

# *internal general guidelines* ————— **1**

*All banquet events are subject to the policies of the Pan Pacific Hotel Vancouver.*

## **FOOD & BEVERAGE, ENTERTAINMENT**

All food and beverage served in the Hotel is to be provided by the Pan Pacific Vancouver, with the exception of wedding cakes, a surcharge charge of \$5.50 per person will be applicable if you wish us to cut and serve the cake.

In accordance with BC liquor laws, all alcoholic beverages consumed in licensed areas must be purchased by the hotel through the BC Liquor Distribution Branch. Liquor service is not permitted after 1am (12 am on Sundays and holidays). All liquor (in bottles or glasses) must be removed from the tables within half an hour of liquor service ending.

Special dietary restrictions may be met if notified 72 hours or three business days prior to the event. In the event that any guest in your group has any food allergies, you shall inform us of the names of such persons and the nature of their allergies to allow us to take necessary precaution when preparing their food. We undertake to provide, on request, full information on the ingredients of any items served to your group. Should you not provide the names of the guests and the nature of their food allergies, you shall indemnify and hold us forever harmless in from, against, any and all liability or claim of liability for any personal injury that does occur.

Any additional last minute dietary requests that have not been pre-arranged, will incur extra charges based on the price of the alternate items provided.

Food service at events requested after 9:30 pm and prior to 6:30 am are subject to additional labour charges.

Due to food and health regulations, no food can be taken away from the contracted function space.

Music & Entertainment must stop at 12 a.m. as per city bylaws.

## **MENU PRICING & ROOM RENTAL ARE SUBJECT TO CHANGE**

Food & beverage prices are guaranteed for three months from the date menus are distributed. Please anticipate a minimum 5% to 7% increase in menu pricing for the period of 183 to 365 days in advance of your planned date. Room Rental are also subject to change without notice.

## **FOOD & BEVERAGE ATTRITION**

An estimated number of attendants must be provided to the hotel thirty (30) days prior to each function, after this time the hotel will allow a maximum attrition of 20%. Should the numbers be reduced more than 20%, a surcharge of 50% of the estimated food and beverage will apply on the difference.

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## EVENT GUARANTEES

Final guarantees must be provided to the hotel by noon (12 p.m.) three (3) business days prior to the event date. The Hotel will prepare and set 5% above the guaranteed number to a maximum of 20 guests, space permitting. If a guarantee has not been received by the hotel, the number will be based on the previously discussed attendance or the actual number attending, whichever is greater.

The Hotel reserves the right to provide an event space best suited to the group should the number of guests attending the event or room setup differ from the original contract.

## EARLY ACCESS TO EVENT SPACE

Access to event space for set-up the day prior, once approved by the Director of Catering, is a minimum of \$500 for small rooms and \$1,000 for large rooms.

## CANCELLATION

Functions cancelled within 90 days of the scheduled date are subject to a cancellation fee of 100% of the estimated food and beverage revenue and room rental. Functions cancelled outside of the 90 days will be subject to a cancellation fee, as outlined in the event contract. **\*All cancellations must be submitted in writing.**

## CLEANING FEE

It is the responsibility of the Group/event contact to ensure the function space is left in the same condition as it was provided. All boxes, packaging materials and debris from event set-up or take-down must be removed and properly disposed of by the Group. Pan Pacific may levy a cleaning fee **of minimum \$300** for any waste deemed excessive and/or labor-intensive to clean up after an event.

## SURCHARGE, ADMINISTRATION FEE & TAXES

All charges are subject to 18% surcharge charge, 5% administration fee. Government taxes are subject to change without notice. Current government sales tax is as indicated below:

	Government Tax Rate
Food; Labour Charge; Surcharge Charge; Administration Fee; Room Rental; Telephone/Internet/Power; Miscellaneous	5% GST
Beer / Wine / Alcohol	10% Liquor Tax & 5% GST
Audio Visual Equipment	As per vendor
Flowers	As per vendor

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## **PAYMENT**

A non-refundable deposit is required to confirm all bookings. Please refer to the event contract as it relates to the deposit schedule for your specific event. A credit card is required to have on file for all events that do not have direct billing approved.

## **NO SMOKING IN EVENT ROOMS**

All event rooms, foyers and within 6 meters of all entrances to the hotel are designated non-smoking areas in accordance with the City of Vancouver bylaws.

## **MISCELLANEOUS**

Use of the hotel name and logo in advertising is prohibited without prior approval. The event contact is responsible for any damage to the premises by their invited guest(s), suppliers and vendors during the time they are on the premises.

