

EDMONTON
CONVENTION
CENTRE



Canada

FACILITY SERVICES GUIDE

2021 Guide to the Edmonton Convention Centre

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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 expertise and operational excellence that spans over 35 years.

We are the Edmonton Convention Centre.

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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.

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 Event 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.

**Please note GES is our exclusive supplier for decal production, installation and removal. Please see page 12 for more information.*

BALLOONS/CONFETTI

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

A minimum cleaning fee of \$350.00 will be charged to the client upon completion of the event if clean-up is considered excessive. Items include, but are not limited to glitter, roses, confetti and feathers.

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 Event 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 - for additional information please contact AR@exploreedmonton.com.

CLIENT SERVICES

Upon confirmation of your booking, an Event 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 Event Manager at least one month prior to the event date. The Event Manager will provide the client with the event plan outlining all event requirements. Signature confirming event plan details is required five business days in advance.

FOOD AND BEVERAGE

See the Food and Beverage section on page 4. To view our menus please visit 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 Event Managers 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, posted on our outside electronic marquee, and inside the venue on our state of the art digital signage. Advertising is also available on our social media platforms (see Social Media page 9 for more information). Contact your Event Manager to explore these and other marketing opportunities.

ROOM SET-UP

Your Event 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.

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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.

Our kitchen offers products that contain peanuts, tree nuts, soy, milk, eggs and wheat. While we take steps to minimize cross contamination, we cannot guarantee our products are safe to consume for people with peanut, tree nut, soy, milk, egg or wheat allergies.

CORKAGE CHOICES

For private 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. 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 for placement and replenishment service. Corkage charge will include receiving inventory, glasses and ice.

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 Event Manager. To view our complete set of menus, visit www.edmontonconventioncentre.com.

CUSTOMIZED MENUS

ECC's Events 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.

The price point for a customized menu starts at \$70.00 for dinner and \$45.00 for lunch.

FOOD AND BEVERAGE GUARANTEE

The Events 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 per cent 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 single-layer table linens and napkins (ECC can supply several colours), china, flatware, glassware, votives and globes.

Double layered or eight-point linen is available for an extra cost of \$5.00 per table.

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 Sample Release 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.
- 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.
- An ECC Food Liability Release Form must be filled out and returned prior to the event.

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 Event 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 per cent 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 per cent of the original menu price.

Any additional food ordered within two weeks of the event which exceeds the five per cent over set is subject to a 20 per cent surcharge, should ECC be able to accommodate.

TRADE SHOW BOOTH SERVICES

Ask your Event 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. Any catering orders placed on-site are subject to additional surcharges and require payment in advance of service.

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.

- Canada's largest building-integrated solar cell installation generates approximately 200 megawatt hours of electricity annually.
- 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 our Responsible Meetings Program 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:

- **Green your meeting.** The ECC is committed to operational improvements to reduce our environmental impact, including the installation of Canada's largest building-integrated solar cells in our atrium and a Greenhouse Gas Reduction Plan.
- **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.

GBAC STAR FACILITY ACCREDITATION

The Edmonton Convention Centre was among the first convention centers in Canada to achieve the GBAC Star Facility Accreditation from the Global Biorisk Advisory Council (GBAC), a Division of ISSA. GBAC Star Facility Accreditation is an industry accreditation focused on ensuring a clean, safe and healthy environment in public and commercial facilities of all sizes. The program outlines best practices, protocols, and procedures to control risk factors associated with infectious disease, including SARS-CoV-2, the virus responsible for COVID-19.

FACILITY

Events at the Edmonton Convention 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** 70,000 square feet of pillar-free wide-open space can be divided into three halls (A, B and C). This level comfortably accommodates up to 5,300 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 Event 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 are open to the public and 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 Event Manager must seek Fire Marshall approval for the plan. All subsequent changes to the floor plan are subject to this approval procedure at the expense of the client. 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

This fee will be charged directly to the client.

FLOOR LOADS

Hall ABC 350 lbs/sq. ft.

HOUSE SOUND

House sound audio services are provided exclusively by Encore Canada (see page 12). When Encore Canada 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 Event Manager or Encore Canada 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 Event Manager. There is no parking allowed on the loading dock unless previously agreed to with your Event Manager. Contact your Event 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 Event 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 Event 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 ECC
- 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) 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 Event 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 Edmonton Convention 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.

