

Exhibitor & Shipping Information

VCC Supplier

Displays/Booth Services

The Victoria Conference Centre (VCC) is the designated display supplier for your upcoming conference. If you require additional items or services in addition to what is provided in your booth package, please refer to the VCC Order Forms. Lower rates apply to advance orders received up to fourteen (14) days prior to the scheduled exhibitor move-in time. Please contact the Exhibit Coordinator with any questions

Electrical Services

All electrical services are ordered and supplied through the Victoria Conference Centre. Please refer to the Electrical Order Form. Lower rates apply to advance orders for electrical services received up to fourteen (14) days prior to the scheduled exhibitor move-in time. Please contact the Exhibit Coordinator with any questions. *Electrical services are installed under a standing City of Victoria Electrical Permit. 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*

VCC Exhibitor Shipping Policy

Incoming:

Due to limited space at the Conference Centre, 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 alternate 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.**

Outgoing:

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 alternate shippers/couriers must be instructed to pick-up materials the same day. **The Victoria Conference Centre will not be held responsible for materials left after the scheduled move-out time and would redirect these, at the expense of the exhibitor, to the designated freight or display supplier.**

*The Victoria Conference Centre recommends Events on the Move for all custom brokerage and shipping.
Phone: (604) 647-0130 Fax: (604) 647-0136*

Booth Cleaning / Exhibit Area Cleaning Services

VCC Housekeeping will provide daily aisle cleaning for trade shows 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 follow these guidelines:

- * Prior to the start of an exhibition or trade show, all waste materials are to be placed in plastic bags inside the large waste containers provided**
- * All cardboard boxes are to be broken down and placed in front of the booth**

Housekeeping does not provide cleaning service inside the exhibitors' booth - which includes garbage and recycling pickup at the end of each event day. If exhibitors wish to order Booth Cleaning Services (which includes vacuuming, dusting and waste removal) please refer to the order form in your package or contact.

Heavy Equipment

Exhibitors displaying heavy equipment (i.e. 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.

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 Victoria Conference Centre is not responsible for lost or stolen items.**

Regulations

- ✓ 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.
- ✓ 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.
- ✓ 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 Victoria Conference Centre.
- ✓ 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 interior areas of the Victoria Conference Centre are carpet tiled on concrete. Floor loads for Levels 1 and 2 are 610.303 kg/m² (125 lb/ft²). This includes the VCC Totem Area and Courtyard (no structures). Courtyard Pavilions require load approval.

Exhibitor Move-In/Out Times

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

Telephone and/or Data Services

The VCC owns and maintains its own telephone system. Telephones, telephone lines, fax and modem lines can be installed to any function area within the VCC at the exhibitor's expense. High speed lines are available from Freeman Audio Visual. Please contact the Exhibit Coordinator with any questions and to receive Order Forms.

Loading Entrances

- Level 1 access is via the freight elevators on Level Two or via the Parking Lot. Freight elevators are accessed off Humboldt Street via the Service Area.
- Level 2 access to the Service Area is off Humboldt Street. There is 1 covered semi-trailer loading bay, as well as a level entrance 9'9"w x 10'h roll-up door.

Audio Visual Services

The VCC's In-House recommended supplier for presentation services including audiovisual equipment and high speed (exclusive service) is Freeman Audio Visual. Phone: (250) 361-1095 Fax: (250) 361-1093

Food and Beverage Services

The Fairmont Empress Hotel has exclusive food and beverage distribution rights within all of the Victoria Conference Centre. Exposition sponsoring organizations and/or their exhibitors may distribute sample food and/or beverage products only upon written authorization. Please contact the Exhibit Coordinator with any questions and to receive the Food & Beverage Sample Authorization form

FOR ANY QUESTIONS REGARDING OUR SERVICES & FACILITIES PLEASE CONTACT:

Tara Parkinson, Exhibit Coordinator Phone: 250-361-1021 Fax: 250-361-1030 tarap@victoriaconference.com