



THE WESTIN
CALGARY

Audio Visual Oversight Information & Guidelines

The primary role of the Audio Visual Oversight Technician is to ensure that the high production standards developed by PSAV and the Westin Calgary are maintained through every event, regardless of who is providing production. Specifically the primary duty is to observe the load-in and load-out, ensuring that standards are met and that international and hotel safety protocols are followed. The A/V Oversight Technician is to be highly visible to both the outside AV supplier as well as their client, providing a single point of contact and being immediately accessible for any concerns or questions that may arise. The A/V Oversight Technician is not there to act as a stage hand but rather an advisor.

Specific duties and responsibilities include:

- Assisting and advising on use of the hotel rigging points
- Coordination of elevator and loading dock access
- Supply of lifts and verification of certification
- Enforcement of health, safety and equipment standards
- Advising on power locations and capacities
- Ensuring cables are run safely and all exposed cable runs are taped down or secured in another manner.
- Ensuring proper colored tape is used and providing tape if required
- Coordinating additional equipment or services required on-site
- Patching to house sound systems
- Liaise with banquets, convention services, and engineering staff for any concerns that may arise
- Any additional duties as required to ensure client satisfaction

Upon an outside supplier's arrival, the A/V Oversight Technician is to meet the outside supplier on the loading dock and review the documentation that has been provided to ensure accuracy. The technician is to walk each room to be setup by the outside supplier and ensure any pre-existing damage to the room is noted. A load-in form is to be filled out for each room. Any pre-ordered lifts are to be in the room prior to the outside supplier's arrival and lift tickets are to be checked prior to usage. At the conclusion of the load-in, the A/V Oversight Technician is to fully complete and review the forms once again with the outside supplier, have them sign them, sign the forms themselves and make copies for the outside supplier.

Upon commencement of load-out, the technician is once again to make contact with the outside supplier and review any documentation. The concierge is to remain on oversight until all equipment has been loaded out of the building. Once all equipment has been removed, the technician will once again walk all rooms utilized with the outside supplier. At the conclusion of the load-out, the tech is to fully complete and review the forms once again with the outside supplier, have them sign them, sign the forms themselves and make copies for the outside supplier.

In the event that damage to the building occurs, the technician is to immediately notify the Westin Calgary Engineering department. They will respond in due time, recording and assessing damages. Engineering can be reached by dialing 0 from any house phone and having them paged. Should Engineering be unavailable, please contact Security and have them record the damage.



320 Fourth Ave SW
 Calgary, AB T2P 2S6
 Tel: (403) 508.5142
 Fax: (403) 264-9242

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Outside Supplier Order Form

Event Information

| | | | | | |
|-------------------|---------------|--------------|---|--|--|
| Function Name: | | | Method Of Payment: (please check one) | | |
| Function Date(s): | | | Client Master (include client contact information) | | |
| Supplier Company: | | | <input type="checkbox"/> Visa <input type="checkbox"/> MC <input type="checkbox"/> Amex <input type="checkbox"/> Cheque | | |
| Supplier Contact: | | | Credit Card #: | | |
| Supplier Address: | | | Expiry Date: | | |
| City: | Province: | Postal Code: | Print Cardholder Name: | | |
| Supplier Phone: | Supplier Fax: | | Cardholder Signature: | | |

Electrical Charges

| Quantity Required | Room | Description | Advance Booking | Walk-in Rate | Days Required | Total (Qty x Rate x Days) |
|-------------------|------|--|-----------------|--------------|---------------|---------------------------|
| | | 15 Amp Single Phase - 120 Volt (Standard Outlet) | \$60.00 | \$85.00 | | |
| | | 20 Amp Single Phase - 120 Volt | \$85.00 | \$115.00 | | |
| | | 30 Amp Single Phase - 120 Volt | \$100.00 | \$135.00 | | |
| | | 20 Amp Single Phase - 208 Volt | \$130.00 | \$165.00 | | |
| | | 30 Amp Single Phase - 208 Volt | \$150.00 | \$185.00 | | |
| | | 50 Amp Single Phase - 208 Volt | \$190.00 | \$260.00 | | |
| | | 100 Amp 3 Phase | \$460.00 | \$625.00 | | |
| | | 8 / 15 Amp Single Phase Circuits (50Amp Breaker Panel) | \$450.00 | \$485.00 | | |
| | | 200 Amp 3 Phase Min. 2 Weeks in Advance | \$650.00 | \$775.00 | | |

Connections

| Quantity Required | Room | Description | Advance Booking | Walk-in Rate | Days Required | Total (Qty x Rate x Days) |
|-------------------|------|------------------------------------|-----------------|--------------|---------------|---------------------------|
| | | House P.A. System Patch (per room) | \$50.00 | \$65.00 | | |
| | | Video Patch in Ceiling (per patch) | \$75.00 | \$80.00 | | |

Mandatory Oversight

| Quantity Required | Description | Advance Booking | Walk-in Rate | Estimated Hours of Setup & Dismantle | Total (Rate x Hours) |
|-------------------|---|-----------------|--------------|--------------------------------------|----------------------|
| | Setup/Dismantle Oversight Per Hour (mandatory charge) | \$60.00 | \$75.00 | | |
| | Holiday Oversight Per Hour | \$90.00 | \$125.00 | | |

