



# WHISTLER CONFERENCE CENTRE FACILITY SERVICES GUIDE

**Welcome to the Whistler Conference Centre!** The Whistler Conference Centre team is dedicated to our commitment to excellence. We are experienced in staging a wide variety of events and hope you will consider us a valuable resource throughout the planning stages of your event and, of course, during your event with us.

This document has been designed as a resource tool to assist you in your planning process. It contains technical information that is easily referenced by the alphabetical listings.

Thank you for selecting the Whistler Conference Centre as the venue for your event. We look forward to working with you to provide the best event experience for you and your guests.

## MISSION STATEMENT

*We are committed to providing a dynamic, leading edge Conference Centre experience through dedication and enthusiasm for the details that matter most to our guests.*

## CONFERENCE SERVICES PRIORITIES

- Lead and facilitate the Conference Services process through liaison with clients and client designated service providers (meeting planners, production companies, outside suppliers). Our main focus is event priorities and objectives, delegate profile, space requirements and event agenda.
- Jointly prepare and co-ordinate comprehensive Conference Centre teams – Client, Sodexo Live! (food and beverage supplier), Building Operations, Event Security, Audio Visual, Visitor Services, Show Services and Production companies.
- Maximize the use of the facility to the full benefit of the client, while ensuring safety and service standards and practices are adhered to.
- Sell the services of our Preferred Partner Suppliers
- Look after the social and cultural needs of the client through promoting Whistler and it's amenities in conjunction with all the support that Tourism Whistler has to offer.
- Foster repeat business through excellence in service.
- Provide a venue for Green Meetings. Aid the planner and Conference Centre achieve environmentally sustainable meetings.

## CONFERENCE SERVICES TEAM

Each event which we produce comes about as a result of a group of people working together to deliver that final product. The Conference Service, Banquet and Sales teams work closely together to ensure the clients needs and wishes are looked after. We work together with you and your team and our partner suppliers to deliver a seamless, professional and quality event.

<p><b>Mark Myers</b> Senior Manager, Conference Services Whistler Conference Centre</p> <p>Tel: 604.938.2724 <a href="mailto:mmyers@tourismwhistler.com">mmyers@tourismwhistler.com</a></p>	<p><b>Lucinda Sutherland</b> Manager, Conference Services Whistler Conference Centre</p> <p>Tel: 604.938.2763 <a href="mailto:lsutherland@tourismwhistler.com">lsutherland@tourismwhistler.com</a></p>	<p><b>Emily Cavanagh</b> Coordinator, Conference Services Whistler Conference Centre</p> <p>Tel: 604.938.2783 <a href="mailto:ecavanagh@tourismwhistler.com">ecavanagh@tourismwhistler.com</a></p>
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## CONTACT DETAILS

Tourism Whistler Toll Free  
Whistler Conference Centre Fax  
Whistler Conference Centre web site  
Whistler Conference Centre mailing address

1.888.869.2777  
1.604.932.7231  
<https://meetings.whistler.com/>  
4010 Whistler Way, Whistler, BC, Canada, V8E 1J2

## SERVICE PROVIDERS

### 1. Exclusive Service Providers

#### Food & Beverage

Our Food and Beverage and Banquet team is provided by Sodexo Live!  
Sodexo Live! is in the business of creating something special for major and minor league sports facilities, convention centers and entertainment venues, and for the guests of these facilities.

However, what Sodexo Live! does best is to combine our culinary talent with our extensive event management expertise to ensure that every guest at every event is treated to a unique experience that cannot be duplicated anywhere else.

Concentrating specifically on the convention, and sports and entertainment industries, Sodexo Live! is proficient in serving premier, high-volume facilities with the highest-quality cuisine is unmatched.

To improve service and to increase product offerings, The Whistler Conference Centre accepts only credit or debit card transactions at No Host bars. Cash is not accepted. We ask that you inform your attendees about this no cash policy prior to your event.

Our current menus are located on our [website](#).

#### Electrical Services

Whistler Conference Centre is the exclusive supplier of all electrical services for exhibits, trade shows and bands at the Whistler Conference Centre. All trade show electrical requirements will be provided by Electrical Show Services. Electrical services are installed under a standing City of Whistler Electrical Permit. Electrical services can be coordinated directly online [here](#).

#### Internet Services

Whistler Conference Centre is the exclusive supplier of all internet services, including but not limited to;

- High speed internet, telephone, and wireless data and voice services.
- Wireless internet and Wi-Fi- Hardwired internet services, with connection speeds up to 30MB per second
- 1,000 Mbit/sec wired network port; webcasting and video conferencing capabilities

All internet services are provided by the Whistler Conference Centre and must be ordered through the Centre directly, not the display supplier. Forms can be found [here](#).

#### Whistler Conference Centre Services

The Whistler Conference Centre's in-house services, combined with our preferred suppliers, make one-stop-shopping smooth and hassle-free. We assign a designated Conference Service Manager for each and every event at the Whistler Conference Centre. This person will attend to all the details of your event, large or small.

Our in-house services include:

- Audio-visual supplies and services (if using Encore)
- Food and beverage
- Coat check facilities
- Floor management



- Cleaning (complimentary for meeting rooms, common areas, and restrooms)
- Visitor information office
- Full liquor license for all meeting rooms.

#### Technology Services:

- High-speed Internet access, wired and wireless data networks
- Analog lines
- Telephone sets, long distance lines, fax machines, Polycom conference units
- On-site technical support.

## 2. Preferred Service Providers

The following suppliers have been carefully selected for their reliability, experience, and expertise. Each supplier stays close at hand during your programs offering clients quick and easy access to their services. The Whistler Conference Centre recommends clients take advantage of the benefits offered by our preferred service providers such as early access at no cost to clients, quick response time for last minute changes and the ease of one-stop shopping.

### Audio Visual Services

#### Encore

**Debbie Cook**

**Regional Sales Manager**

604-935-6458

[Debbie.cook@encoreglobal.com](mailto:Debbie.cook@encoreglobal.com)

4010 Whistler Way  
Whistler, BC  
V8E 1J2

Encore is the official supplier of Audio-Visual Equipment & Services for the Centre. Any request by the Client to use an audio-visual company other than the Centre's official Audio-Visual provider is subject to the prior written approval of Tourism Whistler.