No use of cannabis is permitted in licensed areas. No person may smoke, vape or otherwise use cannabis in licensed premises. No cannabis license may permit any person to smoke, vape or otherwise use cannabis in the licensed premises.

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:

 @EdmontonConventionCentre

 @yegconvention

 @EdmontonConventionCentre

 Edmonton Convention Centre

 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. All staging over 24" will require railings. Should the client prefer to not have railings, a waiver will be required.

SERVICES/STAFFING

BUSINESS SERVICE CENTRE

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

COAT CHECK

There are two coat check locations. One on the Assembly Level outside of Hall A and one located inside the Hall D foyer. To arrange for this service contact your Event Manager. A minimum five business days' notice is required.

CONFERENCE SERVICES

Your Event Manager can connect you to Explore Edmonton 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 Event 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 Event 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 Event 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 Event 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 Event 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 Event 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	\$32.00/hr
Chef	\$40.00/hr

TECHNOLOGY

ISDN and/or data lines (10mbs download/3mbs upload) must be arranged through Encore Canada (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 Event Manager. A labour/servicing fee may apply.

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OFFICIAL SUPPLIERS

AUDIO VISUAL/INTERNET

Encore Canada

ECC's exclusive internet/wireless provider

Encore Canada, previously Freeman Audio Visual Canada, is a leading provider of event technology, staging, creative and production services. Encore serves as the in-house provider at more than 120 properties across Canada including hotels, convention centers, and unique venues. Our production division is a full-service creative production company helping clients tell their stories around the world.

Services offered 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 encore-can.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.

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.

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PREFERRED SUPPLIERS

Edmonton Transit System (ETS)

Visit the ETS website (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

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.

Phone: (780) 462-3456

Ticketmaster

Buy tickets through Ticketmaster for public events being held at the Edmonton Convention Centre. Visit www.ticketmaster.ca.

Phone: 1 (855) 985-5000

Showpass

Buy tickets through Showpass for public events being held at the Edmonton Convention Centre. Visit Showpass.com.

Phone: 1 (844) 307-7469

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 Event 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 black 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 limited mobility; if you are unable to assist the 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 defibrillators. Dial "878" (security) for emergency assistance. ECC recommends contracting Alberta Paramedical Services Ltd. for nursing and first aid services. Your Event 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 on each level for emergency use by qualified personnel.

FOOD TRUCKS

- Cost is \$350 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 Event 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.

There are key drop boxes located at the Security booth on the Pedway Level, in front of the Banquets office on the Assembly Level and in front of Salon 5 on the Meeting Room Level.

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; Explore Edmonton 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

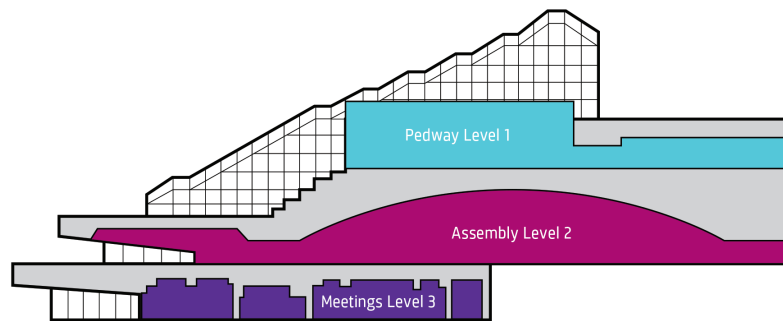
Pyrotechnics are strictly controlled and may be operated only by licensed pyrotechnicians with the prior approval of ECC and the Fire Marshall. A copy of the permit issued by the Fire Marshall along with a copy of the insurance certificate must be forwarded to your Event Manager five business days in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

