

BC Place Client Services Manual 2016





WELCOME TO BC PLACE

We are thrilled to welcome you to our spectacular stadium in the heart of downtown Vancouver. 'Thank you' to you and your team for selecting BC Place as the venue for your event!

Our goal at BC Place is to create an amazing experience for you, your clients and your guests. As the largest multi-purpose venue of its kind in Western Canada, we host a wide range of events – from BC Lions CFL football to Monster Trucks, Whitecaps MLS soccer to fabulous consumer shows and world-class special events. We look forward to making your event truly unique and memorable, too!

The *2016 Client Services Manual* is a comprehensive summary of more than 30 years of event business experience, highlighting the many ways we can assist you to bring your event to life. For a complete price guide please refer to the *2016 BC Place Staff and Service Rates* which can be found on our website. Please feel free to contact your Event Manager with any questions you may have about this guide.

On behalf of the entire team, welcome to BC Place - we look forward to working with you to make your event at BC Place your greatest success yet!

INTRODUCING BC PLACE STADIUM

BC Place is the largest sports, exhibition and entertainment venue of its kind in British Columbia, and is the home of the Vancouver Whitecaps FC, the BC Lions Football Club and the BC Sports Hall of Fame.

Everything about BC Place has been designed to create an experience like no other. Eight hundred WIFI ports and 1,100 digital screens make this one of the most technologically advanced venues in the world. Our FIFA 2-Star Recommended playing surface converts to create the largest column-free indoor event space in Western Canada. Above the field hangs the world's second-largest 4-sided centre hung HD video board, which in turn is surrounded by 54,500 seats and more than 50 beautifully appointed suites. And let's not forget our signature Northern Lights Roof Display - all under the world's largest cable-supported retractable roof!

VANCOUVER SAYS HELLO

Located right in the heart of downtown Vancouver, BC Place is nestled between ocean and mountain. Within walking distance, you and your guests will find more than 13,000 hotel rooms, restaurants serving local dishes inspired from around the globe, plus endless shopping and entertainment options. The award-winning Vancouver International Airport (YVR) is just 25 minutes via Canada Line passenger train to-or-from the steps of the stadium. For more information, please visit www.bcplacestadium.com.

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GETTING TO KNOW OUR VENUE

ADVERTISING AND PROMOTION

BC Place Stadium Proprietary Information

When advertising your event, we request that you refer to “BC Place” and use our official logo which can be supplied by the BC Place Sales and Marketing Department.

BC Place publishes an up-to-date event calendar for public distribution. In order for your event to be included, the event information must be provided to our Sales and Marketing Department at least twenty-one days in advance of the publication date.

Signage

Signs, posters, or advertising displayed in any manner on BC Place property, including the exterior of the Stadium, requires the approval of the Sales and Marketing Department. Event advertising signage is only permitted within the inner bowl of the stadium, and the advertising and signage of BC Place’s exclusive sponsors may not be covered in any manner. A current list of BC Place’s exclusive sponsors is available from the BC Place Sales and Marketing Department.

Advertising

Please contact the BC Place Sales and Marketing Department for information and pricing for the advertising opportunities listed below.

1. Three 15.25 m (50 ft.) x 9.1 m (30 ft.) **outdoor video display boards** are available for advertising.
2. StadiumVision© is BC Place’s centrally-controlled **IPTV digital display network**. Sponsorship and advertising placements are available on StadiumVision© to provide a seamless environment for your event partners.
3. Access to the **ticket office digital screens** is complimentary for your event.
4. The **pedestrian overpass** situated above Pacific Boulevard may be used to advertise your event.

Contact Information

BC Place Sales & Marketing Department may be reached by calling 604-661-3402.

BOX OFFICE

All tickets for events held at BC Place are sold exclusively by TicketMaster (604) 682-8455. The TicketMaster office is located at 765 Pacific Boulevard and is open weekdays from 9am to 5pm except Statutory Holidays. On the day of your event TicketMaster will operate a Ticket Sales booth from Gate A at BC Place, and a Will-Call from Gate H. Please contact TicketMaster directly for hours of operation for the Ticket Sales booth and Will-Call.

BUILDING ACCESS

BC Place and its facilities will be scheduled for your event as specified in your License Agreement. Client, Supplier, and Contractor access to the building are all controlled through the Security Office located at the East Entrance off Griffith's Way. A visitor's pass will be issued and must be worn at all times. Gates A through H on the outer concourse provide public access to the facility, and are controlled by event security through the use of tickets and wristbands.

Box Office Events

(i.e. Concerts, Football, Soccer, Spectator Events)

Public access to BC Place begins sixty minutes prior to the event start time designated on the tickets. Please discuss with your Event Manager if you wish to change from the standard sixty minutes.

Trade/Consumer Shows

The doors of BC Place will open at the time designated as the show hours.

Please refer to the section on BUILDING ENTRANCES under TECHNICAL SERVICES AND BUILDING INFORMATION for specific information on vehicle access for load-in and load-out.

DISPLAY COMPANIES

BC Place has no restriction on the use of contracted display companies as long as they comply with the policies as set forth in this Client Services Manual, and their employees are covered under WorkSafeBC. Your Event Manager will be pleased to provide you with a list of recommended display suppliers.

All third-party operators hired by the Client are required to load-in, set up, tear down, and load-out within the dates and times as set forth in your License Agreement. Any equipment rentals, damages, or other costs incurred by the Client's display company or labour contractors will be the responsibility of the Client.

