



# Facility Services and Exhibitor Guide 2023

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## Policies and Procedures

The purpose of this document is to share our policies and procedures. It's our goal to collaborate with you and ensure your delegates, attendees and exhibitors have a positive experience. Our policies and procedures have been put in place to ensure a safe environment and successful eventful. Not all situations and scenarios will be covered in this guide. Please reach out to Kristine Witkowski, Event Manager, [kristine.witkowski@pentiction.ca](mailto:kristine.witkowski@pentiction.ca) or 250.490.2466 with questions.

### Animals

For the safety and comfort of all our visitors, animals are not permitted in the Penticton Trade and Convention Centre except designated service animals or are in conjunction with an approved exhibit, display or performance, which absolutely requires the use of an animal. Request must be made to the Penticton Trade and Convention Centre in writing for approval by management in advance of the show. Customers are responsible for obtaining all appropriate permits. Guide, signal or service dogs (as defined by law) are allowed in the Penticton Trade and Convention Centre. All sanitary needs for animals are the responsibility of the customer.

### ATMs

There are two ATMs in the Penticton Trade and Convention Centre. One is located in the Atrium/South Lobby, and the second is in the North Lobby.

### Banner and Signage

Banners, signs, pictures, notices or advertisements may only be placed in locations, and by methods (painters tape in some locations), approved in advance by the Penticton Trade and Convention Centre.

### Capacities

Public safety is at the top of our priority list. That's why all meeting rooms and exhibit halls have a maximum occupancy, which may not be exceeded. The Penticton Trade and Convention Centre reserves the right to deny further entry into these spaces in order to protect public safety.

### Cleaning Maintenance/Refuse Removal

The Penticton Trade and Convention Centre provide janitorial services during the course of the event in corridors, lobbies, concession areas and rest rooms. The Penticton Trade and Convention Centre provides refuse removal during show hours and immediately after daily show closing in exhibit hall aisles. For your safety and security, Penticton Trade and Convention Centre personnel do not clean and are not permitted to enter exhibit booths or show management areas such as registration without agreement in advance. If the amount of refuse exceeds the normal limit, there will be a charge for the access removal.

### Crates and Booth Storage

All cartons, crates, containers, and packing materials that are necessary for re-packing shall be removed from the show floor. The Penticton Trade and Convention Centre does not have the capacity to store cartons, crates, containers or any other materials on site. Arrangements must be made by exhibitors in advance with the show decorator for storage of empty cases. The Penticton Trade and Convention Centre inspects all exhibits to ensure compliance. Highly combustible materials may not be stored in the Penticton Trade and Convention Centre. Items such as brochures, literature, giveaways, etc., within the booths are limited to a one-day supply.

### Damages

The Customer is responsible for all damages, except normal wear and tear. For accuracy in billing, Penticton Trade and Convention Centre representatives and show management should inspect all leased space prior to move-in and during move-out to determine existing conditions. You will be informed of all damages that occur, after your event with written reports as soon as they are documented. A final walk-through will take place at the conclusion of your event.



### Decorations

Penticton Trade and Convention Centre management must approve the method and location of special installations in advance. Final approval will be determined after consideration of other building tenants occupying the space at the same time.

Decoration guidelines include the following:

- No one may tape, nail, tack or otherwise fasten to ceilings, painted surfaces, columns, walls or windows decorations of any kind.
- Decorations may not block doors, fire extinguishers, sprinklers, emergency equipment signage, emergency exits or lighting systems.
- All decorating materials must be constructed of flameproof material or treated with an approved fire retardant solution. The Penticton Fire Marshal may perform spot testing.
- No one may use adhesive-backed decals or stickers nor may they be distributed anywhere on the premises.
- Glitter, silly string, and confetti may not be used in the building.
- Only Penticton Trade and Convention Centre personnel may move planters, lobby furniture, and other Penticton Trade and Convention Centre equipment in the public areas.
- Distribution of helium balloons in the Penticton Trade and Convention Centre is not allowed. If helium balloons become detached from a display, the labour cost to retrieve the balloons will be charged to the Customer. For safety reasons, compressed gas cylinders used to inflate balloons must be properly secured to prevent toppling.

### Disabilities

Services for people with disabilities are available including restrooms and building entrances. All on one ground level, the Penticton Trade and Convention Centre is very accessible. Please contact the Event Manager if additional needs are required and we will gladly assist.

### Electrical

The Penticton Trade and Convention Centre is the exclusive provider of power. Electrical user fees are in effect. Please see the Electrical services form online at [PentictonConventionCentre.com/exhibitor-services](http://PentictonConventionCentre.com/exhibitor-services) or speak with your Event Manager. Clients and Exhibitors are responsible for protecting their electrical equipment from possible power surges.