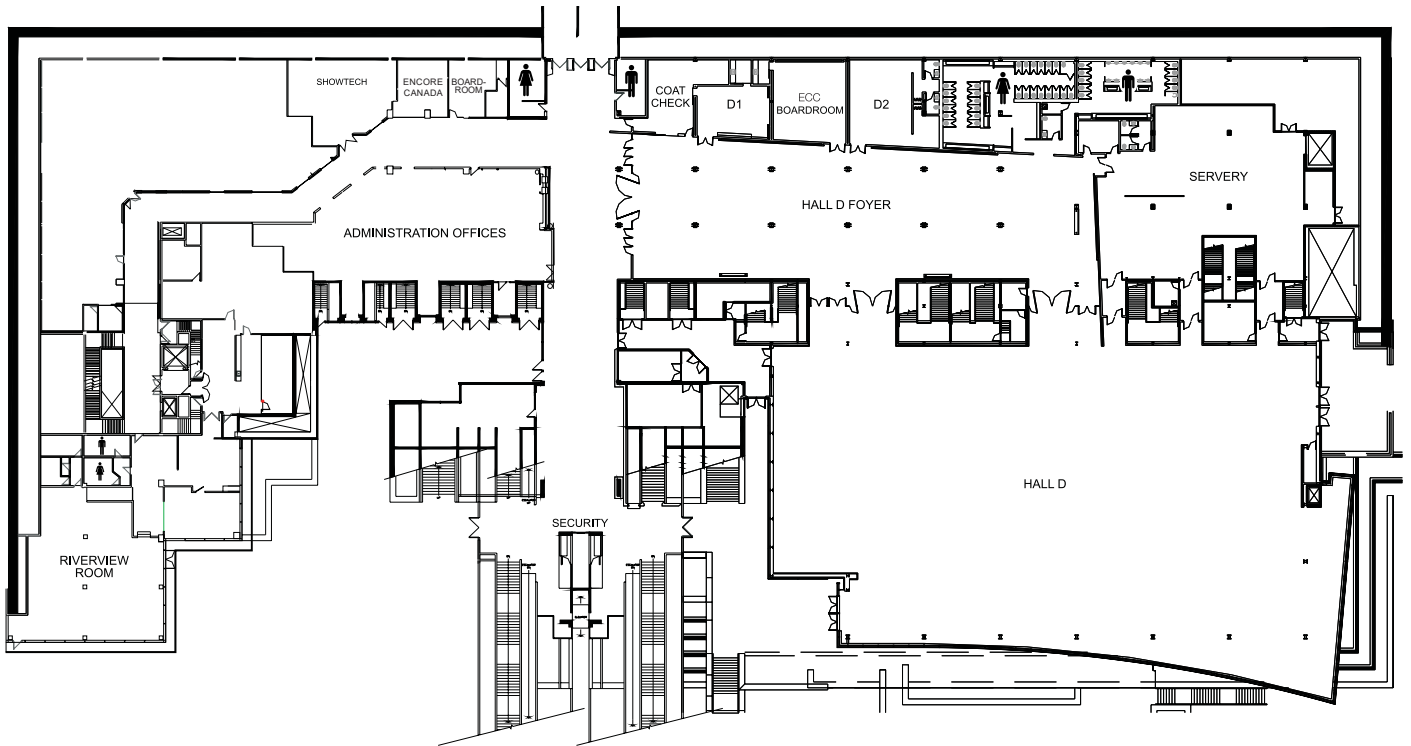


PEDWAY LEVEL 1					CAPACITY		WITH AMENITIES	
ROOM	HEIGHT (ft)	DIMENSIONS (ft)	AREA (ft ²)	AREA (m ²)	THEATRE	BANQUET	THEATRE	BANQUET
Hall D	30	208 x 114	24,000	2,192	1,866	1,200	1,866	1,100
Hall D Foyer	30	182 x 51	9,282	862	-	-	-	-
D1	-	28 x 20	568	52	-	-	-	-
D2	-	24 x 33	815	76	60	40	-	-
ECC Boardroom	-	28 x 32	926	86	-	-	-	-
Riverview Room	8	-	3,860	358	160	140	-	-

ASSEMBLY LEVEL 2					CAPACITY		WITH AMENITIES	
ROOM	HEIGHT (ft)	DIMENSIONS (ft)	AREA (ft ²)	AREA (m ²)	THEATRE	BANQUET	THEATRE	BANQUET
Hall A	29	180 x 154	27,720	2,576.2	2,400	1,800	2,250	1,400
Hall B	29	180 x 120	21,600	2,007.4	1,848	1,500	1,848	1,120
Hall C	29	180 x 114	20,520	1,907.1	2,100	1,500	1,800	1,000
Hall AB	29	180 x 274	49,320	4,587.9	4,200	3,300	4,230	2,660
Hall BC	29	180 x 234	42,120	3,913	3,980	3,200	3,980	2,550
Hall ABC	29	180 x 388	69,840	6,490.7	5,254	4,775	5,254	4,500
Foyer	19	-	-	-	-	-	-	-

