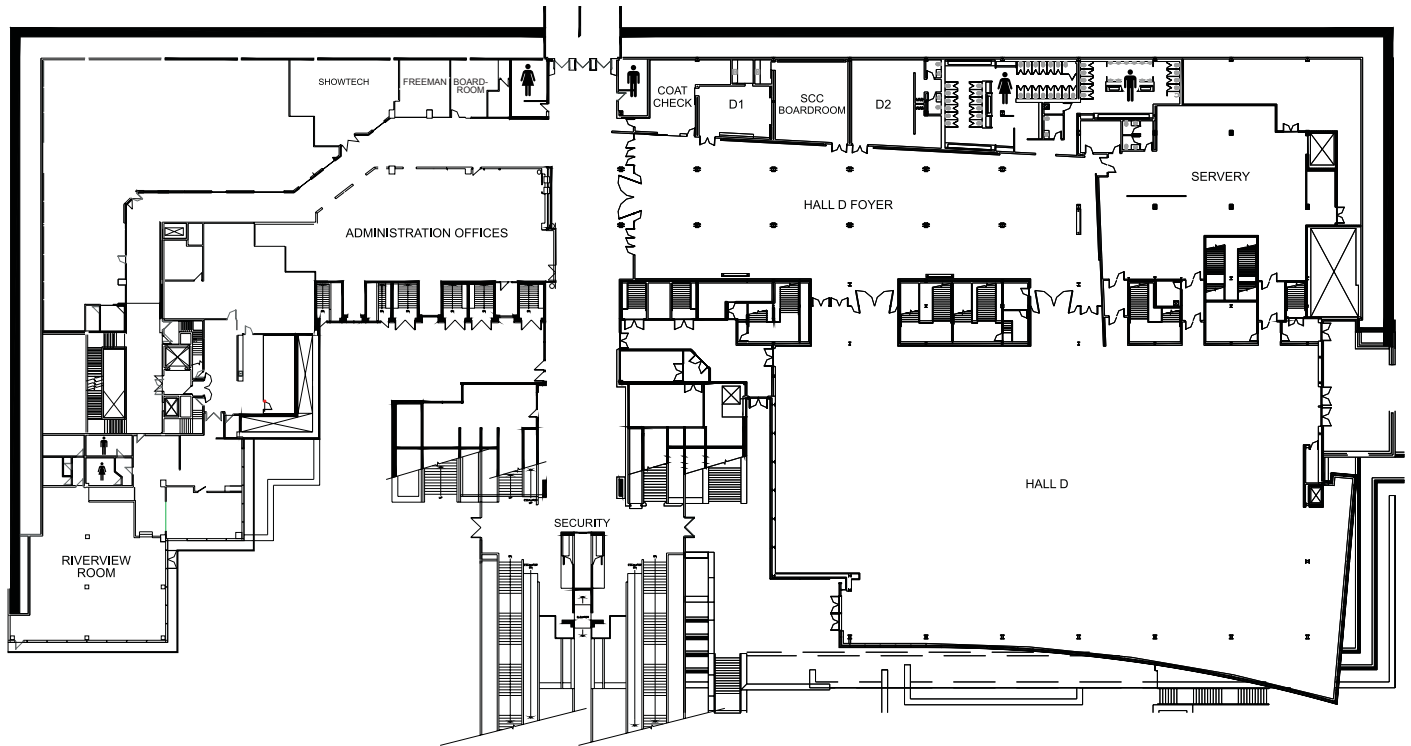
## ASSEMBLY LEVEL 2

ROOM	HEIGHT (ft)	DIMENSIONS (ft)	AREA (ft <sup>2</sup> )	AREA (m <sup>2</sup> )	CAPACITY	
					THEATRE	BANQUET
Hall A	29	180 x 154	32,000	2,575.2	2,400	1,800
Hall B	29	180 x 120	25,000	2,006.6	1,848	1,500
Hall C	29	180 x 114	23,000	1,906.3	2,100	1,500
Hall AB	29	209 x 274	57,000	5,320.0	4,200	3,300
Hall BC	29	209 x 234	48,000	4,543.4	3,980	3,200
Hall ABC	29	209 x 388	80,000	6,488.1	5,254	3,980
Foyer	19	-	-	-	-	-