### Exclusive Services

In addition to power, the Penticton Trade and Convention Centre is the exclusive provider of online ticketing and food and beverage services. Please contact the Event Manager or your Sales Manager, if you have questions regarding exclusivity.

### Exhibitor Insurance

If your event has an exhibitor or trade show component, each of your vendors/exhibitors must provide you (the show manager/organizer) with a certificate of liability insurance. This recommendation is designed to protect you and your exhibitors in the event of an accident in during the show. These must be kept on file for the event. Each exhibitor's insurance policy under the special provisions section of the certificate must list:

- Official show name
- Dates
- Association and/or show management company

The policy must also list the licensee (your event) as additionally insured, the City of Penticton (171 Main St. Penticton BC V2A 5A9) and Global Spectrum Management LP (273 Power St. Penticton BC V2A 7K9).



### Exhibitor Order Forms

The Penticton Trade and Convention Centre service order forms (electrical, services and internet/power) are available online. Each order form should be included in the exhibitor kit provide. To download the order forms, please visit [PentictonConventionCentre.com/exhibitor-services](http://PentictonConventionCentre.com/exhibitor-services) or request from the Event Manager.

### Event Calendar

The Penticton Trade and Convention Centre event calendar is available online, and updated as events are booked.

### First Aid

All full-time employees of the Penticton Trade and Convention Centre are trained in First Aid. Please contact any employee for immediate assistance, or call 911. All accidents/incidents must be reported to the Event Manager or employee to ensure proper action and documentation is made. Three AED Defibrillators are in the Convention Centre.

For public events, we strongly recommend that you hire first aid services. Please speak with the Event Manager, who can assist with information and pricing.

### Floor Drilling

To maintain our facility, and control our costs, floor drilling is prohibited. (Wall and ceiling drilling are prohibited too.)

### Fog and Smoke Machines

For public safety, fog/smoke machine usage is restricted to water-based chemicals. Approval must be obtained from the Penticton Trade and Convention Centre and the Penticton Fire Marshal.

### Food and Beverage

For public health reasons and quality control, food and beverage services are provided exclusively by Penticton Trade and Convention Centre. The Penticton Trade and Convention Centre can provide banquet service, luncheons, beverage service and concessions. No outside food/beverage is allowed in the Penticton Trade and Convention Centre. Any exceptions must be approved by Penticton Trade and Convention Centre in writing and prior to the move in of the show.

Food and non-alcoholic beverage samples must not be greater than 2 oz. and must be manufactured, processed, or distributed by the exhibiting firm and must be related to participation in the event. All food sampling must be approved by the Penticton Trade and Convention Centre in writing and prior to the move in of the show.

Restrooms, concession stands and/or facility kitchens may not be used as exhibitor clean-up areas. Costs associated with the disposal of trash, waste, grease, etc. from exhibitor sampling are the responsibility of the client. Securing of all necessary licenses, permits, etc. is the responsibility of the exhibitor. Exhibitors are responsible for complying with all health regulations regarding food sampling, storage, equipment, temperature, etc. If they are not in compliance or do not obtain the proper permits, their booth can be shut down.

For alcohol samples, the client must contact the Catering Manager to begin the dialogue and process.

- All tastings must adhere to BC Liquor and Cannabis Regulation Branch (LCRB).
- Each manufacturer can serve no more than: 75 ml wine, 175 ml beer, 20 ml spirits of any one product to any one customer per day. With multiple manufacturers on site it is impossible to determine if a guest has been served at another booth so it is imperative that each supplier adhere to the correct sample size
- All products for tasting must be accompanied by a DOC 60.
- Representatives may serve, but must be in attendance for the duration of the tasting and have Serving It Right.



- The venue can support with ice, but the suppliers are responsible for providing everything else required to execute sampling.

#### **Fork Lift and Genie Lift Operators**

If you or an Exhibitor requires a Forklift or Genie Lift operator, please order online at [PentictonConventionCentre.com/exhibitor-services](http://PentictonConventionCentre.com/exhibitor-services) or speak with the Event Manager. These services are an added cost.

#### **Hanging Signs**

Fire safety laws demand that all electrical and neon signs must conform to electrical codes and are required by the Penticton Trade and Convention Centre. The Penticton Trade and Convention Centre graphic, signs or advertising displays may not be blocked in any manner. During move-out following the event, all wires, hooks, screws and hanging materials used to hang signs must be removed.