DUTY MANAGER

A Duty Manager is available at all times during your event to oversee operations and to assist you with changes and last minute requirements. Duty Managers scheduled outside contracted show hours are supplied at a cost to the show. Your Event Manager will provide you with the Duty Manager schedule for your event.

Contact Information

Duty Manager Cell: 604-764-9479

Exhibitor Services Office: local 3200

East Security Office: local 3429

EVENT MANAGER

A BC Place Event Manager will assist you with all the details for planning a successful event. It is the Event Manager's responsibility to coordinate your requirements with BC Place staff, suppliers, technicians, and third party operators. Your Event Manager will be your main point of contact at BC Place before, during, and after your event.

FOOD SERVICES

Centerplate provides exclusive catering at BC Place. From full course gourmet banquets to quality concession fare and everything in between, Centerplate is on hand to meet your highest expectations. At your request, your Event Manager will arrange a meeting with a representative of our experienced catering team to discuss your needs.

Please note that BC Place retains the rights to all food and beverage concessions and catering on stadium property. Any food and beverage distribution from exhibit booths for hospitality purposes must be ordered from Centerplate.

The sale or sampling of food, beverages, or candy from exhibit booths is not permitted without prior written approval from BC Place Stadium. See FOOD AND BEVERAGE SAMPLING below.

FOOD AND BEVERAGE SAMPLING

For events that are not food and/or beverage oriented, Exhibitors may offer food and beverage samples in their exhibit space provided they have BC Place and Show Management approval. Exhibitors can only sample product that they normally serve or produce in their ordinary course of business.

Food Samples and Non-Alcoholic Beverages

Free samples sizes are limited to two (2) ounces of liquid (non-alcoholic) and one (1) ounce container size for food portions. The BC Place kitchen and serveries cannot be used without direct involvement of Centerplate, the exclusive food and beverage supplier for BC Place.

Liquor Samples

The British Columbia Liquor Control and Licensing Act does not permit liquor sampling at trade and consumer shows, or for events not directly related to the food and beverage industry. Exhibitors and Show Management who wish to offer alcoholic beverage samples must request and receive specific written permission from BC Place in addition to making an application to the Liquor Control and Licensing Branch prior to their event. Note that obtaining the necessary permissions from LCLB can take four weeks or longer.

Sampling of alcoholic beverages may be done at no charge provided that sample sizes do not exceed one half (1/2) ounce for liquors or liqueurs; and two (2) ounces for wine, beer, cider and coolers. Exhibitors who wish to offer larger samples for marketing purposes must make arrangement for bar service, provided exclusively Centerplate. Please call 604-661-7242

weekdays during 9am to 5pm to make arrangements for bar service, including complete product handling, beverage dispensing, equipment, ice, and glassware. Service charges will apply.

FINANCE DEPARTMENT

All event accounting is handled by the BC Place Finance Department. The license fee and event service charges (including set up and event staffing costs) are due prior to the start of your event. Charges for additional miscellaneous services will be invoiced immediately following the event. Final payment on all services rendered at a Spectator Event are due by noon the following day. A final statement will be prepared within fourteen (14) business days.

MERCHANDISE, PROGRAM, AND NOVELTY SALES

The sale of non-event related souvenirs, novelties and publications is the exclusive right of BC Place. Arrangements for the sale of event related programs, souvenirs, novelties, books, and other items sold on the premises as negotiated in your License Agreement can be made through your Event Manager.

MONEY

BC Place will not store Client money. We suggest using banks with night deposit drops. For your safety, currency and change should not be stored on the premises. BC Place does not accept responsibility for lost or stolen property.

PARKING

BC Place has a limited number of parking spots outside the East Entrance which may be available for show management use. These parking spots are tightly controlled, and arrangements for parking passes must be made with the Event Manager before arriving to the facility.

All other parking lots surrounding BC Place are managed by a third party. Please visit www.bcplacestadium.com for a map of nearby parkades. Your Event Manager can provide you with contact information should you wish to arrange parking at any of these facilities.

SUITES

BC Place has 52 suites, called the Pacific Rim Suites, which may be leased on a per-event basis for all consumer shows and spectator events. The suites seat 10 to 44 guests at any one time. BC Place Stadium also has five lounges that can accommodate groups of 44 to 400 guests. Full catering and bar service is available through Centerplate, our exclusive catering supplier.

For suite bookings and details please contact the BC Place Sales and Marketing Department at 604-661-3410.

EVENT SETUP INFORMATION

ACCESSIBILITY

Facility

BC Place has been designed to provide ease of access for guests with limited mobility. Our ramps, elevators, restrooms, and concession stands are accessible. Please see page 21 for a full listing of accessible washrooms and family washrooms located throughout the facility.

Seating

Each seating section in the stadium is accessible via tunnel ramp. Several seating sections on levels 2 and 4 have accessible balconies to accommodate patrons in wheelchairs. Our Pacific Rim Suites and Lounges on Level 3 have removable seats to allow for wheelchair seating. Please advise your Event Manager to have suites or lounges made accessible for your event.

Getting Here and Getting Around

A dedicated accessible entrance is located adjacent to Pacific Boulevard in parking lot 457. Stadium transfer services are available to assist guests to their seats from the Accessible Entrance. The elevator at the accessible entrance provides direct access to sections 247, 347 and 447. Elevators also provide access to sections 07 and 27 on each level. A limited number of wheelchairs are available for guest use upon request and are available on a first-come, first-served basis.

Parking

Dedicated accessible parking is available in parking lot 457 adjacent to the Accessible Entrance. Note that this parking is reserved for season's ticket holders for all BC Lions games and Whitecaps FC matches. All other times these spots are available on a first-come, first-served basis.