## MEETINGS LEVEL 3

SALON	HEIGHT (ft)	DIMENSIONS (ft)	AREA (ft <sup>2</sup> )	AREA (m <sup>2</sup> )	CAPACITY					
					THEATRE	BANQUET	CLASSROOM	BOARDROOM	U-SHAPE	SQUARE
1	8' 5"	33 x 30	990	92	50	40	40	18	24	22
2	9' 5"	40 x 57	2,280	212	200	112	100	55	47	58
3	10' 6"	39 x 50	1,950	181	175	96	90	45	45	54
4	10' 5"	49 x 65	3,185	296	300	160	140	50	55	68
5 or 6	9' 8"	38 x 25	950	88	60	48	36	24	25	30
7	9' 8"	28 x 20	560	52	45	24	21	15	17	22
8	11' 6"	62 x 60	3,720	346	320	160	144	50	60	80
9, 10, or 11	11' 6"	62 x 45	2,790	259	250	128	100	40	42	54
12	11' 6"	62 x 58	3,600	334	320	160	144	50	60	80
13, 14, 15, 16	9' 7"	27 x 19	500	48	30	24	18	18	19	23
17 or 18	9' 7"	25 x 18	450	42	25	24	15	15	19	23
19 or 20	9' 7"	22 x 18	395	37	25	24	15	15	19	23
13/14	9' 7"	-	-	-	50	48	36	32	32	37
15/16	9' 7"	-	-	-	50	48	36	32	32	37
17/18	9' 7"	-	-	-	50	48	30	30	28	32
19/20	9' 7"	-	-	-	50	48	30	30	28	32