The Whistler Conference Centre has no AV or display equipment on site. Please ensure that you notify your Conference Services Manager regarding your choice of supplier.

### Show Services

#### Show in Motion

**Naomi Watt**

**Director of Sales**

604-599-1440

[naomi@showinmotion.com](mailto:naomi@showinmotion.com)

### **Materials Handling**

The Whistler Conference Centre does not accept shipments from exhibitors as we have no on-site storage. Any items that are shipped to the Centre will be re-directed to the designated display supplier at the shipper's expense. Please note that if an exhibitor requires shipping at the end of the event, they must pre-arrange that service with the designated display supplier. Any shipments that are left on the show floor after the event will be picked up by the designated display supplier at the exhibitor's expense.





## GENERAL INFORMATION

### ADHESIVES

Posters, banners and other similar materials may be hung in the Whistler Conference Centre, but are subject to the prior approval of your Conference Services Manager. All banners within the building and outside the building must be hung by our Building Operations team. Any banners which are to be hung on the exterior of the building must have the pre-approval by the Resort Municipality of Whistler Bylaw department. [www.whistler.ca](http://www.whistler.ca) (Also see Banner Hanging)

The Whistler Conference Centre approves the use of FUN-TAK Mounting Putty as an adhesive for windows and walls. Duct tape (black) is acceptable for the securing of carpeting, cables and other floor coverings.

### ADVERTISING, PUBLICITY, PROMOTION

The Whistler Conference Centre is pleased to offer contracted clients a selection of conference promotional tools. The Whistler Conference Centre logo and logotype are trademarked. PMT's for black/white or colour duplications are available to all clients with contracted events at the Centre [here](#). Clients may link to the Tourism Whistler homepage at for marketing purposes ([www.whistler.com](http://www.whistler.com)).

Advertising for your event may not commence before receipt of your signed contract. Your conference Services Manager must approve all advertising with reference to the Centre.

### AIR QUALITY

The Whistler Conference Centre does not permit the use of motorized vehicles powered by internal combustion engines anywhere inside the facility except in parking lot, in front of loading docks, in the load-in and load-out of vehicles used for exhibit display purposes, or in the case of emergency.

Smoking is prohibited inside and within 6 meters of doors, windows and open air intakes.

In conjunction with the RMOW's "Idle-free Whistler" idling is not permitted for more than 1 minute. This is enforced through the Traffic and Parking Bylaw.

Exhibit set ups must not block air exchanges and air flow.

### ALCOHOL CONSUMPTION

The Whistler Conference Centre is committed to the responsible sale and service of alcohol. The consumption of alcoholic beverages is restricted to the licensed function areas of the Whistler Conference Centre during the times specified under our current liquor license.

The present liquor license permits the service of alcohol from 11:30 am – 1:00 am Monday through Saturday, 11:00am – 1:00am on Sunday. Guests must be nineteen (19) years or older to consume alcohol in licensed areas in British Columbia. In order to protect its clientele and to respect the Whistler Conference Centre's responsibility to the public, we have instructed our staff to refuse the service of alcoholic beverage to any person showing signs of intoxication.

### ANIMALS & PETS

Guide dogs for visually or hearing impaired persons are the only animals permitted in the Whistler Conference Centre without prior authorization.

### AUDIO VISUAL

Encore is the Whistler Conference Centre's preferred partner for all AV needs. Encore stores an inventory of modern, well maintained equipment on-site, making any last minute arrangements seamless.

As part of the Centre's overhead safety and risk management program, the in-house AV company, currently Encore, is the exclusive provider of rigging services at the Whistler Conference. "Rigging Services" shall be generally defined as the attaching of hardware and equipment to building structure, ground supported rigging structures, and/or airwall tracks including but not limited to; hoists, truss, lighting, video equipment, screens, scenic, audio equipment and banner hanging.



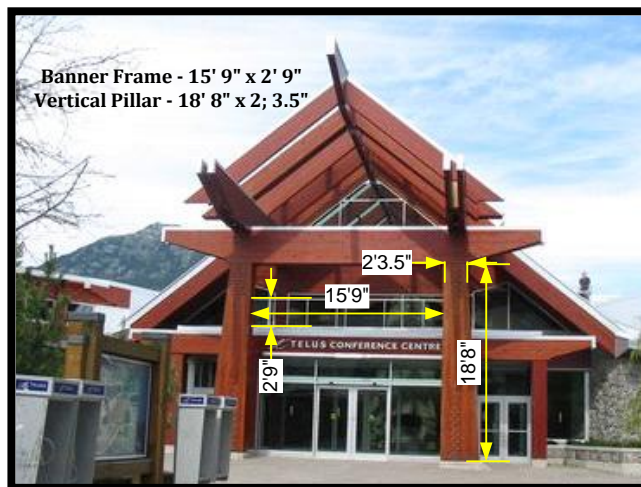
Notwithstanding the forgoing, the hoists, rigging points/attachment hardware, lifts, all truss and rigging labor shall be exclusive to Encore.

### BANNER HANGING

Banners can be hung in all rooms of the Whistler Conference Centre and outside the facility. The banner must be hung by the Building Operations team for a fee. Banners must be pre-arranged with your Conference Services Manager. To hang a banner at the front of the building, the client MUST get prior approval from the Resort Municipality of Whistler (RMOW) prior to the event dates. RMOW contact will be supplied by your Conference Services Manager.

### RMOW Guidelines – Banners

1. Sign content & size to be approved in advance (Max. size 15'9" x 2'9")
2. Date range when banner will be posted.
3. Logo or wordmark content is restricted to 25% of the banner. Key message of the sign CANNOT be to advertise the company and must contain some sort of message pertaining to the meeting/conference/event.



### BALLOONS

Regular and helium filled balloons and other inflatable props are permitted in the Whistler Conference Centre's function areas. All balloons and inflatable items must be removed at the end of the event. Clean up charges will apply if any items require Building Operation team members to retrieve.

### BREAKOUT ROOMS

The term "breakout room" refers to the smaller rooms on the lower level. In the Whistler Conference Centre has 13 "breakout rooms" including Harmony A & B, Fitzsimons, Spearhead A & B, Soo Valley, Wedgemount A & B, Garibaldi A & B, Tantalus, Black Tusk and the Rainbow Theatre. These rooms range in size from (371 sq ft – 3300 sq ft).