ADHESIVE TAPES & SIGNS

Please carefully read this section if you plan to use adhesives in any part of the facility.

Vinyl tape, foam tape, duct tape and packing tape, as well as staples, nails and fasteners which cause damage may not be used on any surface, equipment, or furniture owned by BC Place unless prior permission is granted by your Event Manager. Stick-on decals, badges, signs or similar promotional items may not be used in the facility without approval and testing from BC Place Stadium. Repair costs for damage associated with the use of adhesives are the responsibility of the Client.

Removal of acceptable tape from all surfaces in BC Place is the responsibility of the client and suppliers following the event. Cleaning and removal of non-approved adhesives by facility staff are chargeable costs.

Carpet & Floor Coverings

When laying carpet on finished hard surfaces such as marble, wood, or epoxy flooring a protective layer of pre-mask tape (i.e. Transerite) is required between the floor and the carpet tape. Acceptable adhesives are poly-coated cloth tape or Gaffer's tape, which are permitted on concrete and Terracover surfaces.

Acceptable Adhesives

SURFACE	Approved tape/ Adhesive	
Terracover	Gaff Tape	Double-Sided Carpet Tape
Concrete	Gaff Tape	Double-Sided Carpet Tape
Carpet	Gaff Tape	Double-Sided Carpet Tape
Epoxy floor at gates / Tile / Marble/ Finished wood	Pre Masking Tape → <i>Followed by:</i>	Double-Sided Carpet Tape / Gaffer's tape

Signage

Signage is not to be attached directly to wall surfaces without approval from the Event Manager. If approval is given, Fun-Tak, Hold It, Gaff tape or Painter's tape may be used. Tape must be neatly presented and used minimally on windows. New Stadium signage must be approved and installed by the Engineering and Maintenance department.

SURFACE	Approved Tape / Adhesive	
Walls	Gaff / Painter's Tape	Fun-Tak / Hold it
Windows	Painter's Tape	Fun-Tak / Hold it
Doors	Painter's Tape	Fun-Tak / Hold it

Availability

Approved tape may be purchased during exhibitor shows at Exhibitor Services.

ADHESIVE TAPES & SIGNS (continued)

Removal of Adhesives

It is the Client's responsibility to remove all adhesives from all surfaces at the close of the event. Charges for tape removal and other damage will be charged on a time and materials basis.

ALCOHOL

Alcoholic beverages sold at concession during spectator events and served at catered events for private functions at BC Place are provided exclusively by our food and beverage supplier, Centerplate. During consumer shows the consumption of alcoholic beverages is not permitted in

the event area except where designated by BC Place management. For questions regarding sampling of alcoholic beverages please refer to FOOD AND BEVERAGE SAMPLING on page 3.

ANIMALS

With the exception of Pacific Assistance Dog Society (PADS), seeing-eye or hearing dogs, and emotional support or therapy dogs, animals are not permitted in BC Place except as a part of the show activity or an exhibit. All therapy dogs or emotional support dogs must have applicable identification or medical documentation.

Animals that are part of show activity or an exhibit must be kept on a leash or in an enclosed pen, and under control at all times. The owner takes full responsibility for their animal.

BALLOONS

Helium balloons and large inflatables are permitted in BC Place with the written approval of your Event Manager. When permission for helium balloons is granted, the Client will sign a “Balloon Waiver” form accepting retrieval and repair costs for escaped balloons.

CABLE MATTING

All electrical, data, and audio visual cabling must be secured and matted to conform with electrical safety standards. BC Place will install matting in public areas. All matting within exhibitor booths and show areas are the responsibility of Exhibitors and suppliers respectively, and are subject to inspection.

COAT CHECK

BC Place Stadium does not have a dedicated coat check area. Your Event Manager will be pleased to recommend a coat check company for your needs.

EVENT PASSES

Your Event Manager will work with you to determine the best security pass system for your event. Once established, we ask that you supply us with five original copies of each pass for our staff briefing purposes. Whenever possible, passes should be distributed to personnel prior to show move-in.

FIRST AID

A First Aid attendant will be on duty during move-in/move-out and event hours at the Client’s expense.

Dispensaries

BC Place is equipped with three First Aid dispensaries. They are located on Level One, Section 132; Level Two, Section 201 and Level Four, Section 428. All equipment and supplies are provided by BC Place.

Incident Reporting

Please report all accidents to First Aid, the Duty Manger, or other BC Place staff to ensure accurate incident reporting and to ensure that proper action is taken.

Contact Information

First Aid **Emergency Line**: local 2000

First Aid **Non-Emergency Line**: local 7249

GARDEN & DIRT SET UPS

Show Managers and Exhibitors who set up gardens or displays using soil, bark mulch and other materials must place a layer of plastic sheet and a layer of plywood underneath such displays to protect the turf and Terracover from stains. The Client will be responsible for any extraordinary cleaning required.

HOUSEKEEPING

Housekeeping at BC Place is an exclusive service, and cleaning of public areas during your event will be charged to the event invoice. Cleaning of Trade and Consumer Show exhibitor booths is the responsibility of Exhibitors and will be billed accordingly, unless otherwise indicated by the Client. A BOOTH VACUUMING ORDER FORM for exhibitors can be found in the Exhibitors Package provided by the Event Manager. Carpeted aisles in the exhibit area will be maintained only upon request and billed to the Client.