# PEDWAY LEVEL



## PEDWAY LEVEL

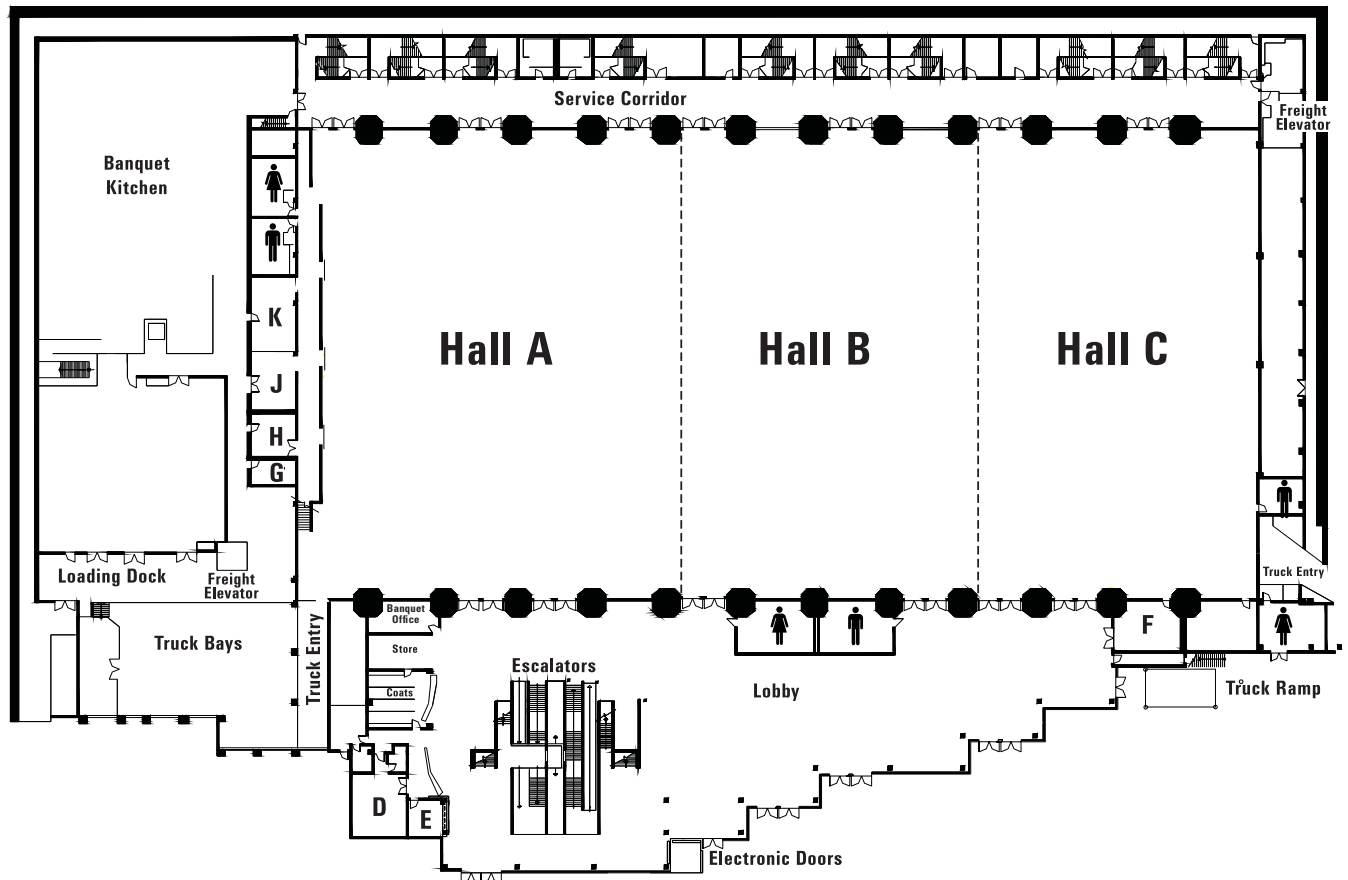
ROOM	HEIGHT (ft)	DIMENSIONS (ft)	AREA (ft <sup>2</sup> )	AREA (m <sup>2</sup> )
Hall D	30	208 x 114	24,000	2,192
Hall D Foyer	30	182 x 51	9,282	862
D1	-	28 x 20	568	52
D2	-	24 x 33	815	76
SCC Boardroom	-	28 x 32	926	86
Riverview Room	8	-	3,860	358