### BUSINESS CENTRE

The Whistler Conference Centre is not equipped with a business Centre. If clients want access to the Centre's colour printer/copier, a code can be provided by the Conference Services Manager. Any printing/copying will be charged back to the client's master account. For any full business Centre options in the village, please ask your Conference Services Manager for options.





### **CABLES**

All cables (electrical or control cables) laid on the floor which pass through a function area (front of house) must be securely taped to the floor or placed in cable conduits. All cables which cross a fire exit(s) or service entrance(s) must be placed in cable conduits or in a bridging system. A representative of the Whistler Conference Centre will instruct those responsible for the cables as to the appropriate method to be used.

### **CANCELLATION POLICY**

As per the Service Agreement, if a client cancels an event, the client will pay the Whistler Conference Centre the revenue as outlined in section six (6) and any other charges authorized by the client in connection with an event(s) covered by the Agreement. All charges are subject to applicable federal and provincial sales taxes.

### **CAPACITIES**

A full listing of each conference room capacity can be found [here](#).

### **CHAIRS**

The Whistler Conference Centre is equipped with 2,000 top-of-the-line comfort chairs. The facility does not have special chair covers – these have to be rented and delivered to the conference Centre 48 hours in advance. If banquet staff were to attach the chair covers – additional labour charges will be charged back to the client.

### **CLEANING SERVICES**

The Whistler Conference Centre will ensure that all public areas, function rooms, pre-function areas and washrooms are properly cleaned and maintained throughout your event. Please contact your Conference Services Manager if you anticipate your event will require additional or continuous cleaning services. Housekeeping charges may apply.

The Whistler Conference Centre banquet department will provide daily aisle cleaning for exhibitions or trade shows and will remove the refuse from the show area prior to the scheduled start of the event and at the end of each event day. The display/show services supplier should provide trade show booth cleaning. Prior to the start of an exhibition/trade show any materials that are to be treated as refuse should be placed in the large waste containers provided. All cardboard boxes to be removed from the show area shall be broken down and placed along the aisle in front of the booth for recycling. Please advise exhibitors to place their garbage cans or refuse along the aisle in front of their booth at the end of each show day for pick-up. Post show clean-up will be assessed following the move-out; extraordinary cleaning that is required and cost of removal and dumping will be billed directly to the client. Contractors must remove all recyclable materials.

Extraordinary cleaning requirements resulting from special theme events, exhibitions or meal functions will be charged back to the client.

### **COAT CHECK**

The Whistler Conference Centre has a coat check area available within the Grand Foyer. The facility is able to supply mobile coat rack units with hangers for any event. The coat rack units are provided upon request, free of charge; labour for the coat check staff is at the client's expense; numbered tags are available for a fee. If a function room is available, it can be reserved for use as a coat check room at the applicable room rental rate.

### **COMPRESSED GAS CYLINDERS**

Compressed gas cylinders are permitted in the Whistler Conference Centre provided they are kept secured and upright at all times; there is no volume/size restriction on cylinders containing inert gas such as helium. Flammable gases such as propane, acetylene, or oxygen are restricted to a five-pound cylinder within the Centre. Prior authorization from your Conference Services Manager is required for the use or display of compressed gas cylinders in the Centre. Containers must be safety certified and tested.

### **CONCESSIONS / CASH FOOD SALES**

Concessions or cash food sales can be arranged with your Conference Services Manager, there will be a minimum sales guarantee required & cashier charges will apply.



### **CONFERENCE ACCESSORIES**

**Carpeted Risers** 6 – 6' x 8' pieces, 18" in height; or 24" in height  
Includes skirting and 2 sets of stairs  
Maximum weight 3000 lbs

### **Telephones, Fax Lines, High Speed Data Lines**

The Whistler Conference Centre is equipped with the most current communications technology. Comprehensive telephone, fax & internet services are available. The Centre owns and services its own telephone & internet system with external access via Shaw lines. Clients are not permitted to access their own network using the Centre's equipment; a Shaw internet modem and patch can be connected to the necessary room (s) – these extra costs will be charged back to the client.

**Podiums** The Whistler Conference Centre is equipped with 4 truss-style black podiums.

For any of these accessories, please confirm availability with your Conference Services Manager.

### **CONFETTI**

The use, display, or throwing of confetti or metallic glitter is prohibited within the Whistler Conference Centre. The client will be billed for labour and materials required for clean-up resulting from non-adherence to this policy.

### **DAMAGE & REPAIRS**

The client assumes full responsibility for the acts and conduct of all parties admitted to the Whistler Conference Centre by client or any of its agents, employees, contractors, exhibitors, guests, or invitees. In the event the Centre, or any portion thereof, or any equipment contained therein, is damaged by client or any party admitted to the center by client or any of its agents, employees, contractors, exhibitors, guests, or invitees, the client shall pay to Tourism Whistler upon demand the sum necessary to restore the Centre or equipment to the condition existing prior to the client event.

### **DANCE FLOOR**

The Whistler Conference Centre does not own a dance floor. The client may contact Conference Services for information regarding dance floor rentals and suppliers.

### **DAY CARE**

There are no daycare facilities within the Whistler Conference Centre. Function rooms rented by the client may be designated for use as daycare facilities provided the client staffs the service with licensed daycare professionals.

### **DECORATIONS**

Decorations and/or lighting may be suspended from rigging points in the Sea to Sky Ballroom ceiling. All rigging of decor, props, lights, etc. from the ceiling must be performed by Encore at the client's expense. Load capacity may not exceed four hundred fifty-five kilograms (455 kg) or one thousand pounds (1,000 lb.) per rigging point.

### **DELIVERIES**

Please see information under Freight or Shipment of Materials.

### **DISPLAY COMPANY**

All display companies are required to set up and tear down within the dates and times specified in the client's License Agreement with the Whistler Conference Centre. Any damage, rental or other costs incurred by display, decoration or labour contractors is the responsibility of the client.

### **DISPLAY VEHICLES**

Vehicles such as automobiles, vans, tractors, etc. can be exhibited in Sea to Sky Ballroom or Grand Foyer of the Whistler Conference Centre: Maximum gross vehicle weight cannot exceed 100 psf. Any vehicles to be displayed are subject to the following conditions:

- Fuel tanks must not be more than 1/4 full.
- Vehicle must be clear of snow, mud and dirt.