MEETINGS LEVEL 3					CAPACITY					
SALON	HEIGHT (ft)	DIMENSIONS (ft)	AREA (ft ²)	AREA (m ²)	THEATRE	BANQUET	CLASSROOM	BOARDROOM	U-SHAPE	SQUARE
1	8' 5"	33 x 30	990	92	60	40	48	22	27	24
2	9' 5"	40 x 57	2,280	212	200	120	126	40	48	60
3	10' 6"	39 x 50	1,950	181	180	100	114	40	42	60
4	10' 5"	49 x 65	3,185	296	300	150	200	52	57	80
5 or 6	9' 8"	38 x 25	950	88	70	50	48	25	33	42
7	9' 8"	28 x 20	560	52	45	20	24	28	21	24
8	11' 6"	62 x 60	3,720	346	320	160	234	52	66	80
9, 10, or 11	11' 6"	62 x 45	2,790	259	240	120	170	40	60	78
12	11' 6"	62 x 58	3,600	334	300	160	234	52	66	80
13, 14, 15, 16	9' 7"	27 x 19	500	48	30	30	24	22	21	24
17 or 18	9' 7"	25 x 18	450	42	30	20	24	22	18	24
19 or 20	9' 7"	22 x 18	395	37	20	20	18	16	18	18
13/14	9' 7"	-	-	-	72	60	54	34	24	42
15/16	9' 7"	-	-	-	72	60	54	34	24	42
17/18	9' 7"	-	-	-	72	50	51	34	24	36
19/20	9' 7"	-	-	-	60	40	36	34	18	36