## CAPACITY

THEATRE	BANQUET
1,866	1,400
-	-
-	-
60	40
-	-
200	130



# ASSEMBLY LEVEL



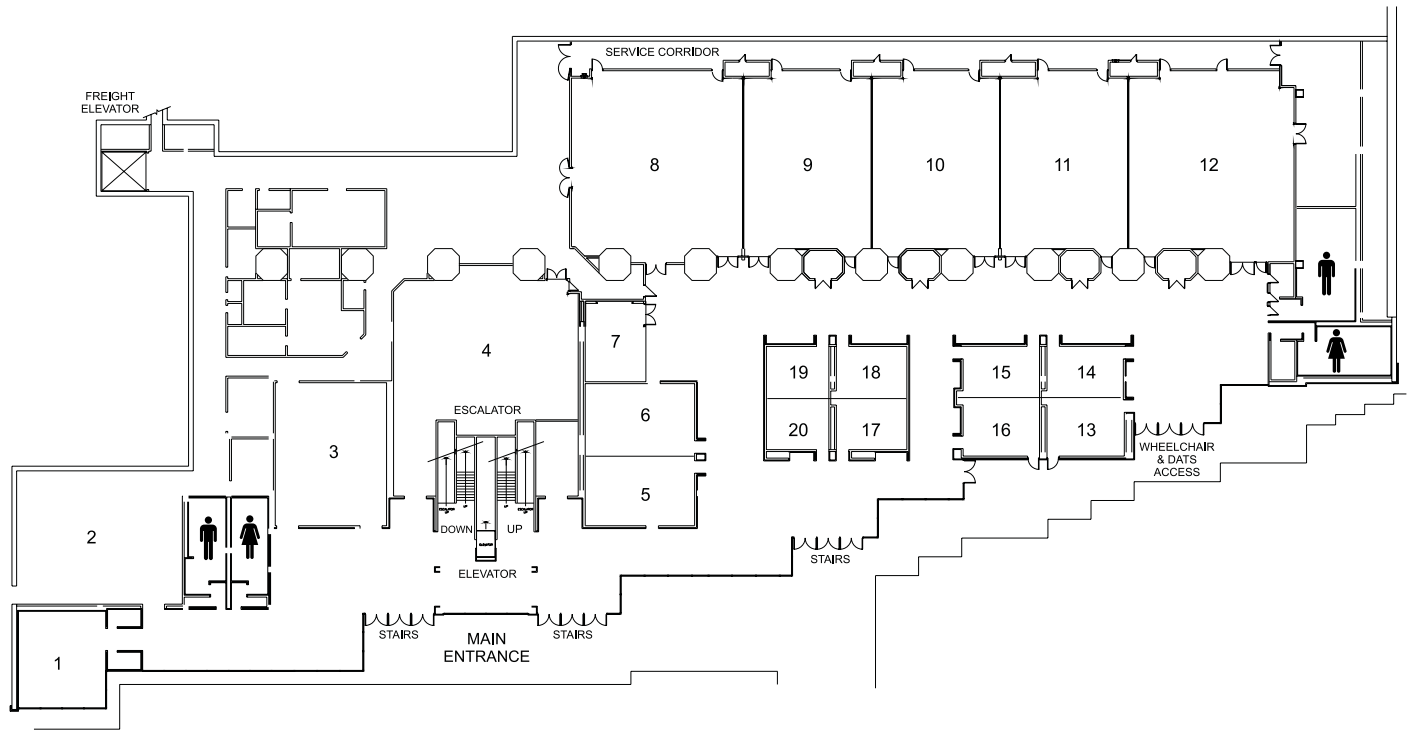
## ASSEMBLY LEVEL

ROOM	HEIGHT (ft)	DIMENSIONS (ft)	AREA (ft <sup>2</sup> )	AREA (m <sup>2</sup> )
Hall A	29	180 x 154	32,000	2,575.2
Hall B	29	180 x 120	25,000	2,006.6
Hall C	29	180 x 114	23,000	1,906.3
Hall AB	29	209 x 274	57,000	5,320.0
Hall BC	29	209 x 234	48,000	4,543.4
Hall ABC	29	209 x 388	80,000	6,488.1
Foyer	19	-	-	-