Rental

| Quantity Required | Room | Description | Advance Booking | Walk-in Rate | Days Required | Total (Qty x Rate x Days) |
|---|------|--|-----------------|--------------|---------------|---------------------------|
| | | Electrical Package - AC Cable & 12Amp Power Bar | \$15.00 | \$20.00 | | |
| | | 12' Drop Down Screen (Available only in Britannia & Mayfair) | \$50.00 | \$75.00 | | |
| | | T-Bar For Projectors | \$50.00 | \$75.00 | | |
| | | GENIE Scissor Lift -- MUST HAVE OPERATOR'S LICENCE | \$350.00 | \$425.00 | | |
| | | Olive Gaffer Tape (this color MUST be used) | \$8.00 | \$10.00 | | |
| Storage Room for Equipment (Empty Road Cases Are Not Allowed to be Stored in Function Rooms) - Please order Through Hotel | | | | | | |

| | |
|--------------|----------------------|
| Setup Date: | Additional Comments: |
| Setup Time: | |
| Strike Date: | |
| Strike Time: | |

Subtotal _____
 18% Service Charge _____
 5% GST _____
Total Order _____

Signature: _____

Date: _____

The Westin Calgary Supplier Information Sheet

The following is a list of policies and procedures that the Westin Calgary asks all suppliers to adhere to when working in the building. Please take note of all details and answer the questions as thoroughly as possible.

This helps ensure that all parties involved in an event are well informed and aware of each others' schedule.

- All suppliers/contractors are asked to provide copies of their General Liability, Automotive, and Workers Compensation Certificates of Insurance. Each supplier should possess a minimum of two million dollars liability insurance. Please note that certificates will be kept on file for one year or until the date of expiry, whichever comes first.

- All equipment being "flown" in the room needs to be approved, prior to installation, by a Westin Calgary representative. An accurate diagram showing hang points (with weight indications) and equipment layout must be submitted no less than one week in advance of the load-in day of the event. The weight limit of any one point may not exceed 136kg/300lbs.

- Cabling for audio, video, and lighting has been installed in the ceiling for the safety and convenience of all suppliers. This infrastructure should be used for all cabling that would normally run the full length or full width of the ballroom. It should also be used for signal and/or power to all flown equipment. A nominal fee, charged per cable, will apply. The diagram submitted by the outside supplier should clearly indicate where and how many of each type of cable should be located. Presentation Services will be responsible to drop the cables as close to the requested location as is practical. Should an extraordinary number of cables be located in an unusual location, a Westin Calgary representative will discuss the specifics with the requesting supplier no less than one week in advance of the load-in day of the event. The hotel's standard is that all cabling is run above bulkheads and through air-wall access hatches. Please note that the location of the cable drops to the floor will dictate where dimmers, amp racks, and control tables may be located. Please consider such placements, as well as that of risers, dividers, etc, and approve with a hotel representative, prior to the setup day.

- Any gaff tape used in the hotel must be Olive Green. Please ensure that gaff tape does not cause damage or leave residue on any surface. Should damage be caused the hotel reserves the right to assess a cleaning fee to the Client Master account. Gaff tape may be purchased from Presentation Services if required. All cabling must be gaffed neatly and securely, regardless of location (including backstage). A Westin Calgary representative is required to approve any cabling that crosses doorways or service areas.

- If a lift is required for set up, it must be arranged in advance through Presentation Services. Charges for lifts are per day, not time used. The hotel does not allow suppliers to bring in their own lifts. Any damage or injury caused by the lift operator will be the responsibility of the company that has employed that operator. All lift operators will be asked to sign a waiver form prior to use. If a certified lift operator is required, one can be arranged through Presentation Services (an hourly labour rate, in addition to the daily lift charge, would apply).

- Power requirements should be arranged with Presentation Services prior to load-in and a hook-up time scheduled. Each room is allotted one 15 Amp wall circuit at no charge. Charges do apply for any additional electrical requirements. Electrical charges are per day.

- The Westin Calgary has founded an Outside Supplier Assistance Program where a dedicated on-site representative of the hotel will be available to assist with all policies and procedures for the duration of the equipment load-in, setup and dismantle. This representative will liaise with the supplier to provide assistance and guidance with all aspects of the room requirements, and also ensure the safety and security of all guests. Should any questions arise on-site, the hotel's representative will seek solutions as efficiently as possible. The hotel's representative will also act as a single point of contact for suppliers to use for any hotel issues, assisting with the Engineering department for any damage, the Banquet department for logistics, the Shipping department for transportation, etc. The hotel's charge for this service is \$60.00 per hour. Please note that the role of the hotel's representative is in an advisory capacity only and they are not responsible for the physical setting up or moving of supplier equipment.

- For the security of our guests, please have all workers sign in upon arrival at either the Loading Dock or Engineering department. The hotel asks that all workers wear the supplier identification badges that are provided at all times while on-site. As workers leave, please sign out. The process should be repeated each day if it is a multi-day event.

- If there are boxes or cases that need to be stored, the hotel's on-site representative will endeavor to make appropriate arrangements with Banquets. Unfortunately, the hotel is not able to guarantee storage space unless a room is rented. Banquets will try to accommodate requests as they are able on a first come, first serve basis. For everyone's safety, all case storage locations must be approved by a hotel representative. Cases cannot be stored on the loading dock, freight elevator, or hallways. Please consider storing large quantities of cases in trucks or off-site for the duration of large events. Please note that due to space limitations no equipment shipments may be sent directly to the hotel.

- Representatives of supplier companies are not able to add charges to client master accounts at the hotel. Should on-site additions be required, payment by credit card or by authorized signature on the master account will be necessary. The hotel does not grant credit to outside suppliers.

Please Sign and Date below to acknowledge agreement with the above requirements:

Name (Printed): _____ Signature: _____ Date: _____

If there are any concerns with hotel policies or procedures, including the above requirements, or if further information is required, please do not hesitate to call your Catering / Convention Services Manager at 403-266-1611.

Please fax this document, along with your order form, to 403-264-9242 once completed.