At the end of the event Clients and Exhibitors are asked to remove all signs, advertisements, posters, cards etc. All tape, wire, and other such material must be removed from BC Place surfaces prior to Exhibitors leaving the building. Pre- and post-event clean-up of debris left by Exhibitors will be charged to the Client on a time and materials basis. Any special crews or equipment required to clean excessive debris is also the responsibility of the Client.

LOST AND FOUND

All lost and found articles are kept at the East Security Office for a period of 30 days. After 30 days BC Place will dispose of all articles. Lost and Found can be reached by calling 604-661-3429.

MERCHANDISE REMOVAL AUTHORIZATION

For the safety of your Exhibitors, it is recommended that the removal of items from BC Place be controlled by a merchandise removal authorization form checked by BC Place Security. Your Event Manager will assist you in setting up an authorization system to permit Exhibitors to remove merchandise from the building during the event.

SAFETY

BC Place is governed by WorkSafeBC, and it is our mandate to ensure that all onsite workers comply with WorkSafeBC regulations. BC Place requests the full co-operation of our clients, their contractors, suppliers, staff, exhibitors and guests in ensuring a safe and healthy working environment.

Personal Protective Equipment (PPE)

As designated by WorkSafeBC, all exhibitors, contractors and all other set-up/strike personnel must wear SA approved safety footwear, high visibility vests and long pants. Hardhats are required if working in an area where overhead work is being performed. High-visibility vests may be purchased at Exhibitor Services located on Level 1 at the East Entrance (section 127).

Control Zones

Areas with construction or overhead work will be deemed a “Control Zone”. These areas must be cordoned off with caution tape. Workers in these areas must have full PPE and hardhats.

Safety Audits

BC Place and Show Management will perform regular, documented safety inspections during move-in and move-out. All non-compliance issues will be directed to Show Management for immediate resolution.

Crew Safety Talks

Management for all contracted personnel must perform a safety talk for their workers prior to the start of on-site work. Safe equipment operation, evacuation procedures, PPE, and job-specific safety topics for a particular set-up are examples of what should be discussed. After crew safety talks every worker must sign-off that they have attended the talk.

Fall Protection

Safety lanyards are required when working more than 10’ in the air.

SECURITY / EVENT STAFF

Due to the diverse nature of the events and the size of the stadium, BC Place maintains its own 24-hour building security and event staff. Event-specific security and other event staff are provided by BC Place and billed to the Client. Your Event Manager will be happy to discuss your

security and event staff requirements for the event areas. Exhibitors may order additional security for their booth if needed. Please consult your Event Manager for further information.

As with any event attracting a large number of people, certain precautions taken ahead of time can reduce or eliminate unnecessary problems. We recommend:

- Valuables not be left unattended. Lightweight, high risk items such as cameras, stereos and video cameras should be securely fastened to display boards or locked in showcases.
- Security should be advised of any valuables which may be considered “high risk”.
- Security should be advised of any problems experienced in the past.
- A merchandise removal authorization system should be set up during show hours.
- A visible identification method should be instituted for entry into various areas of the event.
- A comprehensive list of Exhibitors (if applicable) should be made available well in advance for distribution to various departments within BC Place so we can be prepared to best serve their needs.

BC Place is not responsible for any lost articles or items left behind.

SET UP ASSISTANCE

In order to ensure the success of your event, your Event Manager will require complete set up information one month prior to your first move-in day. This will ensure that proper equipment and adequate staff are available to keep your set up on time and on budget. Your Event Manager should also be placed on your Exhibitor mailing list to maintain your event requirements.

Set Up Information

- BC Place does not restrict Exhibitors from carrying in their own material or from setting up their own Exhibits.
- To maintain an efficient move-in and move-out schedule it is necessary for BC Place Security to control traffic. BC Place will provide minimum staffing requirements.
- Any vehicles brought into BC Place must be unloaded and removed immediately due to space restrictions.
- Exhibitors are requested to bring in their own tools, ladders, brooms, dollies and other items required to erect their exhibit. BC Place does not loan or rent these items.
- WorkSafeBC regulations and safety policy require that children under the age of 16 years not be on site during move-in or move-out. During show hours, children 12 and under should be supervised at all times by a parent or guardian.
- For safety reasons, skateboards and bicycles are not permitted in the building except for use in an exhibit.

SHIPPING AND RECEIVING

BC Place does not have storage space available for holding shipments delivered prior to the scheduled move-in date or after the contracted end of the last move-out day. Shipments that arrive to the facility prior to the scheduled start of move-in will be turned away. BC Place employees are not authorized to sign for receipt of Client or Exhibitor goods.

SMOKING

In accordance with City of Vancouver by-law #9535 smoking is prohibited in public facilities. Smoking of e-cigarettes is also not permitted. Smoking must be off BC Place property and a minimum of 6 metres from all points of entry.

STAFFING

BC Place employees are represented by the British Columbia Government Employees Union (BCGEU), and the deployment of stadium personnel is done in accordance with the Collective Bargaining Agreement. Please read below and contact your Event Manager with any questions.

Scheduling Personnel Pre-Event

BC Place will provide Technical, Field Operations, Hosting, Security, First Aid and Housekeeping personnel as per your event requirements. We ask that you discuss your anticipated staffing requirements with your Event Manager at least one month prior to your event to ensure adequate staff is available.

Scheduling Personnel During an Event in Progress

Requests for personnel received within 24 hours of the required shift start time will be charged overtime rates.

Cancelling Scheduled Personnel

Should you cancel personnel within 24 hours of the scheduled shift start time you will be charged for a four hour minimum call-out, per cancelled shift, at the designated hourly rate for the scheduled personnel. If a cancellation is made during a shift, you will be required to pay out the remainder of the shift.