## CAPACITY

THEATRE	BANQUET
2,400	1,800
1,848	1,500
2,100	1,500
4,200	3,300
3,980	3,200
5,254	3,980
-	-

# MEETING LEVEL

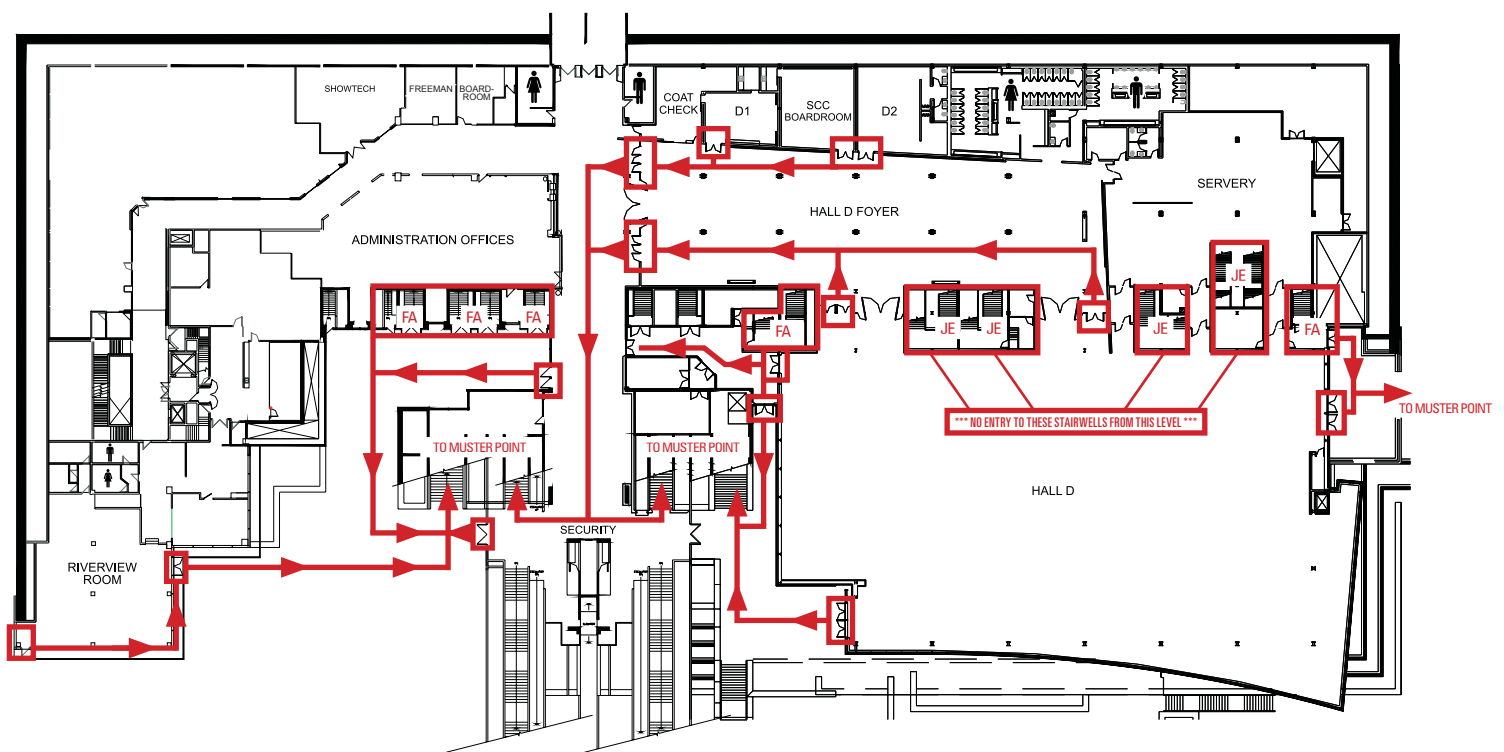


## MEETING LEVEL

## CAPACITY

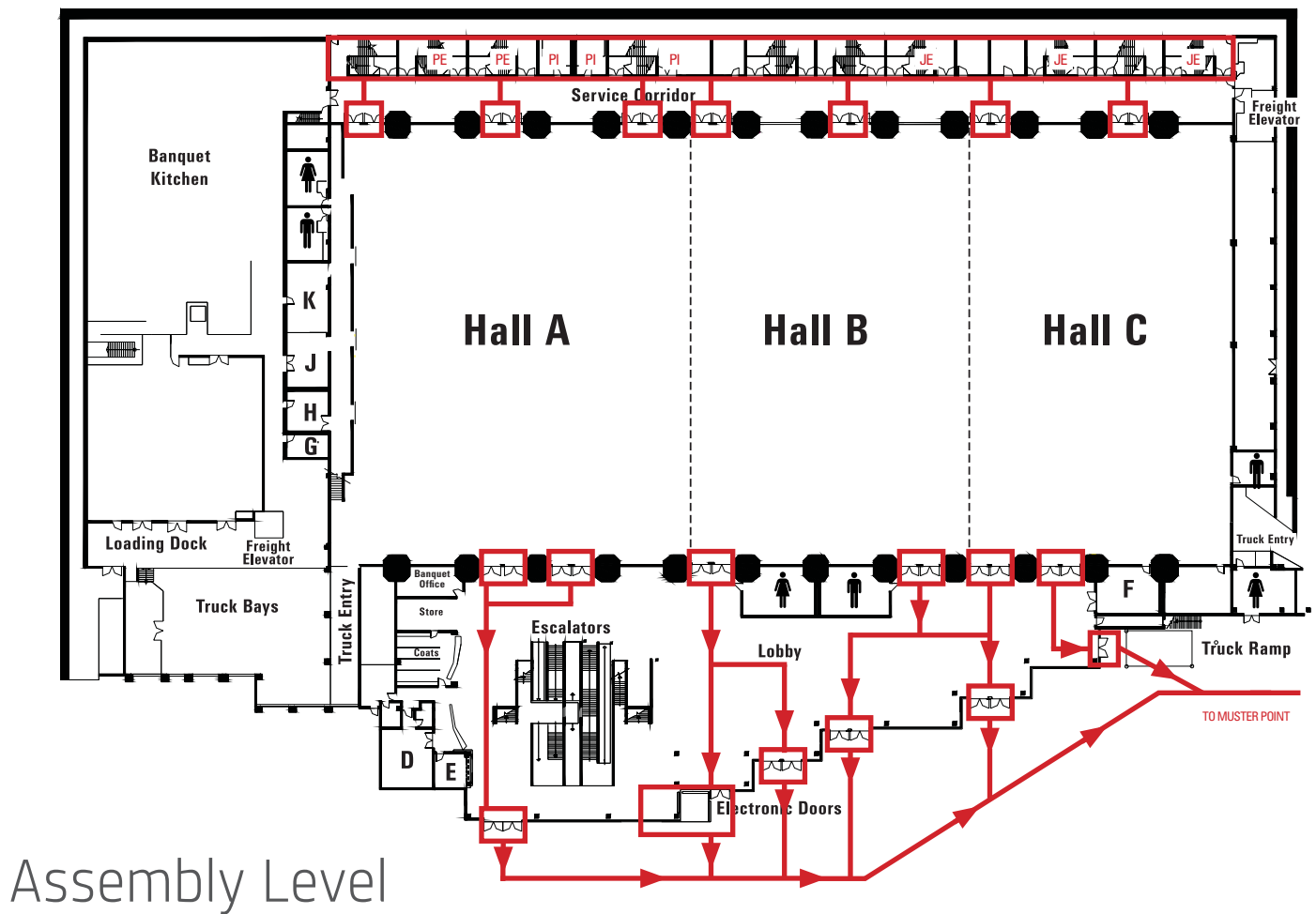
SALON	HEIGHT (ft)	DIMENSIONS (ft)	AREA (ft <sup>2</sup> )	AREA (m <sup>2</sup> )	THEATRE	BANQUET	CLASSROOM	BOARDROOM	U-SHAPE	SQUARE
1	8' 5"	33 x 30	990	92	50	40	40	18	24	22
2	9' 5"	40 x 57	2,280	212	200	112	100	55	47	58
3	10' 6"	39 x 50	1,950	181	175	96	90	45	45	54
4	10' 5"	49 x 65	3,185	296	300	160	140	50	55	68
5 or 6	9' 8"	38 x 25	950	88	60	48	36	24	25	30
7	9' 8"	28 x 20	560	52	45	24	21	15	17	22
8	11' 6"	62 x 60	3,720	346	320	160	144	50	60	80
9, 10, or 11	11' 6"	62 x 45	2,790	259	250	128	100	40	42	54
12	11' 6"	62 x 58	3,600	334	320	160	144	50	60	80
13, 14, 15, 16	9' 7"	27 x 19	500	48	30	24	18	18	19	23
17 or 18	9' 7"	25 x 18	450	42	25	24	15	15	19	23
19 or 20	9' 7"	22 x 18	395	37	25	24	15	15	19	23
13/14	9' 7"	-	-	-	50	48	36	32	32	37
15/16	9' 7"	-	-	-	50	48	36	32	32	37
17/18	9' 7"	-	-	-	50	48	30	30	28	32
19/20	9' 7"	-	-	-	50	48	30	30	28	32