## **SIGNAGE & AFFIXING OF ITEMS**

Signs may only be displayed directly outside your designated meeting room and on the floor of your meeting room. The Hotel reserves the right to remove signage that is not prepared in a professional manner or deemed unsightly and untidy. Signs are strictly prohibited in the main lobby and ground entrance area. Signage placement and location is at the discretion of the Hotel according to business levels and appearance.

To maintain the condition of our property for the next customer, the Hotel does not permit any article to be fastened onto walls, windows, doors or electrical fixtures. The usage of tacks, tape, nails, screws, bolts or any tools which could mark the floors, walls or ceilings is prohibited. The organizer is responsible for any damage to the premises by their invited guest(s) or independent contractors during the time the premises are under their usage.

To ensure the safety of all guests and staff, cords / cables / carpets and other potential tripping hazards must be properly fastened to the floor using gaffer's tape.

## **SOCAN & RE:SOUND FEE**

SOCAN (Society of Composers, Authors and Music Publishers of Canada) and Re:Sound Canada are the two licensing bodies for music. These bodies collect license fees, as set by the Copyright Board of Canada, from anyone playing or broadcasting live or recorded music. These fees are based on the square footage of the function space and maximum number of attendees for the event. Your Event Manager will be able to advise you on the current estimate of fees applicable for your event

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## **PARKING**

### ***Rates can change without notice.***

Parking is owned and operated by Indigo Park and charged at their prices. If you wish to host parking charges for your guests, please inform your catering contact and they will connect you with Indigo Park. Valet is charged as per current rates and can be arranged for with prior intimation.

\*Group Valet Services available – ask your Catering Professional for details, recommended for more than 20 vehicles.

## **SECURITY**

The Hotel is not responsible for articles left unattended in Banquet Rooms, and, will not assume responsibility for any loss or damage to items and material brought into the Hotel. Hotel Security Staff are available and will be charged \$50 per hour or \$75.00 per hour—if overtime is required.

The Hotel, at its discretion, may require security for events at the cost to the client. Only Security Services approved by the Hotel may be utilized. Any event for persons under the age of consent (19 years old) must have a minimum of two security officers, per 50 guests, for the full duration of the event.

All Atrium events must have security, a minimum of two guards, and will be charged at a rate of \$50 per hour, for a minimum of four hours.

## **SUPPLIERS & VENDOR PROCEDURES**

All outside vendors contracted by Hotel Clients to provide services within the Pan Pacific Vancouver are subject to established procedures and guidelines for access, conduct and security. An External Contractor orientation is mandatory for all suppliers entering the hotel. Please check with your Catering Professional.

All vendors working at Pan Pacific Vancouver, on behalf of your event, must be certified, licensed, insured and adhere to all of Pan Pacific Vancouver policies and procedures. Proof of vendor insurance may be requested by Pan Pacific Vancouver at any time

## **LABOUR RATES**

For revisions to contracted event set up after room set up is complete is \$50 per staff per hour, minimum 4-hour call.

Chef carving/cooking/serving at a food station (per 2 hours) is \$200 per chef.

All events under 20 guests requiring food service will be charged a \$300 labour fee per meal period.

## **HOST BAR**

Host bars are based on 1 per 100 guests. Should you require additional host bars, a labour charge of \$50 per hour per bartender, for a minimum of 4 hours, will apply.

## **NO HOST BAR**

Cashier is \$50 per hour/per cashier (minimum 4 hours).

Bartender is \$50 per hour/per bar (minimum 4 hours).

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## COAT CHECK

Hosted \$50 per hour (min. 4 hours)

## CANADIAN STATUTORY HOLIDAYS LABOUR CHARGE

\*Minimum \$400 per event.

Meetings, breakfast, lunch & reception — \$12 per guest.

Dinner — \$12 per guest.

Current Statutory Holidays	
New Year's Day	Labour Day
Family Day	Thanksgiving Day
Good Friday	National Truth & Reconciliation Day
Victoria Day	Remembrance Day
Canada Day	Christmas Day
BC Day	Boxing Day

## POWER

Extension cords and power bars are \$12.00 each.

Additional power requirements will be assessed and charged at current rates. Additional Electrician fees may apply for special requirements.

- 30 amp or 50 amp \$350.00 per day / 100 amp \$600.00 per day / 200 amp \$1,300.00 per day

## HIGH SPEED INTERNET

- High Speed Internet Line (Wired) — \$350.00 per connection/per day
- Wireless Internet — \$250.00 per day
- Internet activation fee — \$65.00 per event (one time charge)
- Video Conferencing prices available upon request

## AUDIOVISUAL

The Hotel is pleased to have StageVision as our in-house audiovisual company. All audiovisual arrangements can be made directly with StageVision:

T: (604) 684-8200 F: (604) 684-8203 E: ksanjari@stagevision.com

An extensive price sheet can be supplied upon request and billing can be arranged directly through the Hotel.