TIPPING POLICY

It is against BC Place policy for our employees to accept tips or gratuities (cash, merchandise or tickets).

TECHNICAL SERVICES AND BUILDING INFORMATION

ATMs

ATMs are located throughout the facility and are positioned according to the type of event taking place. With advance notice additional locations may be arranged. Sharing historical cash withdrawal information with your Event Manager will help ensure the machines continue to dispense cash for the duration of your event.

Trade & Consumer ATM locations

- Level 1 - 112 Food Fair (only available when Level 1 in use)
- Level 2 - 212 & 216 ramp landings

Spectator Event ATM locations

- Level 1 - 112 Food Court (only available when Level 1 in use)
- Level 2 - 212 & 216 ramp landings, 236 & 244
- Level 3 - 343
- Level 4 - 412 & 443

AUDIO/VIDEO

Due to the technical sophistication of the audiovisual system at the stadium we require that a BC Place Technician be scheduled to set up and operate all BC Place equipment. Please discuss your AV requirements with your Event Manager prior to arranging outside equipment for your event.

Audio

A general public address sound system is included in facility rental costs for all Trade and Consumer Shows. Microphone control for the PA system will be set up in the Show Office.

Banquet Rooms ABCD are equipped with an isolated sound system with numerous microphone jacks, allowing flexibility for the rooms to be used as one large banquet hall or as a series of smaller rooms.

To arrange for sound in any of our suites and lounges please discuss your requirements with your Event Manager.

Centre Hung Video Board and TV Broadcast

The centre hung video board is a four-sided state of the art high definition board that hangs above centre field. The wide sides are 38' high x 65' wide and the narrow sides are 21' x 33'. Each of the four sides may be operated independently. BC Place has a full complement of

production equipment and a full video control room. The A/V department can help with all your pre- and post-production needs. Please refer to the *2016 Staff and Service Rates* for more information and hourly rates for service.

360° LED Ribbon Boards

The 1,780' long programmable 360° LED Ribbon Board has been designed to support video content. BC Place will supply the operator to assist with pre-production requirements. Content upload must be done off-site, therefore pre-production must be completed one week in advance. Please refer to the *2016 Staff and Service Rates* for more information and hourly rates for service.

LED Field Boards

The Field Boards consist of programmable LED boards that are designed to support video content. The boards measure a combined 550 linear feet and stand self-supported along the field. BC Place will supply the operator to assist with pre-production requirements. Note that pre-production must be complete one week ahead of the scheduled event date. Please refer to the *2016 Staff and Service Rates* for more information and hourly rates for service.

BUILDING ENTRANCES

Vehicle Entrances

East Entrance - Griffith Way under the Georgia Viaduct

- 31 ft. wide x 14 ft. high (9.5m x 4.3m)
- 23.6 ft. wide x 17.6 ft. high (7.1m x 5.3 m)

South Entrance – Pacific Boulevard

- 17 ft. 9" wide x 15 ft. 6" high (5.3m x 5.1m)

Gate C Vehicle Door - Accessible from Pacific Boulevard through Parking Lot 457

- 8.75 ft. high x 12 ft. wide. (3.35m x 2.26m)

Public Entrances

There are eight Gates on the exterior plaza lettered A through H which provide pedestrian access to BC Place. All gates are fully accessible and controlled by event security during event hours.

Note: Starting Fall 2014, construction at the West end of BC Place will impact access to some gates. Please contact your Event Manager for more information.

Dedicated Accessible Entrance

A dedicated accessible entrance is located adjacent to Pacific Boulevard in parking lot 457 at section 139. Stadium transfer services are available to assist guests to their seats from the Accessible Entrance. The elevator at the accessible entrance provides direct access to sections 247, 347 and 447.

Suite and Media Entrance

This entrance may be accessed on foot from Expo Boulevard, however there is no vehicle drop off area at this location.

Exhibitor Entrance

Exhibitors are asked to enter via the East Entrance located on Griffiths Way.

ELECTRICAL SERVICE RULES & REGULATIONS

Power Availability

Listed below are the existing electrical specifications for the show floor at BC Place Stadium. The floor area electrical systems can be modified to suit various power requirements. Please see *Ordering Power* below for more information on available modifications.

- The building voltage is 347/600, 3 phase, 4 wire.
- The distribution system for general client use is 120/208 volts, three phase, 4 wire but can be 347/600, 3 phase, 4 wire for special needs.
- For high individual power requirements such as a concert, three portable sleds are available, two with 400 amp and one with 600 amp, 120/208 volt, 3 phase, 4 wire capacity, complete with circuitry breakdown distribution panels. Also on the walls around the floor area, we have four 400A 120/208V 3 phase 4 wire, three 200A 600V 3 Phase 3 Wire and two 150A – 600V 3 phase 3 wire distribution points.
- To service the general floor area, eleven 200A - 120/208 volt 3 phase panels are available around the walls of the floor area. Each has the capacity to connect 2 – 100A Hubble plugs c/w Cam Lock ends, which can feed up to twenty-two 100A 120/208V panels in various locations around the floor area.

Ordering Power

Printable exhibitor service order forms are available at www.bcplacestadium.com on the *Exhibitor Services* page. Full payment for service must be included at the time the order is placed. Incomplete orders and orders received without payment will be returned to the exhibitor with a request for additional information and/or payment. When submitting your electrical order form, please also include a *Booth Layout Template*. Indicating your preferred cable routing through the exhibit booth to the equipment will ensure your booth is set up safely.