PEDWAY LEVEL



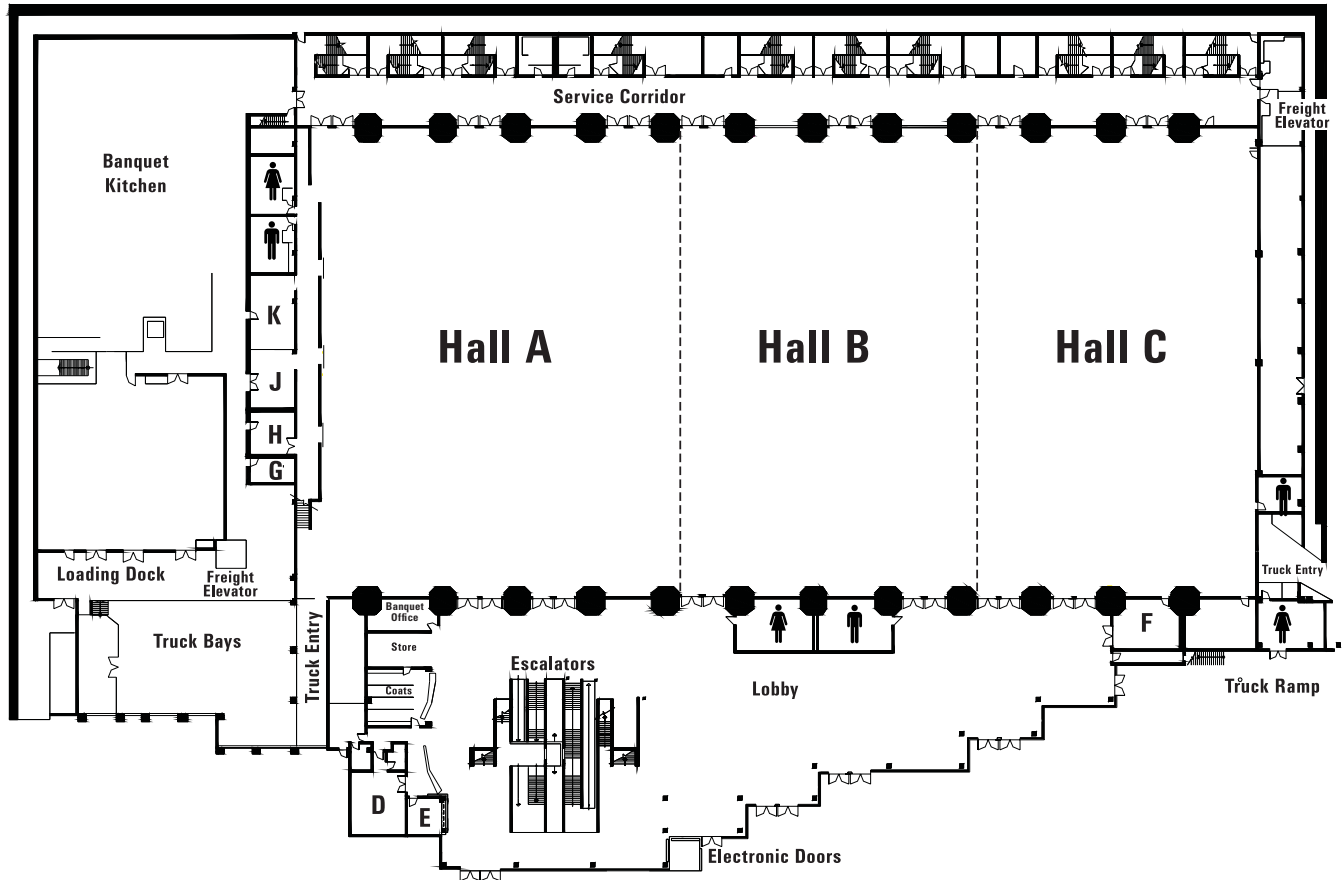
PEDWAY LEVEL

CAPACITY

ROOM	HEIGHT (ft)	DIMENSIONS (ft)	AREA (ft ²)	AREA (m ²)
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
ECC Boardroom	-	28 x 32	926	86
Riverview Room	8	-	3,860	358

