

ELECTRICAL SERVICES:

All electrical services are ordered and supplied through the Victoria Conference Centre. Please refer to the Electrical Services Order Form. **Lower rates apply to Advance Orders received up to 14 days prior to the scheduled exhibitor move-in day/time.** Orders received after this time are considered "Standard Orders" and are subject to an increased rate over and above the Advance Order rate. The Advance Order cut-off date is indicated on the Electrical Order Form. Please contact exhibits@victoriacentre.com with any electrical services questions.

Please note: *Electrical services are installed under a standing City of Victoria Electrical Permit. Methods of connection to and distribution of electrical power must conform to existing electrical standards. The City of Victoria Electrical Inspector will be present at the Show to ensure all electrical appliances, cords, connections and displays with electrical components comply with the British Columbia Electrical Code (Note: designation sticker, ie. CSA, CUL, UCL, CGA and ETL). Any items not meeting the standards may be requested to be removed.*

EXHIBITOR MOVE-IN/ OUT TIMES:

Exhibit move-in/ out times are as scheduled by the VCC Event Manager or Show Management. Admittance to the show area for setup will be at the pre-arranged times only.

EXHIBITOR SHIPPING POLICY:

Please be advised that we do NOT accept exhibitor shipments in advance of an Exhibitor Move-In. Exhibitors are encouraged to ship via the designated freight handler who will bring all materials onsite on move-in day. If exhibitors choose an alternative shipper/ courier, please ensure your materials are delivered on move-in day only. **Deliveries attempted outside the scheduled move-in time will be refused and re-directed to the designated freight or display supplier.**

At the end of an exhibitor move-out, all freight must be removed from the tradeshow floor. If an exhibitor is not using the designated freight handler for the show, all alternative shippers/ couriers must be instructed to pick-up materials on move-out day. **The VCC will not be held responsible for materials left after the scheduled move-out time and will redirect these, at the expense of the exhibitor, to the designated freight or display supplier.**

EXHIBIT AREA/ BOOTH CLEANING SERVICES:

VCC Housekeeping will provide daily aisle cleaning for tradeshow and will remove refuse from the show area prior to the scheduled start of the event and at the end of each event day.

Please ensure the following guidelines are followed:

- Prior to the start of a tradeshow, all waste materials are to be placed in the plastic bags inside the large waste receptacles
- All cardboard boxes are to be broken down and placed in front of the booth

Housekeeping does NOT provide cleaning services inside the exhibitors' booth. If exhibitors wish to order Booth Cleaning Services (which includes vacuuming, dusting and waste removal) please refer to the VCC Booth Cleaning Order Form.

FIRE SAFETY REGULATIONS

- Exhibit aisles and fire exit doorways are to be kept free from obstructions.
- Fire hose cabinets and pull stations must be left accessible and in full view at all times.
- Electrical appliances, electrical cords and electrical connections shall comply with the BC Electrical code and be CSA approved.
- Nothing shall be posted on, nailed, stapled, or otherwise attached to columns, walls, floors or other parts of the building or furniture of the VCC.
- The use of open flame is prohibited; this includes candles, lamps and torches. The use of open flame for cooking and demonstration is prohibited in pre-function areas. All display materials are required to be flame proof and are subject to inspection by the Victoria Fire Department.
- NO flammable fluids or substances may be used or shown in the booths. Flammable or combustible and/or compressed gases shall not be used or displayed unless otherwise approved by the Victoria Fire Department.
- On an individual basis, any exhibits or demonstrations utilizing flammable gas such as propane are limited to a maximum five (5) lb. on site at any one time. A "Flow Restriction Valve" must be used on all propane tanks. The equipment and its operation must have prior written approval from the Victoria Fire Department and the Provincial Gas Inspector. All propane connections must be leak tested by VCC staff prior to use in the facility.
- The use of the following materials indoor is prohibited: straw and hay, acetate fabrics, corrugated paper, paper backed foil (unless glued securely to suitable backing), combustible materials used for covering tables or for skirting tables, styrofoam constructed booths.

FLOOR LOADS AND TYPES:

All interiors areas are carpet tiled on concrete. Floor loads for Levels 1 and 2 are 610.303 kg/m² (125 lb/ft²). This includes the Totem Pre-function and Courtyards (without structures/ pavilions). Upper and Lower Courtyard Pavilions require load approval.

FOOD AND BEVERAGE SERVICES:

The Fairmont Empress Hotel has exclusive food and beverage distribution rights within the Victoria Conference Centre. Sponsoring organizations and/or their exhibitors may distribute sample food and/or beverage products only upon written authorization. Please [contact us](#) with any questions and to receive the Food & Beverage Sample Authorization form.

HEAVY EQUIPMENT:

Exhibitors displaying heavy equipment (ie. Motors, engines, vehicles, etc.) must provide pads underneath the equipment. Exhibitors will be responsible for any repairs, replacements or extraordinary cleaning as a result of their use of the function areas in the VCC.

INTERNET & AV SERVICES:

Encore Canada is our preferred and in-house AV supplier as well as the VCC's exclusive supplier of internet services. Basic Wi-Fi is complimentary with the option to upgrade to various paid Wi-Fi options via our wireless self-serve system. Hard wire internet lines are available directly through Encore Canada.

LIABILITY:

The VCC will not assume any liability for damage or loss of any nature. Nor will they assume any liability for personal injury in connection with the showing or viewing of exhibits. **Please do not leave personal belongings and valuables unattended. The VCC is not responsible for lost or stolen items.**

LOADING FACILITIES:

The rear service yard is accessed via Humboldt St. west of Douglas St ([load in map](#)).

LOADING DOCK:

The covered loading dock has 2 loading bays equipped with hydraulic levelers. Each loading bay can accommodate a standard single semi-trailer (no sleeper cabs) with a maximum vehicle/ trailer height of 13'4" (4m) and 53' (16m) in length. The loading bays are shared with the Fairmont Empress. Advance arrangements must be made for use of the loading dock.

LOADING RAMP:

A 3rd uncovered loading bay is available in the rear service yard next to the drive in entrance to Carson Hall. The loading access to this additional loading bay is not level (9% grade) but is suitable for manual off-loading.

Access to Carson Hall (Salon C) via the loading ramp is through interior doors 9'6" w x 9'7" h. The exterior rolling door is slightly larger at 9'9" x 9'8".

Level off-loading by forklift (VCC does not own a forklift) from a semi-trailer is available from one parking spot in the loading yard. Advance arrangements must be made.

ACCESS TO LEVEL 1:

Access is via the freight elevators on Level 2 at the loading dock (NW corner of the building). OR via the underground parking lot (for boxes carried in hand only).

Freight elevator dimensions are:

Freight elevator door size - 5' w x 7' h

Floor dimensions - 10' l x 7' w x 7' h

Maximum load capacity - 5,004 lb (2,270 kg)

ACCESS TO LEVEL 2/ CARSON HALL:

There is direct access from the rear service yard via one of 2 options:

- Loading Dock – 7'3" w x 7'9" interior doors into Carson Hall (Salon B)
- Level Entrance, next to loading ramp - 9'6" w x 9'7" h into Carson Hall (Salon C)

The City of Victoria has an Idling Control Bylaw. Trucks are asked to turn off their engines while in the loading dock and rear service yard area.

Please also note the Victoria Conference Centre does not own a forklift.

MATERIALS HANDLING:

All material handling is the sole responsibility of the exhibitor, show manager or designated shipping supplier.