A Third Party Supplier fee will be charged (per meeting room) if using an outside supplier for audio visual;

- For any of the individual banquet rooms \$350.00 per room, per day
- Crystal Pavilion, Oceanview 1-4 or Oceanview 5-8 \$550.00 per room, per day

\*Labour charges will apply should the Hotel be required to supervise the equipment move in and out.

The Hotel reserves the right to approve all specifications, including electrical requirements, from outside suppliers. Outside suppliers must comply with all requirements the Hotel deems appropriate, in our sole discretion, regarding use of function space, facilities and use of Hotel services. The Pan Pacific Vancouver's Catering department can facilitate all arrangements on behalf of the Group.

## TELEPHONE

The Pan Pacific Hotel will provide one house phone complimentary in each meeting room. Direct dial, fax, modem lines and speaker phone requests must be arranged one week prior to your event, at an additional cost. Local, long distance and toll free calls will be charged at current Hotel rates.

- Additional in-house phone (restricted) \$25.00 per day
- Direct dial line (DID) \$200.00 per line

## ARMLESS CHAIRS

Armless chairs are available at a rate of \$5 per chair plus a \$200 labour charge.

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## **BOXES, PACKAGES, FREIGHT - DELIVERIES, SHIPPING & STORAGE**

The Pan Pacific Vancouver is pleased to receive and assist in the handling of boxes and packages. Due to limited storage on property we are unable to accept shipments earlier than three (3) days prior to your event.

### **All deliveries must be properly labeled:**

- NAME OF GROUP
- NAME OF GROUP COORDINATOR ON SITE
- NAME OF HOTEL CONTACT
- NUMBER OF BOXES TO INDICATE 1 OF 2, 2 OF 2...
- DELIVERY ONLY BETWEEN 8:00 AM and 4:00 PM (Monday to Friday)
- DELIVER LOCATION TO INDICATE RECEIVING/LOADING DOCK OF THE HOTEL

The Hotel will not accept deliveries made at the front door of the hotel and will not receive C.O.D. shipments.

- \* Package storage \$5 per package per day (after the 3rd day of receipt ).
- \* Room delivery \$5/package.
- \* Package Handling over 5 boxes is \$5/box  
(up to 5 boxes within 3 days of event—no charge).
- \* Pallet storage \$85 per pallet/per day

Should you require assistance with pallets, boxes, packages or freight, a labour charge will be assessed at \$50.00 per staff member per hour (minimum 2 hours). The amount will be billed to the group account.

Personal effects and equipment must be removed from the function rooms at the end of the scheduled day unless reserved on a 24 hour basis. We reserve the right to inspect and control all private functions. Pan Pacific Vancouver is not responsible for damages to or loss of any articles left in the hotel, prior to, during or following any function by the client or guests.

Client is responsible for packing of their own boxes, completing all forms associated with their parcels and arranging for courier services. Hotel is not responsible for shipment of any items left behind.

Items not picked up immediately after event will be charged \$5 per box per day.

To assist you with dispatching your items here is a list of courier companies:

Air Canada Cargo	(604) 231-6800	DHL Worldwide Express	(604) 278-3984
Federal Express	(604) 685-3338	Greyhound Courier Express	(604) 523-3600
Purolator	(604) 257-2425	Nova Express Courier	(604) 278-1935
UPS	(604) 273-0014	Loomis Express Courier	1 (877) 456-6647
Rush Courier	(604) 520-9444		

Shipments from outside of Canada must be registered with Canada Customs to ensure prompt clearance. For more information and to register your shipment please contact:

Canada Customs & Revenue Agency — P: 604-775-5379 / F: 604-666-4470  
 Customs Brokerage Facilitation & Material Handling—Events on the Move.  
 Paul Griggs — P: 604-647-0130

Based on Workers Compensation Board risk assessment the following maximum weight restrictions apply when hotel associates are required to move boxes or materials. Should items arrive at the hotel beyond these limits, a professional moving service may be required to assist in moving the items to your respective meeting or guest room - charges will apply.

- Lifting objects weighing more than 25 kg (55 lbs.) more than 10 times per day.
- Lifting objects weighing less than 5 kg (10 lbs.) if done more than twice per minute, more than 2 hours total per day.
- Lifting objects weighing more than 11 kg (25 lbs.) more than 25 times per day and, above the shoulders, below the knees, or at arm's length from the body.