Please refer to the *2016 Staff and Service Rates* guide for full rate information for electrical services. Service rates include installation, power use, maintenance throughout the event, and post-event removal.

NOTE: It is the responsibility of the exhibitor to read and understand the terms and conditions as outlined in the exhibitor service order forms.

Power Installation

All hook-ups to BC Place electrical service must be done by BC Place Technicians. All electrical service cables lie on the ground and are fed behind exhibit booths to exhibitor equipment.

ELECTRICAL SERVICE RULES & REGULATIONS (continued)

Power Installation (continued)

Please note that it is the responsibility of the exhibitor to cover and protect any cabling installed in the exhibit booth.

The following requirements must be adhered to in the installation of all temporary electrical and lighting equipment or service:

1. Open clip sign sockets are not permitted. Porcelain sockets are acceptable.
2. Use of latex cord wire in displays is not permitted.
3. Use of duplex or triplex plugs is not permitted.
4. Exposed wire must be three-wire grounded and of proper size to serve the fixture to which it is attached.
5. Electrical fixtures and fittings must be C.S.M. listed.
6. BC Place Technicians are not permitted to make a connection where wiring constitutes a fire hazard or is contrary to the Canadian Electrical Code.
7. All electrical cables must be secured and matted to conform with electrical/safety standards. All electrical installations are subject to inspection by BC Place Technicians and the Vancouver City Electrical Inspector. A City inspection fee may be incurred and charged to the Client.
8. Electrical and communication boxes located on the floor cannot be covered and must be accessible at all times to BC Place Technicians.
9. The Client and Exhibitors are responsible for protecting their electrical equipment from possible power surges.

ELEVATORS

Freight Elevator

The Freight Elevator is located at the East end of BC Place near section 127. A member of BC Place staff will assist with the operation of the freight elevator. Elevator specs are as follows:

- Capacity 10,000 lbs. (4,536 kg.)
- Platform size is 8.25 ft. x 12 ft. (2.5 m x 3.6 m)
- Door size opening is 8 ft. x 9 ft. high (2.4 m x 2.7 m)

Public Elevators

There are three public elevators in BC Place located at Sections 7, 27 and 47. We ask that the use of elevators be restricted to the elderly and guests with accessibility requirements.

Maximum weight for each elevator is 2,500kg or 15 persons.

FLOOR LOADS

Interior Load Capacities

BC Place has a heavy-duty hard plastic turf cover floor system called Terracover that has a maximum load capacity of 60,000 lbs. per sq. ft. (27,216 kg). The interior concourses and the ramps connecting levels 2 and 4 have a maximum load capacity of 100 lbs. per sq. ft. (45 kg).

Exterior Load Capacities

The exterior plaza has a vehicle gross weight capacity of 20,000 lbs. (9,000 kg). Vehicles parked on the plaza must display BC Place authorization at all times.

Terry Fox Plaza has a maximum load capacity of 150 pounds per square foot, and the exterior concourse has a maximum load capacity of 120 pounds per square foot.

FLOOR MARKING

Tape & show polish are the only acceptable floor marking materials for laying out booth locations. Lime may be used when outlining dirt tracks. Please refer to the section on ADHESIVE TAPES & SIGNS on page 5 for the types of tape acceptable for use on floor surfaces. The Client will be responsible for the removal of unauthorized adhesives and will be charged in time and materials.

FLOOR PLANS

All show floor plans must be approved by your Event Manager a minimum of two (2) months prior to move-in. When preparing your floor plans you must adhere to the following minimum requirements as set forth by the Fire Commissioner:

- Centre Aisle Width 20 ft. (6 m)
- Side Aisle Width 10 ft. (3 m)
- Perimeter Aisle Width 10 ft. (3 m)

Please wait to sell booths for your event until after your show floor plans have been approved to ensure that their location requirements (electrical, plumbing, etc.) are met.

Scaled floor plans of BC Place stadium are available from your Event Manager.

FLOOR STAIRS

In accordance with Fire Regulations, and depending upon the number of people in attendance at your event, it may be necessary to install stairs leading from the field up to level 2. Please discuss your requirements with your Event Manager before finalizing your floor plans.

FLOOR TYPE

Level 1 Field Area

The entire main floor is covered with 234,000 square feet of permanent FIFA 2-Star Recommended artificial turf. For tradeshow and spectator events the artificial turf is covered by an interlocking heavy duty plastic floor covering called Terracover that is capable of withstanding vehicle loads up to full size semi-trailers. All electrical, data, communications and water services may be routed through a built-in cable management system, or routed to the desired location on top of the Terracover.

Level 1, 2 and 4 concourses

All other areas inside BC Place stadium are polished concrete.

FUNCTION ROOM DESCRIPTIONS

BC Place has several types of function space available for use. Please speak with your Event Manager for details regarding availability of function space for your event.

OFFICES

All offices are carpeted and come equipped with desks, chairs and standard IT hook-ups. Additional amenities are listed below.

Four (4) Food Court Show Offices – level 1

Two (2) Managers Offices – level 1

- One office located inside exhibitor entrance; measures 23' x 25'
- One office located inside East entrance; measures 14' x 14'
- Registration counters with data hookups
- Washrooms with disabled access
- Kitchenette with microwave and bar fridge

DRESSING ROOMS

Four (4) Dressing Rooms – level 1

- Labeled A, B, C, D
- Adjoining coaches' locker rooms with showers and washrooms
- Adjoining coaches' offices
- Digital television screens
- A/B share washrooms with disabled access
- C/D share washrooms with disabled access

Two (2) Star Dressing Rooms – level 1

- Labeled 1, 2
- Make-up lighting

One (1) Officials' Dressing Room – level 1

- Digital television screens

LOUNGES

All lounges are carpeted and have private washrooms with disabled access. Additional amenities are listed below.