- Fuel caps must be taped or locked shut.
- Drip pans must be placed under vehicle.
- Ignition must be disabled or the vehicle locked and hood inoperable from the outside of the vehicle.
- Keys must be left with the Manager, Building Operations.
- No vehicle can have studded tires.

Vehicles equipped with pressurized nitrous oxide tanks must have the tanks emptied prior to display in the facility. Please consult the Conference Services Manager for more information and to arrange load in/out details.

### **ELECTRICAL SERVICES**

Whistler Conference Centre is the exclusive supplier of all electrical services for exhibits and bands at the Whistler Conference Centre. All trade show electrical requirements will be provided by Electrical Show Services.

Whistler Conference Centre has Hubble connectors which can be rented by the client, if an outside AV company requires large amounts of power. The Centre has 3 x 100 amp connectors and 1 x 200 amp connectors. A certified electrician must attach these connections.

Electrical rates are at the discretion of the Centre and will be applied to the client master account.

### **ELEVATORS**

The Whistler Conference Centre has one passenger elevator in the Grand Foyer at the east end of the building. This elevator cannot be accessed from the underground parking levels. The elevator moves between the Grand Foyer and the Valley Foyer, giving access to our breakout rooms and Ballrooms. This elevator is not to be used for moving heavy freight.

Access to the freight elevator is via the Lot A loading dock at the northwest side of the facility. Freight elevator access is restricted by the elevator door size which is 1.2 m x 2.1 m (4' x 7'). This freight elevator has the physical dimensions of 2.4m x 1.7 m x 2.2 m (8' l x 5'10" w x 7'5" h) and has a maximum load capacity of 2,270 kg (5,004 lb.). There is unrestricted access to the freight elevators from 08:00 to 23:00.

### **EMERGENCY PREPAREDNESS**

#### **Training**

All our staff members are trained in fire safety, evacuation procedures and the building's fire panel, which indicates where a trouble spot is within the building. All team members have been designated a specific role to fill if an emergency occurs. A staff member with First Aid training will be on duty for each event.

#### **First Aid Stations**

The Conference Centre's fully equipped First Aid room is located on the Lower Level of the building in the Banquet service area. The First Aid Room contains Level 1 & 2 First Aid kits, a stretcher, a recovery bed, a pair of crutches and a wheelchair.

### **EVENT ACCOUNTING**

The Tourism Whistler Administration Office processes accounting for all events. Final billing is normally completed within three working days after the completion of the event. The net balance is due after receipt of the final invoice, as per contract. We accept checks, cash, bank drafts, money orders, VISA, MasterCard and American Express for payment of deposits and final invoices. Some processing fees may apply.

### **EXHIBITIONS & TRADESHOWS**

- The Whistler Conference Centre does not have equipment to supply trade show booths. If using any show management company, the client must submit exhibit layout plans, including a program for approval by the Conference Service Manager before distributing to exhibitors.
- Floor plans must provide adequate aisle space and must not prevent access to fire exits or fire alarm pull stations.
- Displays shall not reduce the passageway to the main aisles.
- Exhibit areas are cleaned and cleared of all furniture in preparation for the scheduled move-in time.
- Your show management company is responsible for the set-up of all exhibit related furnishings and decor. Exhibitors and display companies are not permitted to store any materials in the Centre storage areas or hallways. Please note that the provision of electrical services and internet are services delivered by the facility.





- Services rendered (which are inclusive to the rental fee) by the Whistler Conference Centre for an exhibition or trade show include: aisle cleaning and refuse removal, the use of Centre carts or dollies on-site by exhibitors, appropriate general lighting levels and heating/air conditioning.
- The Banquet Manager will lock exhibit areas at the client's request (where possible).
- If displays contain soil, bark mulch, or similar materials the client must supply and use a protective coating of plastic to protect the floor, carpet and all Conference Centre equipment. Curbing must be used to retain loose materials and to prevent leaks and seepage. Additional labour charges will apply if clean-up is necessary.
- The Lot A loading bay (access from Whistler Way) is the point of access for all individuals and firms involved in the move-in or move-out of exhibitions and trade shows. No unauthorized vehicles may remain in the Lot A loading area after the scheduled move-in or move-out period; vehicles integral to a display or exhibit may be accommodated in the service area with prior authorization of the Conference Service Manager.
- Exhibitor materials shipped prior to the set-up day of an exhibition will be forwarded to the designated Show Management company for storage and handling.
- Following an exhibition or trade show the designated show management company shall remove all display furnishings, booths, etc. in the times specified by the Service Agreement. Refuse shall be placed in the garbage cans provided on the show floor; the client shall be responsible for any costs incurred by the Centre for extraordinary cleaning or the disposal of refuse such as pallets, wood packing crates, drywall, cardboard, etc.

### **FIREPLACE**

The Rumford fireplace is designed to be efficient and emission free and produces more heat than regular fireplaces. It is 40 feet high, and it is the only wood-burning fireplace allowed in Whistler Village as it meets pollution/environmental requirements. Ask your Conference Service Manager about arranging to have the fire crackling at your event. This is also a perfect place to hang your welcome banner – (4'w x 25'l).

### **FLOOR LOADS**

- Grand Foyer: 100 psf
- Sea to Sky Ballroom: 100 psf
- Meeting room level: 100 psf
- Valley Foyer: 100 psf

### **FLOOR PLANS**

Upon request, your Conference Services Manager will prepare floor plans for your event.

All event plans must conform to Whistler Conference Centre Building and Fire Regulations. Floor plans are available from your Conference Services Manager or our [website](#).

Major changes to floor plans for meetings, dances, or banquets will not be accepted less than 72 hours prior to an event. In some situations, where a change is requested, the client may incur additional labour charges.

### **FOG MACHINES**

A fog machine that has an accompanying MSDS showing an approved liquid may be used in the Sea to Sky Ballroom. The doors to the corridors are to remain closed during its use, and opened under guidance of Building Operations. Please advise your Conference Services Manager if you plan to use such equipment.

### **FREIGHT OR SHIPMENTS OF MATERIALS**

The Whistler Conference Centre will receive and assist in the handling of boxes and packages except in the case of tradeshow shipments. Tradeshow shipments require use of a Show Service Company. Deliveries must be clearly labeled with the group name, on-site contact & date(s) of event. Deliveries will be accepted between 8:00am to 5:00pm, Monday to Friday. WCC is not responsible for any Customs brokerage charges or payments of C.O.D. shipments. Fees listed below are per direction (inbound/outbound).

