

Calgary TELUS Convention Centre Policies and Procedures for Outside Suppliers

The following is a list of procedures and policies that must be adhered to while working within the Calgary TELUS Convention Centre.

- The Calgary Convention Centre Authority reserves the right to request proof of general liability insurance (minimum two million dollars) and Alberta Worker's Compensation coverage from all contractors.
- All equipment being "flown" in the room must be approved prior to being installed by a Calgary TELUS Convention Centre accredited representative. All companies providing service within the convention centre must set the room according to the floor plan generated by the Calgary TELUS Convention Centre. Should a company wish to use their own floor plan an accurate diagram showing room layout, hang points and equipment must be submitted no less than two weeks in advance of the load-in day. Charges apply for review and approval of rigging plan. The Calgary Fire Department must approve the floor plan before it will be released.
- All cords and cables must be secured in a manner that is in keeping with Occupational Health and Safety Act and Calgary TELUS Convention Centre Health and Safety Policies. Cables hanging from the ceiling may not obstruct, cross or block any entrance or exit. All cabling, décor and draping must adhere to strict fire regulations. All cabling must go over top of doorways. Genie Lifts and / or ladders are the only approved methods to run cables over doorways. Companies providing services need to supply adequate cable to perform the above. Cable protection mats can not be used in high traffic areas or emergency exits and must be the ramped sided / speed bump / armadillo style.
- Lift requirements for set-up and tear down must be included on the outline and a copy submitted to the Event/Catering Manager 2 weeks prior to the event date. Outside contractors are not authorized to operate any lift at any time.
- **All fire hoses, extinguishers and pull boxes must remain clear at all times. Failure to do so will result in the show being shut down and doors locked by Calgary TELUS Convention Centre Security or the Event Manager until the issue is resolved.**
- All lighting or cabling for video and/or data pre-installed in the ceiling of Exhibition Hall and Macleod Hall cannot be used for outside A/V contractors, unless previously ordered with Evolution Presentation Technologies.
- Storage is not permitted in any service corridor or fire exit lanes within the Calgary TELUS Convention Centre. All cases must remain in the event room or removed from the site.
- Gaff tape used in the Calgary TELUS Convention Centre must be black. Black gaff tape will be supplied and charged if suppliers do not provide the correct tape.
- The Calgary TELUS Convention Centre will provide tech table(s) at a cost and are based on availability. Orders taken on site will be subject to walk-in rates and may experience delay due to business levels within the Convention Centre. Charges apply for A/V carts. Outside companies are not permitted to help themselves to any equipment owned by the CTCC or Evolution Presentation Technologies. Other requirements, such as risers, will be charged at our current rates.
- Access to the in-house sound system is limited and designed for speech reproduction as well as back ground music. Arrangement must be made with Evolution Presentation Technologies prior to your event and charges will apply. Podium and/or microphone are not included with the room rental when an outside contractor is hired for the event.

- Suppliers requiring the rental of the remote light control panel must make prior arrangements through the Calgary TELUS Convention Centre in-house AV company (Evolution Presentation Technologies). Suppliers must provide a credit card, as collateral, to cover cost of repairing or replacing unit if damaged, destroyed or loss.

- Sound check and/or rehearsal must be included on the outline and a copy submitted to the Event/Catering Manager prior to the event date. As per building regulations, the Calgary TELUS Convention Centre reserves the right to restrict sound levels during sound checks, rehearsals and/or the duration of the event as per client contract.

- Power requirements must be included on the outline and a copy submitted to the Event / Catering Manager 2 weeks prior to the event date. Charges must be paid in full prior to services being rendered. Walk in rates will apply for services ordered on site and are subject to availability. All power required over 15amps including cam lock power connectors must be installed and removed by an authorized Calgary TELUS Convention Centre electrician. Power requirements along with times for connect and disconnect must be indicated on the form provided at least 2 weeks prior to your event date. Charges must be paid in full prior to services being rendered. Walk in rates will apply for services ordered on site and are subject to availability.

- Representatives of outside suppliers are not permitted to add charges to the client's master account at the Calgary TELUS Convention Centre. Should on site additions be required, payment by credit card is due at the time of ordering.

- *Labour charges will be billed for the duration of Audio Visual set up and dismantle to ensure that all policies and procedures are followed and damages are reported immediately to the Calgary TELUS Convention Centre. The individual(s) assigned for the installation and dismantling is not responsible for setting up or moving equipment. This person will be in the room throughout the set up and dismantle for assistance and guidance on Fire Regulations, Occupational Health and Safety Act, Calgary TELUS Convention Centre Health and Safety Policies and the layout of cables or room requirements. Outside A/V suppliers must supply a schedule outlining their details 2 weeks prior to arrival at the Calgary TELUS Convention Centre. *Walk-in labour rates will apply if scheduling details are not received within this time.

We look forward to working with you and your cooperation in providing services to our clients is appreciated.

Should you have any questions or concerns regarding the above, please do not hesitate to contact your Event/Catering Manager immediately.

Please sign and date below to acknowledge agreement with the above Policies and Procedures.

Supplier Name: _____ Date: _____

Signature and printed name: _____ / _____

Please fax document to Elenore Cousart 403.261.8510

Preferred set up details and contact information:

On Site Supplier Contact _____ On Site Supplier Contact Phone # _____

On Site Supplier Name _____

Event Name _____

Event Date _____

	INSTALL	DISMANTLE
Arrival time at CTCC loading dock	_____	_____
Required time at loading dock for move-in	_____	_____
Service elevator requirements	_____	_____
Time of power hook-up/disconnect	_____	_____
Lift requirements and times (*charges apply)	_____	_____
Tables/risers required (*charges apply)	_____	_____
Power requirement / location (*charges apply)	_____	_____
Installation time / duration in room <i>(*Changes outside of these hours will result in additional charges)</i>	_____	_____
Sound check	_____	_____
Rehearsal time	_____	_____
Tech table location	_____	_____
Riser location	_____	_____
Dismantle time/duration in room <i>(*Changes outside of these hours will result in additional charges)</i>	_____	_____
Brief setup details and description	_____	_____

All services required from the Calgary TELUS Convention Centre will be billed directly to the client’s master account. The Calgary TELUS Convention Centre does not allow third party billing.

Please fax document to Elenore Cousart 403.261.8510

** Prices are subject to change without notice. Walk-in / Over-time labour rates are charged at 1.5 the regular rate. Statutory holiday labour rates are charged at 2.5 the regular rate.*