Team Lounge – level 1

- Can adjoin to Press Lounge via collapsible air wall
- Wet bar capabilities

Press Lounge – level 1

- Can adjoin to Team Lounge via collapsible air wall
- Wet bar capabilities

147 Lounge – level 1

- Customizable video walls
- Washrooms
- Digital television screens

Balcony Lounge – level 3

- Wet bar capabilities
- Unobstructed view of playing field
- Private access to 34 seats in stadium bowl
- Digital television screens

Goal Post Lounge – level 3

- Wet bar capabilities
- Unobstructed view of playing field
- Private access to 38 seats in stadium bowl
- Digital television screens

BANQUET ROOMS

Banquet Rooms ABCD – level 1

- May be combined into one large banquet hall
- Carpeted

SUITES

All suites are carpeted and have private washrooms with disabled access. All are appointed with lounge furnishings. Additional amenities are listed below.

BC Place Suite – level 3

- Largest suite at BC Place
- Unobstructed view of playing field
- Private access to 44 seats in stadium bowl
- Can adjoin to Media A via collapsible air wall
- Digital television screens

Media A – level 3

- Lower working press area seating 64
- Ten (10) upper press rooms for television cameras, commentators and radio
- Digital television screens

Media B – level 3

- Lower working press area seating 62

HELIUM

All helium tanks must be stored and secured in an upright position. Approval for storage of helium tanks must be provided by the Event Manager or Duty Manager.

KEYS

Keys are available from your Event Manager and must be returned on the last day of the event. Unreturned keys may result in a replacement charge.

LIGHTING LEVELS

Move-In & Move-Out

Field metal halide working lights at 30 foot candle power are included in the rental rates. Additional lighting levels are available at an hourly rate. Please contact your Event Manager.

Show Lighting

Field metal halide show lights at 100 candle power are included in the rental rates. Additional lighting levels are available at an hourly rate.

PLUMBING

Plumbing service is available to Clients and Exhibitors on the field and level 2 concourse display areas. Exhibitors requiring plumbing service on the field should be located on the perimeter of the show floor wherever possible. Please discuss locations for exhibitor plumbing service on level 2 with your Event Manager prior to locating exhibitors.

PLUMBING (continued)

Ordering Plumbing Services

Please refer to the *BC Place Staff and Service Rates 2016* for full rate information. The cost for plumbing service includes setup of all equipment, fill, and drain. Exhibitor service order forms may be found at www.bcplacestadium.com on the *Exhibitor Services* page. Full payment for service must be included at the time the order is placed. Incomplete orders and orders received without payment will be returned to the exhibitor with a request for additional information and/or payment. Full terms and conditions for plumbing services, as well as contact information to submit your order, can be found on the order form.

PROPANE

Propane cylinders are required to be equipped with a flow restriction valve. To obtain a flow restriction valve please contact ICG Liquid Gas (604) 421-2511, or Malkin & Pinton Industrial Supplies (604) 879-4211.

Propane containers exceeding 20 lbs. (9 kg) require approval from the Provincial Gas Inspector's Office. All Propane connections are subject to approval by BC Place Technicians.

Overnight storage for propane cylinders at BC Place is located outside the East Entrance. Please contact your assigned Duty Manager for assistance moving propane cylinders at the end of each event day.

PYROTECHNICS

BC Place must be advised, in writing, of your intention to use special effects and/or pyrotechnics. The Client must obtain BC Place approval before such special effects and/or pyrotechnics is allowed. A demonstration may be required in order for approval to be given by your Event Manager or Fire Marshall. In all cases, the Client must provide adequate insurance including extra coverage to be provided by the pyrotechnics company.

To ensure safety of stadium infrastructure and our guests, and to help reduce environmental impact, a pyrotechnics proposal must be submitted to your Event Manager to ensure proper approval from BC Place Engineering and the Local Fire Safety Division. Please note that submission of a pyrotechnics proposal does not guarantee approval.

RETRACTABLE ROOF POLICY

The cable-supported fabric roof at BC Place is the largest of its kind in the world. The retractable centre portion of the roof measures approximately 100m x 85m – effectively covering the area of the entire playing surface. Seated guests remain covered - rain or shine.

The position of the retractable roof will be determined in advance in consultation with the Event Manager. BC Place Operations Staff will determine the most appropriate time to open the roof based on current weather conditions and detailed weather forecast information.

The roof takes approximately 20 minutes to open or close.

BC Place should be considered an ‘open-air’ stadium whether the roof is open or closed, and guests are encouraged to dress accordingly, based on the temperature outdoors.

TELEPHONES

BC Place is equipped with an in-house telephone system which can provide individual telephone lines and numbers to each display booth or office as requested. Telephones, data lines, TV or radio broadcast lines, or tie lines to external systems are available upon request.

Ordering Telecommunications Services

Please refer to the *BC Place Staff and Service Rates 2016* for full rate information. Exhibitor service order forms may be found at www.bcplacestadium.com on the *Exhibitor Services* page. Full payment for service must be included at the time the order is placed. Incomplete orders and orders received without payment will be returned to the exhibitor with a request for additional information and/or payment. Full terms and conditions for telecommunications services, as well as contact information to submit your order, can be found on the order form.