#### **Hazardous Materials and Labelling**

For the safety of the public and all employees, Workplace Hazardous Material Information System (WHMIS) requires that all containers of hazardous materials be labelled with the identity of the hazardous materials contained therein and appropriate hazard warnings. Exhibitors displaying or using hazardous chemicals must submit material Safety Data Sheets and manifests to the Penticton Trade and Convention Centre no less than (60) days prior to move-in.

#### **Internet Services**

Hardwire internet are not included in venue rentals. Please refer to your venue contract, or speak with the Event Manager about pricing for all of your delegates, exhibitors and attendees. If exhibitors wish to order internet, and it's not included in their registration, please include the exhibitor services form. Please visit [PentictonConventionCentre.com/exhibitor-services](http://PentictonConventionCentre.com/exhibitor-services) or speak with the Event Manager for the forms.

#### **Loading Bays**

The Penticton Trade and convention Centre has three loading bay. Two are ground level loading bays, Loading Dock C is a 16' x 16' drive in bay, and Loading Bay B is a 10' x 10' loading door. Loading Bay A is 24" in height and has 2 conventional 3' x 6.5' hinged doors (normally used for parcel deliveries).

#### **Load In and Out**

The trade show and consumer show spaces will be delivered to you, the Customer, as specified in the Lease Agreement. The floor will be clean upon move-in. The venue will place signage on appropriate doors for move in and out. It is the responsibility of the Customer to return the exhibition hall to its original condition. Or, as part of our customer service, we'll be happy to do it for you.

There are a limited number of trollies for load in and load out. Exhibitors are strongly suggested to bring their own carts.

#### **Lost and Found**

Please contact the Business Office, 250.490.2460, for any lost and found items. Items will be kept for 30 days and then disposed of at the discretion of the Penticton Trade and Convention Centre.

#### **Marketing Services**

The Penticton Trade and Convention Centre can assist you with marketing your event. Please contact your Sales Manager for more details on the paid Advertising Program.

#### **Novelties and Merchandise**

The Penticton Trade and Convention Centre retain all rights and permissions for the sale of merchandise and novelty



items sold within the facility and facility premises. Merchandise and novelty products include, but are not limited to T-shirts, programs, pictures, records, tapes and miscellaneous show promotion items. A facility merchandise fee may be applicable. This ensures our rent is equitable for all users. All negotiations to arrange for event sale and compensation procedures are to be directed to the Event Manager.

**Package Inspection**

For your safety and security, cartons, package or other containers brought in or removed from the Penticton Trade and Convention Centre by show personnel, exhibitors or service contractors may be subject to inspection.

**Parking**



It's strongly suggested that your Exhibitor Guide include the above parking map. To download the parking map, please visit [PentictonConventionCentre.com/exhibitor-services](http://PentictonConventionCentre.com/exhibitor-services)

Exhibitors and Vendors can park in the purple parking lots for the allocated exhibitor and vendor parking lots. The parking lot/s are off of Alberni Street. Please work with your Event Manager on parking lot to allocation for exhibitors and vendors.

**Payment**

Cash, cheque, VISA and MasterCard are accepted for all payments. If exhibitors require additional show services, they must pay in full at time of orders. All clients must pay their rental deposit according to the venue agreement. In order to reduce bad debt write-offs, the Centre reserves the right to request payment in advance for estimated





additional costs beyond minimum rental.

### Pyrotechnics

Pyrotechnics are prohibited in the Penticton Trade and Convention Centre.

### Preferred Providers

SW Audio Visual is the preferred provider of audio visual services at the Penticton Trade and Convention Centre. For information and pricing, please speak with your Event Manager or [click here](#).

ShowTime Event & Display is the preferred show decorator at the Penticton Trade and Convention Centre, please speak with our Event Manager for contact information.

### Recycling and Trash

Please help us recycle and use the recycling bins provided throughout our building. Please remove your trash and recycle, and place in the appropriate receptacles. If extra waste and or recycling is left behind, extra charges will apply.

It's your responsibility for removal of bulk trash, crates, lumber, pallets, packing materials, oil and tape prior to show opening and following move-out. If you require assistance, we'll be happy to do it for you, but fees may apply. The goal is to keep your show pristine and clean. Any removal of these items by personnel Penticton Trade and Convention Centre will be charged to show management at the prevailing rate.

### Rigging

For public safety reasons, Penticton Trade and Convention Centre management must approve all rigging. The Penticton Trade and Convention Centre reserves the right to retain consultants at the Customer's expense to review or verify rigging specifications. Nothing may be attached to any Penticton Trade and Convention Centre electrical or mechanical system. This includes ducts, electrical conduit or raceways, plumbing, acoustical baffles, or sprinkler pipes. Rigging may only be attached to structural members. All rigging in the Penticton Trade and Convention Centre shall be in accordance with all national, state and local safety codes.