#### **Inbound/Outbound Package Handling Fees:**

0 to 5 pound box - \$5.00 each  
6 to 20 pounds box - \$10.00 each  
21 to 50 pounds box - \$15.00 each  
50 pounds and up - \$25.00 each

Crates - \$35.00 each  
Displays - \$45.00 each  
Pallets - \$85.00 each

Items to be shipped to the Centre in advance, must have a [shipping label](#) is completed for each item.



## FOOD & BEVERAGE GUIDELINES

Our Food and Beverage and banquet staff is an exclusive service area provided by Sodexo Live! Prices are guaranteed for ninety (90) days from the date of quotation; specific menu requirements should be confirmed one month prior to the event. A 19% administrative fee is added to all food and beverage prices. All current taxes will apply to food and beverage prices & administrative fees.

A guaranteed attendance number is required for each function by 12:00 PM (noon), three business days (72 hours) prior to the event. No reductions are accepted to this guarantee after the 72-hour deadline. If no guaranteed number is received as required, the expected attendance shown on the Banquet Event Order (BEO) will be used as the guarantee and charges will be applied accordingly. Clients will be charged for the actual attendance or the guaranteed attendance, whichever is greater.

Any last-minute increases or new orders within the 72-hour deadline period are subject to a surcharge based on 15% of the original menu price. Any substantial changes that differ from the agreed BEO – such as floor plan set up, event start time or event finish time (which impacts our employee scheduling) – may be subject to additional labour charges.

All staff cancellations require notice of 48 hours (not including weekends or holidays); otherwise, a minimum charge of four hours per staff will be incurred. Cancellations during shifts will result in charges for the balance of each shift. Our Chef will be pleased to create menus especially designed for your function. Contact your Conference Services Manager for options. To review our menus, click [here](#).

## GREEN & PROUD !

In 2003 the renovation of the Whistler Conference Centre followed the principles of Leadership in Energy and Environmental Design Building Rating System (LEED) certification, a designation of the U.S. Green Building Council, an independent and private organization dedicated to providing an industry standard definition of a 'green building'.

### The Green Facts:

The use of sustainable building materials and practices throughout including:

- Interface carpet - After seven- ten years, carpet can be returned and Interface will recycle again for other purposes (like athletic mats).
- The Conference Centre carpeting consists of 18” square tiles. This enables our building operations team to replace torn/stained carpet – one tile at a time.
- Employment of deconstruction and construction techniques focused on reusing existing materials, and minimizing waste; during the deconstruction phase, 92 per cent of materials were recycled including 1,700 tons of concrete, 4.5 tons of carpet and 32 tons of reinforcing steel.
- A high-efficiency light system: lighting in the Ballroom, Grand Foyer, upper corridor and Valley Foyer now complies with BC Hydro’s Power Smart E Program. Exit signs were upgraded to a more efficient product.
- A roof made from 80% recycled material, which will achieve high levels of solar reflectivity due to the light-coloured materials used.
- Glass in Grand Foyer features high UV protection and keeps heat from sun out and keeps heat in during winter.
- A direct digital control system controls all air handling units, chiller plant, heating plant and exhaust fans creating efficiencies. Air handling systems will recover 70 per cent of the heat exhausted out of the building. New CFC- and HCFC-free chiller modules for the chilled water and condenser loop (The systems automatically adjusts to outside temperature).
- Washroom taps are infrared.
- Vertical wood column covers – recycled from six wood-beams that were removed during renovation (weighed 10 tons).
- All natural rock from area – Brahm stone from Squamish quarry. Boulders from Whistler Mountain.
- All landscaping/flower beds are irrigated by hand, not automatic to save on water.
- Wood beam ceiling refinishing was done by corn-blasting versus chemical.
- All cleaning products are purchased through a local company and are environmentally friendly.
- Our operations team offers disposable-free service whenever possible, including:
  - Water service using refillable jugs instead of water bottles
  - Juice, milk and cream are purchased in bulk and are served from refillable dispensers





- Royal Dolton china and glassware is used instead of disposable plates and cups
- We operate a scratch kitchen (no short-cuts or prepared items) which helps us avoid energy-consuming, pre-processed and heavily-packaged food products.
- Any kitchen over-production is served as employee meals, providing wholesome meals to our staff as well as reducing organic waste.
- We are in the business of promoting and using locally-grown, fresh products. This enables us to reduce our food miles and support our local industry and suppliers. Our purchasing priorities are:
  - Organic and local
  - Local
  - Organic
- The Whistler Conference Centre is an advocate of the Vancouver Aquarium Ocean Wise™ initiative. The program is a Vancouver Aquarium conservation initiative created to educate and empower consumers about the issues surrounding sustainable seafood. Ocean Wise works directly with restaurants and markets, ensuring that they have the most current scientific information regarding seafood and helping them make ocean-friendly buying decisions. Look for the Ocean Wise™ symbol next to our seafood menu options and be confident that the item is a good choice for keeping ocean life healthy and abundant for generations to come.
- British Columbia produces award-winning wines and we are proud to serve only BC wine and beer products, which also helps to reduce our overall food miles.
- All organic waste from the kitchen is composted and our fryer/cooking oil is recycled and turned into biodiesel.
- For the convenience of our guests, recycling of paper, cans, plastics, and glass is sorted back of house.
- On-line catering menus are available on our website and hard copy documents are supplied only upon request.
- Ecolab products are used for cleaning and food safety.

### HOUSE TELEPHONES

Each function room is equipped with a house telephone capable of contacting all Whistler Conference Centre in-house telephone locals; outside calls cannot be placed from these house telephones. The house phone should be used when any kind of event related assistance is required; the contact number for assistance is listed on a faceplate above each phone. Incoming calls to the main switchboard can be forwarded to a function room's house telephone (Monday – Friday), if requested by the client in advance. These phones can be programmed to place outside calls (including long distance and voice mail); to activate this option, this must be pre-arranged with your Conference Services Manager, fees will apply.