THEATRE	BANQUET
1,800	1,200
-	-
-	-
60	40
-	-
160	140

ASSEMBLY LEVEL



ASSEMBLY LEVEL

CAPACITY

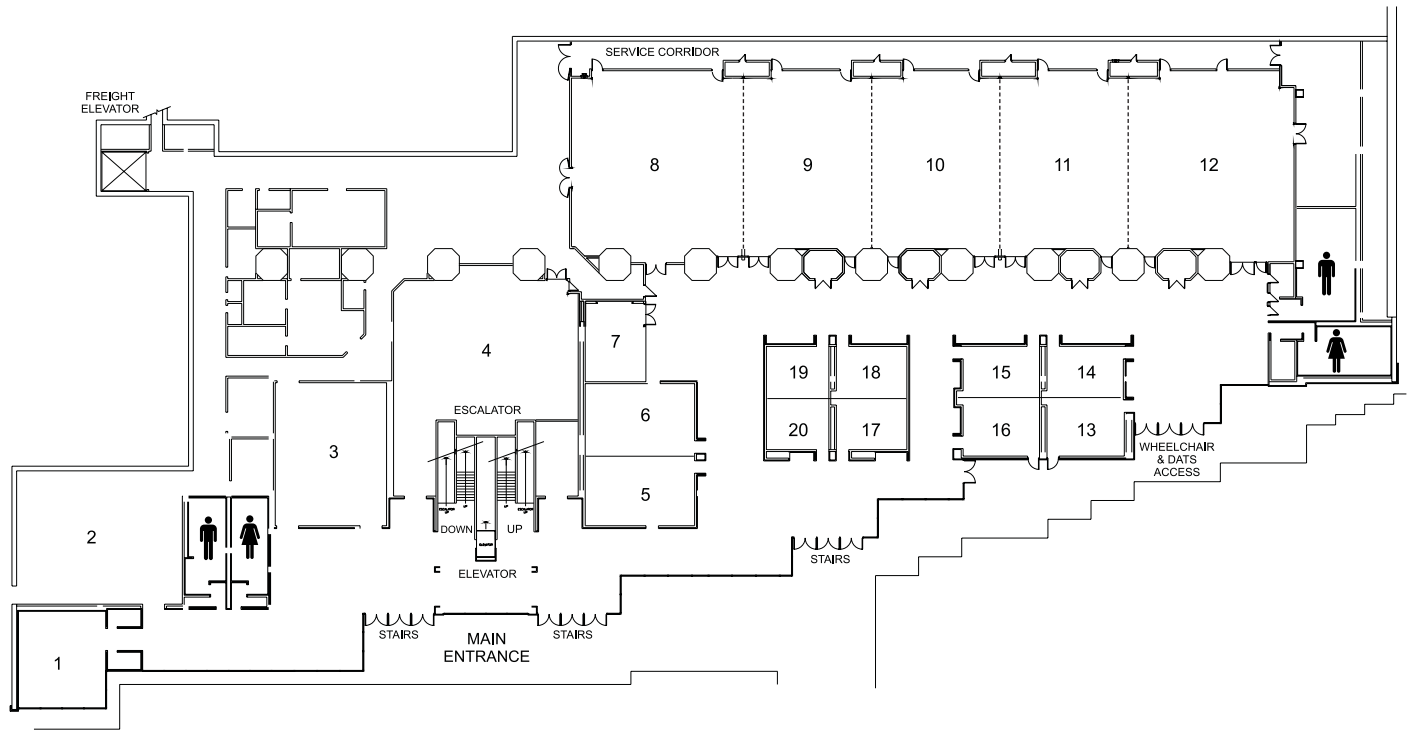
WITH AMENITIES

ROOM	HEIGHT (ft)	DIMENSIONS (ft)	AREA (ft ²)	AREA (m ²)
Hall A	29	180 x 154	27,720	2,575.2
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Hall C	29	180 x 114	20,520	1,907.1
Hall AB	29	180 x 274	49,320	4,587.9
Hall BC	29	180 x 234	42,120	3,913
Hall ABC	29	180 x 388	69,840	6,490.7
Foyer	19	-	-	-