### Safety and Fire Code Requirements

The safety of all occupants of the Penticton Trade and Convention Centre is of primary concern. Any unsafe conditions or activities should be immediately reported to Penticton Trade and Convention Centre personnel for corrective measures.

1. All curtains, drapes and decorations must be constructed of flameproof material, or treated with an approved flame proofing solution. (Treatment shall be renewed as often as may be necessary to maintain the flame proofing effect.)
2. All exits, hallways and aisles are to be kept clear and unobstructed at all times.
3. No part of a stairway, whether interior or exterior, hallway, corridor, vestibule, balcony or bridge leading to a stairway or exit, shall be used to in a manner that will obstruct its use as an exit or that will present a hazardous condition.
4. All cartons, crates, containers, and packing materials that are necessary for re-packing shall be removed from the show floor. The Penticton Trade and Convention Centre inspects all exhibits to ensure compliance.
5. Crates, packing materials, wooden boxes and other highly combustible materials **may not** be stored in the Penticton Trade and Convention Centre. Items such as brochures, literature, giveaways, etc., within the booths are limited to a one-day supply. Consideration will be given for the storage of crates outside of the facility.





6. All outside displays that are under cover of the building roof or extension of the roof or porch area shall be governed by the same rules of an inside display.
7. No exit door shall be locked, bolted or otherwise fastened or obstructed at any time the Penticton Trade and Convention Centre is open to the public. Moreover, it shall be unlawful to obstruct, or reduce passageway or other means of egress. Additionally, all required exits should be so located as to be discernible and accessible with unobstructed access thereto.
8. Automobiles, trucks, tractors, machinery and other motor vehicles utilizing flammable fuels, which are placed on display inside the Penticton Trade and Convention Centre shall have no more than 1/4 tank or five (5) gallons of fuel in the tank; all fuel tanks shall be locked or effectively sealed and at least one battery cable shall be disconnected from the ignition system. Ignition keys for vehicles on display shall be kept by a responsible person at the display location for removal of such vehicles from the building in event of emergency. Carpeting or visqueen must be placed underneath the vehicle for any possible leakage.
9. The use of liquefied petroleum gases inside building, tents or other areas is strictly prohibited, except for demonstration purposes when approved by the Penticton Trade and Convention Centre and the Penticton Fire Marshal. Maximum LPG allowed for exhibition purposes is a 16-oz non-refillable cylinder. There may be a maximum of 24 containers stored in any one location.
10. All trash and refuse shall be removed daily from the Penticton Trade and Convention Centre.
11. Provide and maintain approved fire extinguishing equipment in all areas as designated by the Penticton Trade and Convention Centre and the Penticton Fire Marshal.
12. All standpipe and hose cabinets shall be kept clear and unobstructed at all times.
13. All hydrants and fire department connections shall be unobstructed at all times.
14. All electrical connections shall be in accordance with the Electrical Code.
15. All electrical cords, sound cable or other trip hazards shall be safeguarded.
16. All appliances fired by natural gas shall be approved by the Facility Operations Manager, the Penticton Trade and Convention Centre and the Penticton Fire Marshal, and installed in accordance to local guidelines.
17. The Penticton Trade and Convention Centre and the Penticton Fire Marshal must approve the use of welding and cutting equipment for demonstration purposes.
18. Cylinders of compressed gases are prohibited unless approved by the Penticton Fire Marshal and secured according to requirements outlined by the city. The Facility Operations Manager along with the Penticton Trade and Convention Centre and the Penticton Fire Marshal shall check egress of the facilities before it is occupied for any use. If such inspection reveals that any element of the required means of egress is obstructed, inaccessible, locked, fastened, or otherwise unsuited for immediate use, admittance to the building shall not be permitted until necessary corrective action has been completed.
19. There shall be no obstruction blocking exit doors from the outside of the Penticton Trade and Convention Centre, such as vehicles parked in front of the doorways or barricades across sidewalks, etc.
20. No curtains, drapes or decorations shall be hung in such a manner as to cover any exit signs.
21. No flammable liquid or material shall be used or admitted inside of the Penticton Trade and Convention Centre except by approval of the Penticton Trade and Convention Centre and the Penticton Fire Marshal. Prohibited materials include, but are not limited to kerosene, motor fuel, explosives, cryogenic gases, etc.
22. No person shall cause or permit any open flame, candles, and torches, etc. to be used in any place of assembly, except that candles may be used on tables if securely supported on substantial non-combustible bases so located as to avoid danger of ignition of combustible materials and only if approved by the authority having jurisdiction. The candle flame shall be protected.
23. All cooking appliances shall be equipped with ventilating hoods and equipment as deemed necessary by the Fire Marshal and installed in accordance with the provisions of the City Building and Fire Codes. Cooking equipment shall be placed on a non-combustible surface, such as metal, hardwood board or glass and be separated from each other by a minimum horizontal distance of 2 ft. Countertop fryers not exceeding 288 square inches and single well may be used without the necessary ventilating hood and surface protection requirement, provided there are two (2) ten (10) pound B.C. extinguishers positioned