### INSURANCE & INDEMNITY

Each client who comes into the Whistler Conference Centre will, at their expense, maintain public liability insurance that covers the client's use of the facility and has a limit for liability of not less than \$5 million each accident or occurrence. The coverage protects the client in the event a delegate, attendee, or another third party is injured in the course of their activities at the Centre and subsequently chooses to take action against the conference organizer (client). The coverage includes property damage to the Whistler Conference Centre. This coverage does not include theft of client or exhibitor items.

### INTERNET CONNECTION

Wired and wireless internet connection services are available through the Conference Services Manager. Daily and weekly fees are available; these fees include on-site problem solving. Forms for exhibitors are located on our [website](#).

### KEYS

The client may obtain key fobs for the lower-level breakout rooms from the Conference Services Manager. A replacement fee of \$200.00 shall be charged to client's post-event invoice for each key fob not returned by the client after the Event.

### LABOUR CHARGES

A labour charge of \$95.00 will apply to all lunch functions with 25 guests or less. A labour charge of \$125.00 will apply to all dinner functions with 25 guests or less. For any meal functions held on a Canadian Statutory Holiday, an additional labour charge of \$5.00 per guest will apply. Should consumption be less than \$450.00 per bartender, a bartender charge of \$40.00 per hour will apply. Minimum of 4 hours for all labour charges. All labour charges are subject to change at the discretion of management.







### LIGHTING

All breakout rooms have individual lighting systems controlled by a keypad or individual dimmer switches. Lighting in the Valley Foyer is limited to non-dimming single or multi-source lighting systems. The Sea to Sky Ballroom and Grand Foyer is equipped with a multi-function, programmable keypad for house lighting.

### LIQUOR SPONSORSHIP

Liquor Agents and Manufacturers Sponsorships can be an important part of a Client Event fundraising activities. It is necessary that we uphold the Terms and Conditions of our liquor license. "Some promotional activities are permitted outright; others are permitted at any time; still others are permitted only if you document them in a "buy sell agreement". Any liquor sponsorships must be identified 90days in advance of the start of the program. The Client needs to complete the 'Liquor Sponsor Event Expectations Checklist'. It remains the responsibility of the Client to ensure the liquor manufacturer or agent expectations are being met. Please discuss with your Conference Services Manager to ensure that the law is being upheld.

### LOADING BAYS

The Whistler Conference Centre has two loading areas; one on each level of the Centre.

Lot A (located by the Royal Bank building) has two semi-covered loading bays; however, neither is equipped with hydraulic dock levelers. All trucks coming into the loading areas will require a lift or ramp on the truck. The Upper loading bay can accommodate a vehicle/truck with a maximum vehicle/trailer height of 2.7 m (8'9").

The second, uncovered loading bay is available in the rear service area drive-in entrance to the Conference Centre. This loading bay can accommodate a vehicle/truck with a maximum vehicle/trailer height of 3.6 m (11'8"). The access to this additional loading bay is at a 9% grade, but is suitable for manual off-loading. All vehicles must be turned off while unloading occurs. Use of the loading dock must be arranged through your Conference Services Manager.

### LOADING DOORS

- Lot A Loading Door (leads directly into Sea to Sky Ballroom A) - 10' wide x 9' high
- Ballroom Front Door (leads from the Grand Foyer into Sea to Sky Ballroom B) - 11'6" wide x 10'10" high
- Grand Foyer Loading Door (leads from the parking lot into the side of the Grand Foyer) - 12' 4" wide x 10'7" high

All loading doors are kept locked unless a specific load in/out time has arranged in advance. Also, if access is required, contact the Manager, Building Operations.

### LOST PROPERTY

Items lost and found at the Whistler Conference Centre will be recorded and held for a period of ninety (90) days after which the Centre will discharge the items at its own discretion.

Inquiries regarding lost and found items may be made at Banquet Office or the Conference Services Manager.

### MEDIA COVERAGE

Clients must arrange their own media coverage of events and advise the Conference Services Manager of arrangements.

### LIVE WALL

The Whistler Conference Centre has an approximately 23ft x 9ft live wall available for rent above the registration area in the Grand Foyer for \$300 per day. Display a conference agenda, company logo or sponsor details by providing a 3840 x 1080 image to be uploaded. Our IT department can design an image at an additional charge, which can be arranged through your Conference Services Manager.

### MEETING AIDS

The Whistler Conference Centre will provide the following complimentary items for your function room(s) upon request:

- Meeting chairs and/or tables set up in a pre-determined configuration \*
- Appropriate linens
- Tap water and glass wear
- Podium (stand-up)
- Pads, pen and mints
- Entrance/room signage – can be upgraded to be personalized
- 18" x 24" staging (see Conference Accessories for configurations)

\* A charge will apply in the event of major room set-up changes within 72 hours of the event.



### **MOTORIZED VEHICLES**

- The Whistler Conference Centre equipment is to be used and operated solely by authorized building personnel. Any exception is subject to prior approval from the Manager, Building Operations.
- Motorized vehicles must be turned off, and may not be operated within the Centre without prior approval from the Manager, Conference Services.
- Any vehicle that drips oil or other staining liquids may not be operated within the Centre without a drip pan or dry absorption powder. Responsible parties will be charged for cleaning costs for any stains not removed.
- Any vehicle that produces effluent, and which must be operated for the purpose of the event, must adhere to operating recommendation of the Manager, Building Operations.
- Any vehicle displayed in the Centre must have a plastic sheet and pads placed underneath the vehicle and its tires at all times during display.
- Forklifts and other heavy devices operated within the Centre must be operated by a trained operator. Proper safety equipment must be worn. Damage resulting from the operation of equipment must be reported immediately to Conference Services or Building Operations personnel. Liability for damage will be the responsibility of the operator involved and Client.
- All vehicles must abide by the arrival and departure schedules and procedures established by Whistler Conference Centre.
- No equipment shall be left unattended and operating at any time.
- Dollies must be used to bring any vehicles, such as snow machines, into the Centre.

### **MOVEABLE (AIR) WALLS**

The Whistler Conference Centre is equipped with moveable (air) walls in the Sea to Sky Ballrooms AB & C, Harmony, Garibaldi, Wedgemount and Spearhead Rooms. The walls extend from floor to ceiling, can be fully or partly deployed and act as a sound barrier when fully deployed, however, these walls are not soundproof.