THEATRE	BANQUET
2,400	1,800
1,848	1,500
2,100	1,500
4,200	3,300
3,980	3,200
5,254	4,775
-	-

THEATRE	BANQUET
A	2,250
B	1,848
C	1,800
AB	4,230
BC	3,980
ABC	5,254

MEETING LEVEL

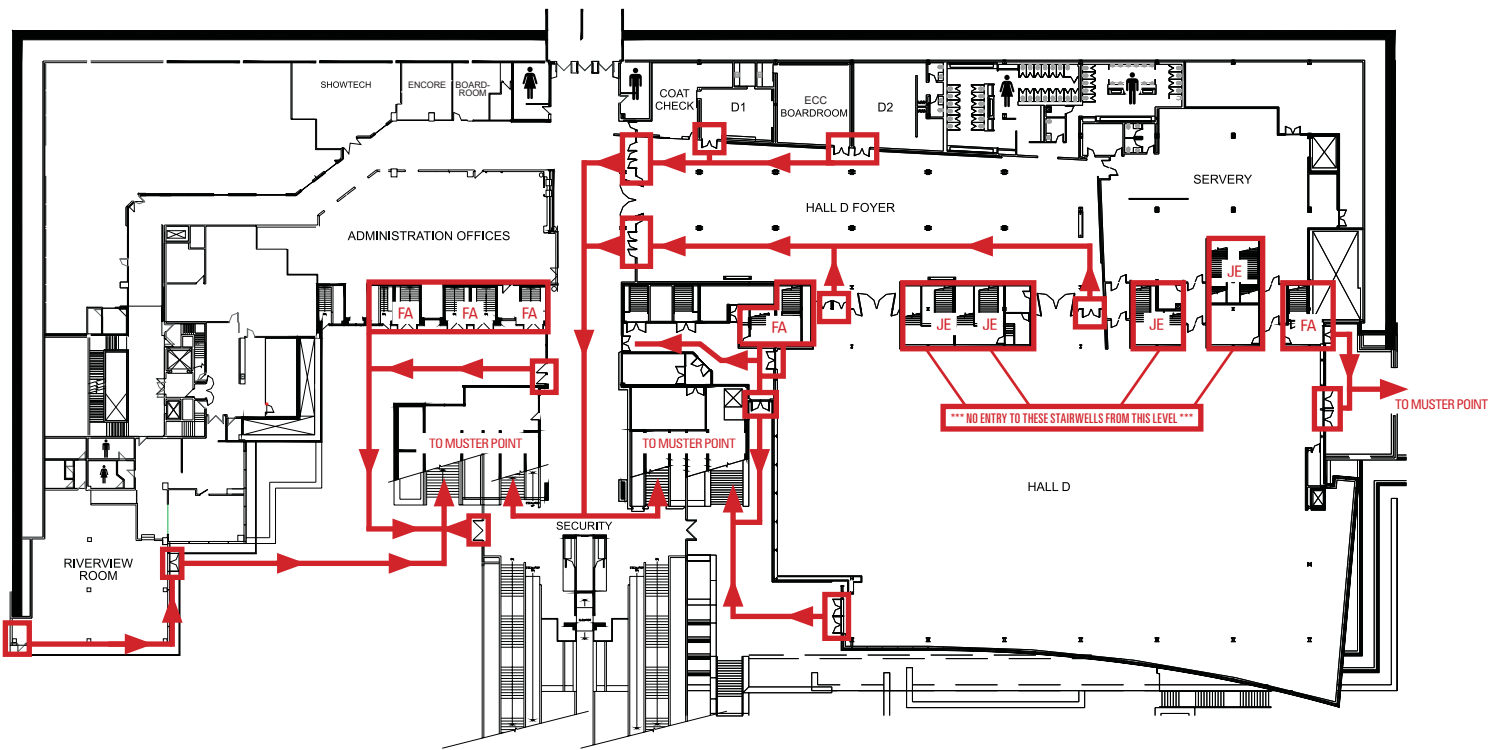


MEETING LEVEL

CAPACITY

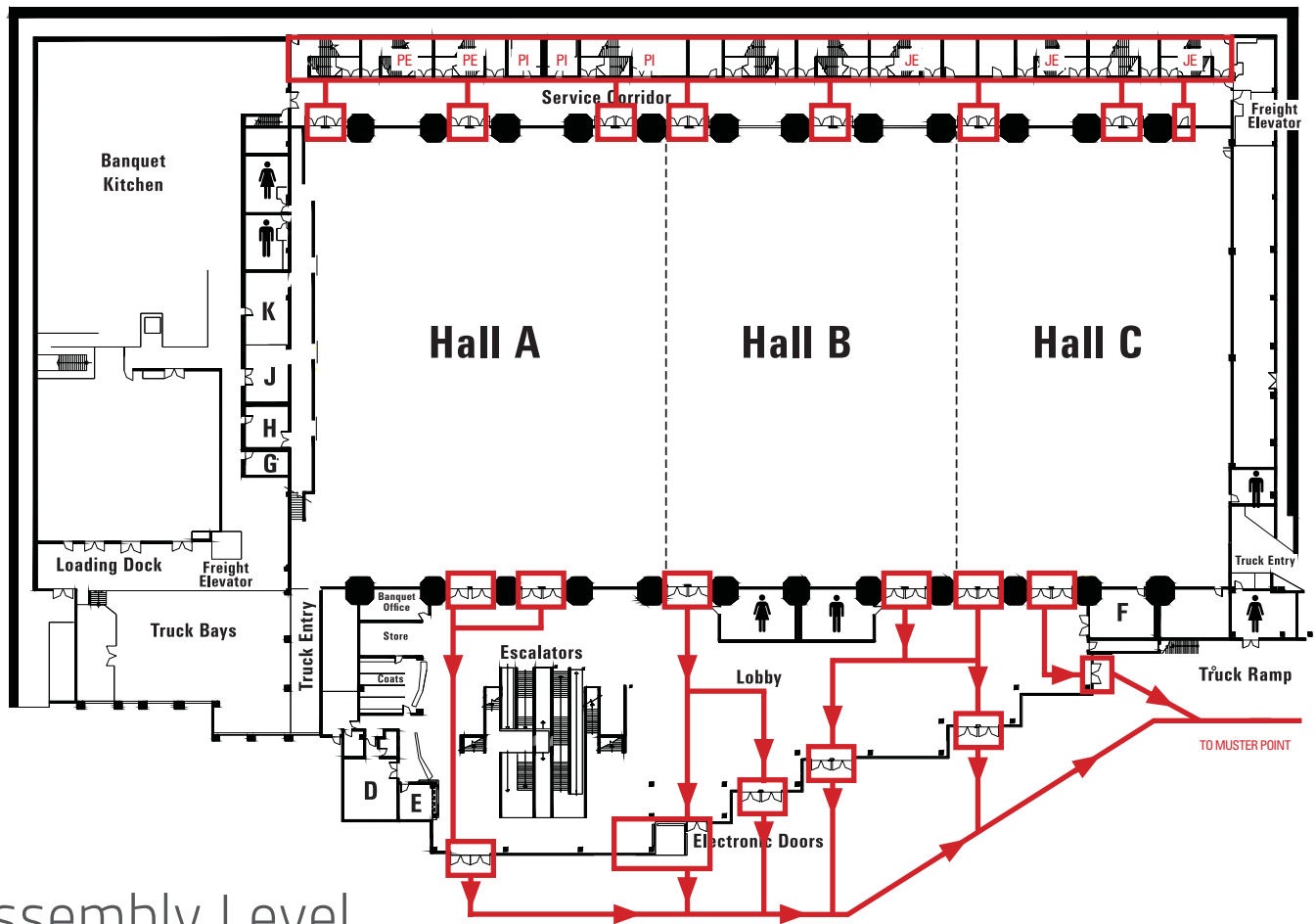
SALON	HEIGHT (ft)	DIMENSIONS (ft)	AREA (ft ²)	AREA (m ²)						
					THEATRE	BANQUET	CLASSROOM	BOARDROOM	U-SHAPE	SQUARE
1	8' 5"	33 x 30	990	92	60	40	48	22	27	24
2	9' 5"	40 x 57	2,280	212	200	120	126	40	48	60
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13, 14, 15, 16	9' 7"	27 x 19	500	48	30	30	24	22	21	24
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15/16	9' 7"	-	-	-	72	60	54	34	24	42
17/18	9' 7"	-	-	-	72	50	51	34	24	36
19/20	9' 7"	-	-	-	60	40	36	34	18	36