on each side of said fryer. All cooking appliances shall be listed by a NATIONAL TESTING AGENCY, i.e., Underwriters Laboratory or Factory Mutual.

24. All cooking equipment shall have regulator(s) at appliance and gas cylinder(s). All supply lines (tubing or hoses) shall be lead-tight and in good repair. Hoses shall be listed for the type of product it supplies.
25. All aisles in the exhibit hall shall be maintained at a minimum of six (6) feet clearance.
26. All covered structures in excess of one hundred (100) square feet in area shall be protected by an automatic smoke detection system approved by the Fire Marshal.

### Security

The Penticton Trade and Convention Centre may require minimum levels of security coverage in any leased space and other areas (i.e.: loading docks, exhibit area, or parking lots, etc.). The Penticton Trade and Convention Centre may require security during move-in and move-out to monitor traffic flow on the dock and freight elevators. No doors may be obstructed or locked when the area is occupied. Event security requirements are subject to Penticton Trade and Convention Centre approval and must be submitted prior to your event. The Penticton Trade and Convention Centre is not responsible for any items left in the building after an event has moved out.

### Shipping and Receiving

The Penticton Trade and Convention Centre will not accept any deliveries or freight or ship on behalf of exhibitors. Please contact the show decorator for shipment, freight and storage needs. Following the event, clients and exhibitors must ship their own materials using the show decorator. The Penticton Trade and Convention Centre does not have a shipping and receiving department. Materials left behind are not the responsibility of the Penticton Trade and Convention Centre. They will be redirected, at the expense of the exhibitor, to the show decorator.

### Signs and Posters

Posters must be mounted on easels and/or individual holders. No posters, playbills or any other signage can be taped, stapled or affixed to any surface in the building. All signage must be of a printed nature and meet with the approval of the management. At move-out, the service contractor and/or customer must remove all posted signage.

### Smoking

The Penticton Trade and Convention Centre is a non-smoking facility. Provincial law prohibits smoking within 25 feet of any entrance to the building. Based on City of Penticton bylaws, cannabis smoking and vaping on the SOEC Complex is prohibited.

### Staples, Tacks, Stickers and Tape

Staples & tacks are prohibited and not to be used on any building surface or equipment. No stickers (tacky or otherwise) will be distributed.

If the customer contracts for carpet to be laid as a part of the event, it is the responsibility of the carpet contractor to remove all tape from the floors during the final move-out of the event. If this is not done, the customer will be billed at the prevailing hourly rate for removal of the tape. If the tape is on a floor that must be stripped and refinished, the charges to return the floor to its original finish also will be billed to the customer.

Tape of any type is prohibited in all areas of the building. Tape should not be placed on tables, chairs, walls, etc. The customer will be billed for any damages resulting from the removal of taped items (i.e.: repainting walls and doors due to peeled paint, etc.)

### Tax

The PST and GST will be applied to all applicable goods and services.



### **Telephone Services**

Phone services are provided by the Penticton Trade and Convention Centre. Please request more information from your Event Manager.

### **Vehicles in the Centre**

Automobiles, trucks, tractors, machinery and other motor vehicles utilizing flammable fuels, which are placed on display inside the Penticton Trade and Convention Centre shall have no more than 1/4 tank or five (5) gallons of fuel in the tank; all fuel tanks shall be locked or effectively sealed and at least one battery cable shall be disconnected from the ignition system. Ignition keys for vehicles on display shall be kept by a responsible person at the display location for removal of such vehicles from the building in event of emergency. Carpeting or visqueen must be placed underneath the vehicle for any possible leakage.

Vehicles are not permitted in either Lobbies.

### **Water and Waste Disposal**

No oils, combustibles, or any liquids other than water may be poured in the Penticton Trade and Convention Centre drainage or sewer systems. No tools, machines, cookware, or any other items may be emptied, washed, or rinsed in Penticton Trade and Convention Centre restrooms.