Attachments to the walls and set-up configuration must be reviewed with the Conference Services Manager prior to the event. The Workers Compensation Board and Whistler Conference Centre regulations prohibit clients from operating these walls.

### **MOVE IN / MOVE OUT**

The client is responsible for clearly identifying the move-in and move-out times to the facility and to exhibitors. The client is also responsible for communicating move-in and move-out guidelines to exhibitors. Please keep in mind the following basic guidelines:

- Vehicles should not be driven into the facility with the exception of goods transport or display vehicle.
- Vehicles will be required to exit immediately upon unloading or loading.
- Exhibitors are requested to bring their own tools, ladders, brooms, dollies and other items required to build or transport their exhibit.
- Freight should be moved in and out through designated loading areas only.

### **NOISE CONTROL**

Client must adhere to the Resort Municipality of Whistler noise control by-law not to exceed 65 decibels.

### **PARKING**

The Centre has four (4) hour pay parking available adjacent to the building. Alternatively, the client may work with the Conference Services Manager to arrange paid parking through the Resort Municipality (RMOW) if required.

<https://www.whistler.ca/services/transportation/parking>

### **PASSES/BADGES FOR THE EVENT**

The Conference Services Manager may request an original copy of passes authorized for exhibitors, delegates, invitees, guests and show personnel. Methods for screening authorized persons for your event should be discussed with the Conference Services Manager in advance of the event. Each delegate, exhibitor, show services employee, AV employee, volunteers and company employees must have identification designated for the specific show.





## PHOTOGRAPHY

The Whistler Conference Centre retains the right to take photographs of any event for its own records and for publicity purposes. The Conference Services Manager can refer clients to several local photographers if needed for an event.

## PROHIBITED ACTS & MATERIALS

The client shall not permit its guests, visitors, participants, delegates, volunteers or any other persons associated with the client event to do any of the following:

- Smoke anywhere in the centre; there is a designated smoking area in the motorcycle parking area of the Lot A parking lot.
- Bring any property or participate in any act within the centre which conflicts with the rules of the Whistler Fire Department, or any relevant governmental authority, or which renders void or increases the premiums on the insurance policies held by Whistler Conference Centre.
- Injure or deface any part of the centre.
- Bring any animals, birds or pets of any description into the centre, without the prior written approval of the Whistler Conference Centre, with the exception of licensed service dogs.
- Commit any nuisance or knowingly do or permit to be done anything which may annoy, harass, or interfere with other clients who may be using the centre.
- Drive nails, hooks, or screws into, or make any alterations to, any part of the centre or equipment contained therein.
- Produce any unusual, noxious, or objectionable smoke, gases, vapors, or odors.
- Use any part of the centre for sleeping or lodging.
- Take any action which may interfere with the effectiveness or accessibility of utility, heating, ventilation, electrical, plumbing, gas, elevators, compressed air or air conditioning systems.
- Place any additional lock of any kind upon any window or interior door of the centre, or make any change in existing door or window locks or the mechanisms thereof, unless expressly permitted in writing to do so by the Whistler Conference Centre.
- Take up a collection or allow peddling inside or outside the Centre.
- Enter areas within the Centre identified as “Authorized Personnel Only” which are restricted to authorized personnel of Tourism Whistler or Whistler Conference Centre.
- Overload any floor, ceiling, or wall with any hanging equipment or other fixture.

## PUBLIC AREAS

The main entrance, valley foyer entrance, upper hallway, stairway to lower level, and lower level hallways, washrooms, and building exterior (the ‘Public Areas’) are not under Client control; therefore, the following guidelines apply:

- All activities utilizing Public Areas, such as registration, special exhibits or displays, etc., must be approved in advance. Detailed floor plans with specifications are to be submitted to the Conference Services Manager for approval.
- Activities in Public Areas must take into consideration the requirements of other clients utilizing the Facilities.
- Installation of carpet runners and other floor coverings must be approved in advance.
- All emergency exits, hallways, and aisles must be kept clear and unobstructed. Any vehicles in fire lanes or blocking exits, etc., will be removed at the owner’s expense.

## PUBLIC BUILDING ENTRANCES

The Grand Foyer is the main entrance of the building, accessible from the ground level.

The Valley Foyer is the secondary entrance to the building and the main entrance to the building for all lower level meeting rooms. The Valley Foyer is accessible by stairs from the Sunshine Loop.

## RECYCLING

The Whistler Conference Centre recycles cardboard, aluminum, pallets, wood, plastics, glass, paper, newsprint, organics, batteries and printer cartridges. A recycling fee will be charged if there is excessive debris requiring open-top container dumping during an event or during move-in/move-out. View Sustainability in action [here](#).





### REPAIRS

Client shall be responsible for, and pay to Tourism Whistler on demand, the costs associated with any repairs, replacements, or cleaning related to the use by Client, or any of its agents, employees, contractors, exhibitors, guests, or invitees, of the Centre. The Parties shall mutually inspect the Centre after the Client Event to determine the costs, if any, associated with such repairs, replacements or cleaning, reasonable wear and tear accepted.

### RE:SOUND FEES

Re:Sound is the Canadian not-for-profit music licensing company obtaining fair compensation for artists and record companies for their performance rights. The Whistler Conference Centre is responsible for collecting and remitting fees in accordance with the following schedule:

Without Dancing	With Dancing
Room capacity of 001 to 100: \$9.25	Room capacity of 001 to 100: \$18.51
Room capacity of 101 to 300: \$13.30	Room capacity of 101 to 300: \$26.63
Room capacity of 301 to 500: \$27.76	Room capacity of 301 to 500: \$55.52
Room capacity over 500: \$39.33	Room capacity over 500: \$78.66

The daily fees are not applied to event days where no music is played.

### RIGGING

As part of the Centre's overhead safety and risk management program, the in-house AV company, currently Encore, is the exclusive provider of rigging services at the Whistler Conference. "Rigging Services" shall be generally defined as the attaching of hardware and equipment to building structure, ground supported rigging structures, and/or airwall tracks including but not limited to; hoists, truss, lighting, video equipment, screens, scenic, audio equipment and banner hanging. Notwithstanding the forgoing, the hoists, rigging points/attachment hardware, lifts, all truss and rigging labor shall be exclusive to Encore.