TEMPERATURES

Stadium temperatures are pre-set for all events as outlined below, and heating costs are included in the cost of rental. Temperatures for spectator and sporting events are at the discretion of BC Place management.

- Move-in/move-out: Minimum 50 degrees F (13 C)
- Show Hours: Minimum 70 degrees F (20 C)

WASHROOMS

Washrooms are located in every section throughout BC Place on all four levels. Please see below for the location chart of washrooms that are wheelchair accessible or that have baby change tables. .

	Wheelchair Accessible	Baby Change Tables
Women's	112 206, 212, 226, 253 309, 324, 330, 336, 346 403, 410, 417, 424, 430, 437, 444, 451	202, 217, 229, 244 409, 419, 450

Men's	112 204, 211, 218, 224, 230, 237, 244, 251 309, 324, 330, 336, 346 404, 411, 418, 425, 432, 438, 444	217, 245 407, 437, 451
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Universal Washrooms

There are Universal washrooms for single-user or Family use on levels 2, 3 and 4. Each room has a chair, a toilet, and a baby changing surface. Locations for Universal washrooms are:

- 203, 216, 230, 243
- 336, 346
- 408, 421, 435, 448

LICENSING AND LEGAL INFORMATION

BUSINESS LICENSES

City of Vancouver business licenses, permits and/or inspection fees may be necessary for certain events held in BC Place. For details and instructions on City regulations please contact the City of Vancouver, Business License Information Department at (604) 873-7568.

An event requiring electrical connections may result in BC Place incurring a City of Vancouver inspection fee. This cost is the responsibility of the Client.

DAMAGE AND REPAIRS

A pre and post event inspection of the event areas will be conducted by the Event Manager with the Client in order to identify any damage caused by your event. Damage to BC Place or its property must be reported immediately to your Event Manager. The Client is responsible for all damage caused to BC Place or its property resulting from an event.

Damage resulting from event related activities such as equipment, nails, two sided tape, etc. will be charged directly to the Client.

FIRE DEPARTMENT REGULATIONS

Aisles, exits and ramp access or egress as designated on approved show plans shall be kept clean, clear and free from obstructions. Easels, signs, etc. cannot be placed in aisles beyond booth area.

Combustibles

- Any internal combustion engines, vehicles or equipment must not contain more than one quarter (1/4) tank of gasoline or fuel and must be inoperable; e.g. battery and/or ignition disconnected. Fuel caps must be locked shut.
- Exhibitor display literature must be limited to reasonable quantities. Reserve supplies should be kept in closed containers and stored in a neat and compact manner.
- Client shall be responsible for ensuring combustible rubbish is removed from exhibit booths on a daily basis.
- All decorations, drapes, signs, banners, acoustical materials, hay, straw, moss, split bamboo, plastic, cloth and similar decorative materials must be flame retardant to the satisfaction of the Fire Marshall's office.
- Oilcloth, tarpaper, sisal paper, nylon, orlon and certain other plastic materials that cannot be made flame retardant are prohibited.
- Table coverings must be flame treated unless they lie flat, with an overhang of no greater than six (6) inches (15 cm).

FIRE DEPARTMENT REGULATIONS (continued)

Fire Lanes

Fire lanes must be kept clean and unobstructed; vehicular traffic should be controlled by BC Place Security during move-in/move-out.

Fireworks/Pyrotechnics

Please see *Pyrotechnics* on page 20.

HOLD SPACE

BC Place will hold space on a first right of refusal basis for a period of up to two weeks. At the end of this agreed upon hold period, the hold may be extended by BC Place or the space released for sale to other Clients.

Space on “hold” can be challenged by a second party if that party pays the required deposit to BC Place. Upon receipt of the deposit, BC Place will ask the first Client to exercise their first right of refusal option by either releasing the space or executing a License Agreement along with payment of the required deposit. If the first party relinquishes the space, then a License Agreement will be drawn up for the challenger. However, should the first party choose to execute their License Agreement, the full deposit will be returned to the challenger and alternate dates will be investigated for the second party.

If two or more promoters are bidding for the same show, BC Place will advise each promoter of the others’ interest, the space will be held and confirmation given once the show contract has been announced.

INSURANCE

BC Place requires evidence that adequate Comprehensive General Liability (CGL) and tenant legal (property) insurance is in place 60 days prior to each event. The standard, minimum requirement is \$5,000,000 CGL and \$1,000,000 tenant legal insurance. Additional insurance may be required, depending on the event.

Events cannot proceed at BC Place unless adequate insurance coverage is in place. Should an event have unusual components, i.e. public participation, pyrotechnics, carnival rides, ramps, rollerblading, etc., additional insurance may be required.

LICENSE AGREEMENT

A BC Place License Agreement must be executed and the first deposit paid in order to confirm a booking at BC Place.

LICENSE AGREEMENT CANCELLATION

Contract cancellation may result in all of the deposit to be forfeited and the balance of Rent and any other losses incurred by BC Place to become due and payable. Please consult your License Agreement for details.

NON-RESIDENT WITHHOLDING TAX

The BC Place Controller will be able to assist with respect to applying for a non-resident withholding tax waiver as well as GST and other tax issues.

SOCAN and RE:SOUND

The Society of Composers, Authors and Music Publishers of Canada (SOCAN) requires a license for each day of an event where music will be played, while Re-Sound represents the performance rights of artist and record companies. Both are required to be compensated for the public broadcast of music at events, and BC Place is responsible for collecting and remitting fees to each organization.