EMERGENCY EVACUATION ROUTES

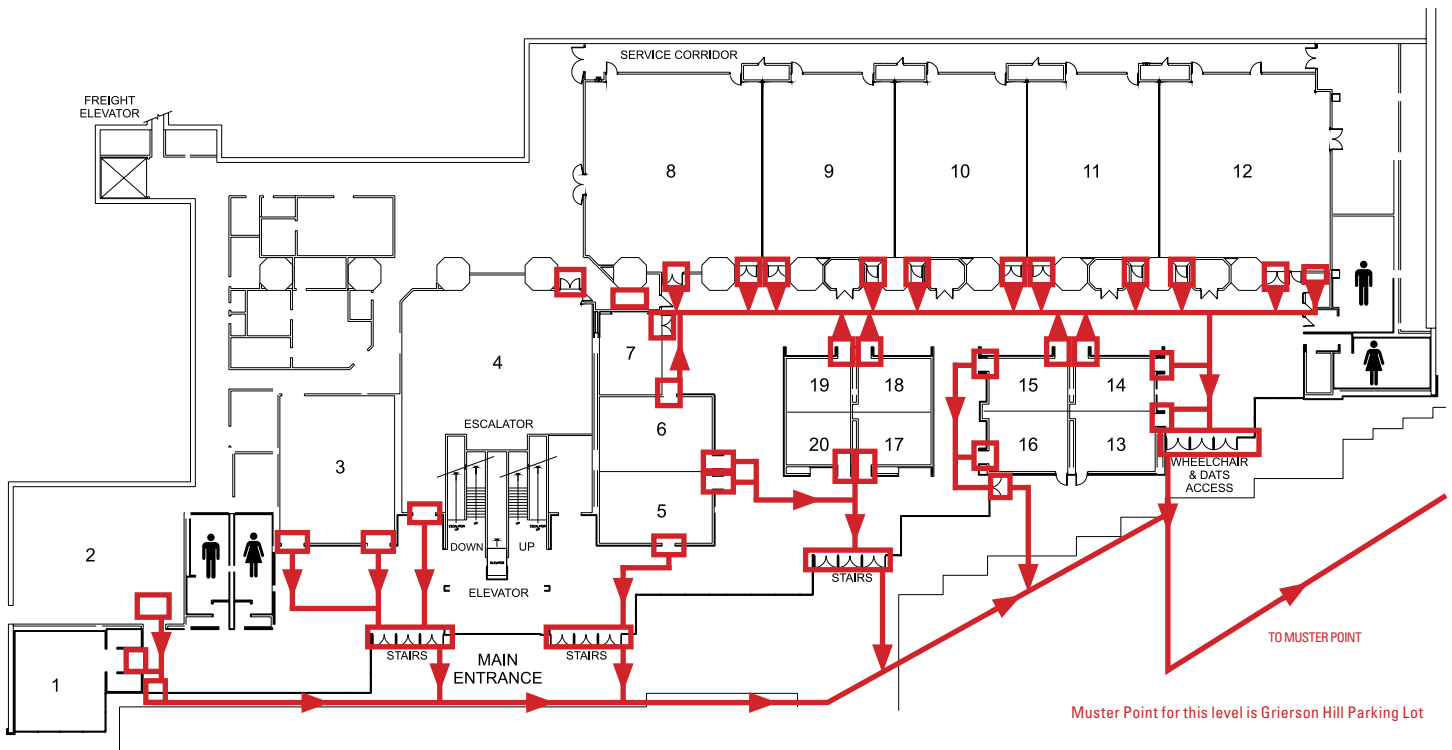


Pedway Level

EMERGENCY EVACUATION ROUTES (CONTINUED)



Assembly Level



Meeting Room Level

**EDMONTON
CONVENTION
CENTRE**



the centre of connection

www.edmontonconventioncentre.com