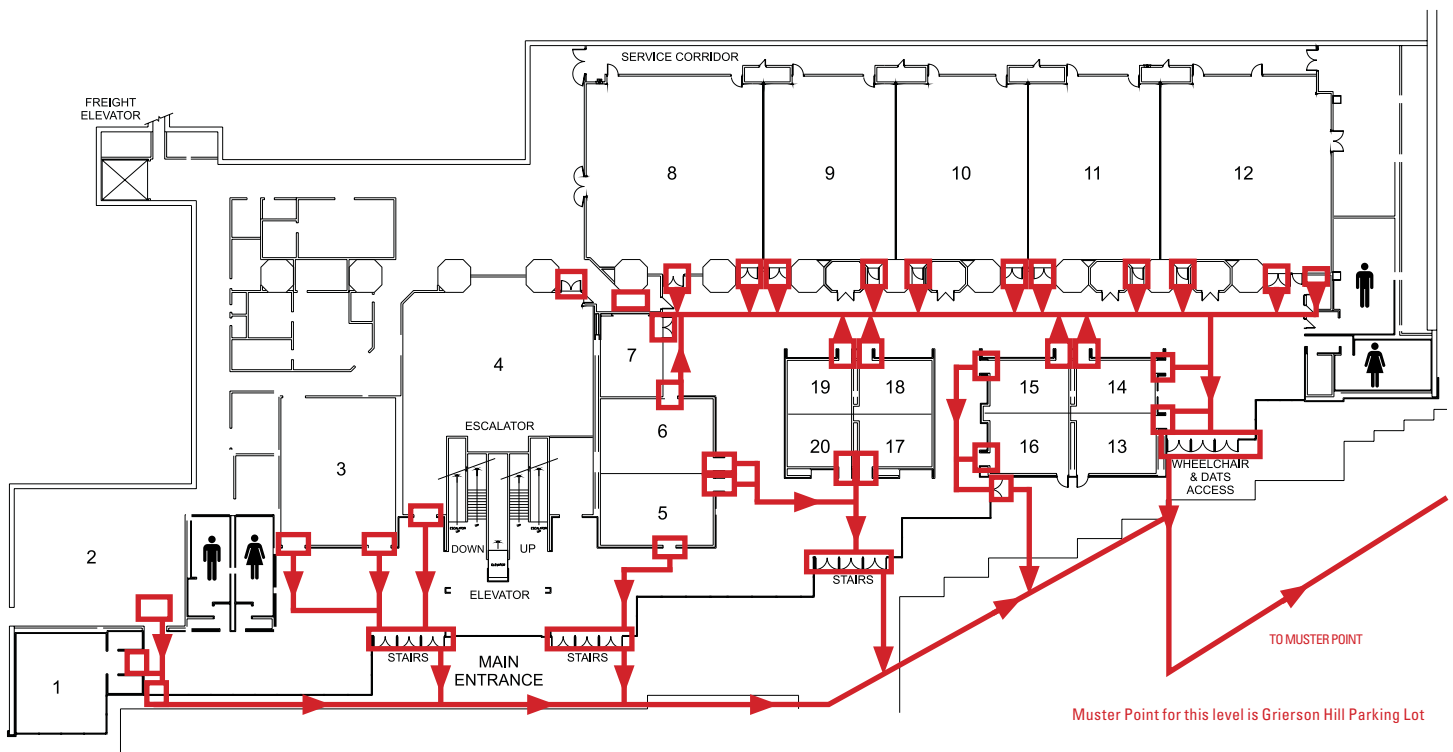
# EMERGENCY EVACUATION ROUTES



Pedway Level

# EMERGENCY EVACUATION ROUTES (CONTINUED)





# Meeting Room Level

**EDMONTON  
CONVENTION  
CENTRE**



the centre of  
connection

[www.edmontonconventioncentre.com](http://www.edmontonconventioncentre.com)