### ROOM SET UP

The Whistler Conference Centre provides tables, chairs, food and beverage areas, audio-visual and IT in pre-determined configurations according to the signed Banquet Event Orders & signed floor plans. In order to provide the client with the proper event set-up and timely delivery of our banquet department, the Conference Services Manager requires complete event information no less than thirty (30) days prior to the event. The Conference Services Manager will advise of costs for on-site room set-up changes, set style turnovers during an event and room set-ups related to trade shows.

### SECURITY

The Whistler Conference Centre retains the right to request security requirements deemed necessary by the Conference Services Manager.

- Whistler Conference Centre does not provide security. Client is required to contract, at its own expense, one certified security guard per 100 guests for concerts, dances, public events and for overnight load in/load out.
- Armed personnel will not be allowed in the Centre without Tourism Whistler's prior written approval.
- All security personnel used in the Centre must be licensed under the Security Services Act of the Province of B.C.
- Automatic closing devices may not be removed; doors may not be propped open.

### S.O.C.A.N FEES as of October 1, 2017

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. The Whistler Conference Centre is responsible for collecting and remitting fees in accordance with the following schedule:

Without Dancing	With Dancing
Room capacity of 001 to 100: \$22.06	Room capacity of 001 to 100: \$44.13
Room capacity of 101 to 300: \$31.72	Room capacity of 101 to 300: \$63.49
Room capacity of 301 to 500: \$66.19	Room capacity of 301 to 500: \$132.39
Room capacity over 500: \$93.78	Room capacity over 500: \$187.55

The daily fees are not applied to event days where no music is played.



### **SPECIALTY LIGHTING**

Specialty lighting services are available at the Whistler Conference Centre through Encore. Both the Sea to Sky Ballroom and Grand Foyer can accommodate specialty lighting rigged from the ceiling beams (maximum weight is 1000 lbs per rigging point). Prior arrangements must be made through the Conference Services Manager. Rigging point floor plans are available through the Conference Services Manager.

### **STORAGE**

There are no other storage areas except for function rooms which the client can designate for storage; this can be arranged through your Conference Services Manager.

### **SUPPLIER SERVICES**

For your convenience, the Whistler Conference Centre engages a number of service suppliers. Your Conference Services Manager is knowledgeable in the service areas provided by these businesses. Additional information regarding these services is available upon request:

#### **Audiovisual and Computer Services, Simultaneous Interpretation, Specialty Lighting and Heavy Rigging**

- The Whistler Conference Centre's preferred supplier, Encore, the Whistler Conference Centre maintains these services.

#### **Specialty Lighting**

- The Whistler Conference Centre's preferred supplier, Encore, the Whistler Conference Centre maintains these services.

#### **Electrical Services**

- The Whistler Conference Centre maintains these services.
- Electrical is an exclusive service provided by Electrical Show Services, booked through your Conference Services Manager.

#### **Food and Beverage**

- Food and beverage is an exclusive service provided by Sodexo Live!

#### **Security**

- Security is a non-exclusive service; a list of preferred suppliers can be obtained from your Conference Services Manager.

#### **Standards for Outside Suppliers**

- Please notify your Conference Services Manager of your choice of supplier as approval is required.

### **TABLES / TABLE LINENS**

All Whistler Conference Centre tables have finished table surfaces and edges that provide a smooth and clean writing surface. All tables used for food and beverage services do not require linens. Boardroom meetings, classroom, hollow-square, U-shape configurations and registration are draped with white tablecloths and black overlays. Any specialty linens are at the cost of the client and are to arrive at the centre 48 hours prior to the event. The client must also make shipping arrangements for these linens to be shipped out the day after the event. Clients or suppliers are not permitted to staple or nail into Whistler Conference Centre tables.

Please note the following inventory for your event/conference needs:

#### **Rectangular Tables (Classroom):**

6' x 18" surface smooth top, folding legs

6' x 30" surface smooth top, folding legs

8' x 30" surface smooth top, folding legs

#### **Round Tables:**



60" diameter (standard); seats up to 10 guests  
30" diameter (cocktail table) – these can be used as high tables (42"), or low cocktail tables

**Crescent Rounds:**

30" x 60"

**Half Rounds:**

24" x 48"

**TAXES**

Provincial taxes will be added to all services and products provided through the Whistler Conference Centre or its suppliers. Taxes include 5% GST, 7% PST and 10% PLT. Taxes will be calculated and noted on the final invoice for all groups.

**TELECOMMUNICATIONS**

Telephones, telephone lines, fax lines, modem lines or special service lines can be installed to any function area within the Whistler Conference Centre at the client's expense. The IT Manager will assign a specific telephone number for each service required complete with long distance access and voice mail as required. Clients are free to publish their assigned telephone number provided they specify it as an on-site telephone number during the event. Specific cost and service information is available from your Conference Service Manager.

See Telephone and/or data Service Request Forms on our Web site or ask your Conference Services Manager. All phone lines and internet lines must be requested at least 14 days in advance.

**TEMPERATURE**

All function rooms and building temperatures can be pre-programmed and maintained at 21 degrees Celsius. However, the actual temperature fluctuates between 19 – 23 degrees Celsius, depending on the type of event, number of guests in house and the outside temperature.

Please advise your Conference Services Manager if you have a specific require temperature for your event.

**WASHROOMS**

Two female, one male and an accessible public washroom are located on the ballroom level of the Whistler Conference Centre. One female and one male public washrooms are located on the lower level of the facility. There is a third set of washrooms by the Rainbow Theatre. The washrooms in the ballroom corridor can be designated by the client as either male or female; please advise your Conference Services Manager how you would like these washrooms designated for your event.

There is a dressing/green room with a washroom facility on stage in the Sea to Sky Ballroom.

**WHEELCHAIR ACCESS**

Access to the Whistler Conference Centre and its function areas are designed to accommodate those persons' dependent upon wheelchairs or motorized carts for personal mobility. All function levels including the Rainbow theatre are accessible by elevator. The only area which does not have built-in wheelchair access is the main stage in the Sea to Sky Ballroom; an electric lift can be provided. Please advise your Conference Service Manager in advance if any of your guests, delegates or presenters will attend your events in wheelchairs so that the Whistler Conference Centre can best respond to their on-site needs.

**NEED MORE INFORMATION?**

Go to [meetings.whistler.com](http://meetings.whistler.com) for more information or ask your Conference Services Manager.