

EXHIBITOR REFERENCE LIST

This reference list of services and informational material is provided to assist you with your upcoming event. Please take a moment to familiarise yourself with this information.

- Alcohol consumption is prohibited during move-in and move-out of shows.
- All food and beverage is exclusively provided by the Vancouver Convention Centre. It is not permissible for food and beverage, alcoholic or otherwise, to be purchased or brought in from off-site and served in the facility.
- Food and beverage sampling is not permitted unless shown to be directly relevant to the nature of the event. All sampling requests must be approved in advance by the Vancouver Convention Centre, and meet the requirements of Vancouver Coastal Health and/or Liquor Control Licensing Board. For enquires please contact the Catering Department at (604) 647-7240.
- Animals or pets, with the exception of Service Animals are not permitted in the Vancouver Convention Centre. Exceptions are for approved exhibit, activity or performance requiring use of animals. Owners take full responsibility for their animals, which must be leashed or in an enclosed pen. To enquire about approvals, please contact your Show Manager who will forward your request.
- All helium-filled balloons or other inflatable's are permitted if approved by the facility. A deposit is required. All helium tanks are to be stored and secured in an upright position in accordance with the Hazardous Chemicals Act. Approvals and requests for on-site storage of tanks should be made to your Show Manager who will then contact the facility.
- Banners can be suspended in some locations inside event space, depending on the regulations of your event. All decorative materials must be treated with flame proofing before installation.
- Vancouver Convention Centre cannot accept freight shipments on behalf of exhibitors before scheduled move-in times. Vancouver Convention Centre storage space is limited and any delivery arriving before scheduled move-in may be turned away and asked to return at the appropriate time.
- All exhibits are brought into the Vancouver Convention Centre via the Truck Route. Please do not deliver freight or unload at hotel entrances or elevators. Please bring your own tools, ladders, and dollies etc to build or transport your exhibit.
- All lost and found articles are catalogued and stored for 30 days at which time they are disposed of at the discretion of the facility. To enquire about lost and found items, please contact the facility at (604) 647-7299.
- While on-site at the Vancouver Convention Centre, the Guest Service Centre is available 24-hours to respond to your enquiries. Dial 7299 from any house phone or 604-647-7299 for assistance.
- In accordance with City of Vancouver Smoking by-law all Vancouver Convention Centre property/facility is designated non- smoking.
- Please ensure you have completed the necessary forms or placed online orders for the services you require. Online ordering and Exhibitor forms are available on our website click on Exhibitors to get started.

The Vancouver Convention Centre is the exclusive supplier of Food & Beverage, Booth Vacuuming, Electrical, Telecommunications, Plumbing and Rigging. If you require further information please contact the Coordinator, Exhibitor & Business Services at (604) 647-7206 during business hours.

EXHIBITOR SAFETY & SECURITY

To help ensure the safe enjoyment of the event for all participants, please review the following safety and security policies of the Vancouver Convention Centre.

- Any person involved in moving equipment, supplies, or goods into or out of the facility is prohibited from consuming alcohol or being under the influence of alcohol.
- Booth construction must conform to applicable building codes including electrical, plumbing etc. All work carried out on booths on-site must conform to WorkSafe BC regulations. Proper PPE (Personal Protective Equipment) is required during move-in/out phases at the Vancouver Convention Centre. This may include Hard Hats, Hi-Vis Vests, Safety Goggles and Steel Toed Boots depending upon the type of work engaged in. Please contact the event's OnSite Safety Representative through your Show Manager for further information.
- In order to regulate and verify deliveries arriving to the facility;
 - Any deliveries to the Vancouver Convention Centre must contain the following shipping information:
 - Name and address of receiver
 - Name and address of sender
 - Event name and booth number
 - Deliveries with incomplete information will not be accepted.
 - Deliveries will not be accepted prior to the first move-in date of the event unless specifically arranged through your Show Manager with the exception of banners.
 - Please ensure all your customs documentation is completed prior to shipping your freight, if coming from outside Canada. We strongly recommend the use of an international freight forwarder and customs broker.
 - Any freight left at the end of a move-out will be forced off-site.
- In the event of an emergency evacuation, security staff will help direct you to the nearest emergency exit and the facilities muster station across the street from the Vancouver Convention Centre.
- Proper ID is mandatory on-site during all move-in, event and move-out days.
- Vancouver Convention Centre has 24 hour first aid on-site who are the first responders to on-site medical emergencies. If you require medical assistance, dial 7500 from any house phone, or (604) 647-7299 from an outside line.
- Give as much information as possible including your location, age of person requiring assistance, and Do Not Panic
- The nearest hospital is only minutes away and Vancouver Convention Centre will call for EHS immediately once it is required
- If you have a medical condition that EHS should be made aware of, please wear your medical ID bracelet
- No pedestrian traffic is allowed on the truck route. No off-loading of your vehicle is permitted on the truck route.
- Children under the age of 15 are not permitted on-site during event move-in or move-out
- Obey the Truck Route speed limit

Use extreme caution if you are in show areas where forklifts and vehicle traffic are operating during move-in and moveout.