



# THUNDERBIRD ARENA

PROMOTER MANUAL



a place of mind

THE UNIVERSITY OF BRITISH COLUMBIA

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## GENEREAL INFORMATION

### Management

Owned and managed by the University of British Columbia and managed by the Department of Athletics and Recreation

### Facility Description

The UBC Thunderbird Arena is a \$54 million multi-purpose sports and entertainment complex. The 6,500 seat capacity venue hosts a myriad of events including concerts, ice skating and family shows. The facility includes 4 dressing rooms, 2 truck loading dock, tour bus parking and additional parking if required. The adjacent regulation Ice Rinks are used for public skating, local hockey leagues, figure skating, instructional sessions and other ice sports. Also, the two ice sheets can be converted into a 57,000 square foot space to host trade shows, expositions, consumer shows and special events. There is a 1,600 space parkade directly across the street from the venue (Thunderbird Parkade) and another 30 space surface lot directly behind it (Lot B1). Plus there is another 1,000 space parkade a few minutes walking distance north of the venue (Health Sciences Parkade). There is street meter parking all around the venue.

### Facility Purpose

The primary purpose of the UBC Thunderbird Arena is to provide a first class gathering place for concerts, sports, and community events.

### Location

The Arena is conveniently located in University of British Columbia Campus at the crossroads of Wesbrook Mall and Thunderbird Avenue. Positioned a mere 12 kilometers from downtown Vancouver, British Columbia, the UBC Thunderbird Arena is the premier mid-size sports and entertainment venue in the region.

In addition to drawing from City of Vancouver and the campus, the UBC Thunderbird Arena attracts people from all over greater Vancouver. When the whole of greater Vancouver is taken into consideration, the available market population exceeds 3,000,000 people.

Quick access is achievable by three major roads leading on to the campus. Heading West on South West Marine Drive, West 16th and West 4 all lead towards the campus and the location of the Arena on Campus makes arrivals and departures for large events a breeze.

### Capacities

The versatility of the UBC Thunderbird Arena allows for the perfect configuration for any type of event. The UBC Thunderbird Arena also features a curtain system to reduce the capacity of the Arena to create an intimate atmosphere perfect for smaller events.

Venue Setup	Capacity
Concerts (End Stage)	5,500
Concerts (In the Round)	5,800
Concerts (Half Stage)	3,832 (700 on the floor)
Concerts (Full Stage)	5,430 (1,446 on the floor)
Graduations/Convocations	6,500
Theatre Configurations	3,000/4,600/6,100
Hockey, figure & Speed Skating	5,054
Exhibitions & Trade Shows	57,000 square feet

### Address

UBC Thunderbird Arena  
2555 Wesbrook Mall  
Vancouver, BC V6T 1Z3  
Telephone (604) 822-6121  
Fax (604) 822-9562  
www.thunderbirdarena.com

### Capacities

Capacities vary depending on the event. For more accurate capacities, please contact Thunderbird Arena management.

## EVENT CONFIGURATIONS

### Sub-floor

Sub-floor is required when the stage is pushed back off the arena floor. Additional installation costs will apply.

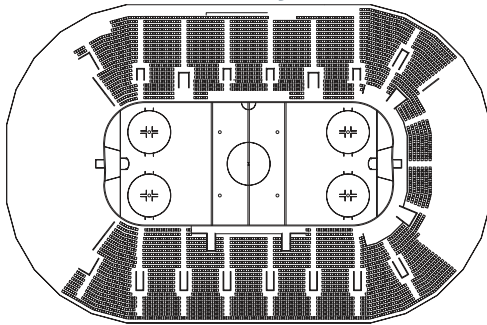
### Bleachers

There is an additional space for 1,200 seats of bleachers (600 on each end). Additional installation costs will apply.

### Seating Design

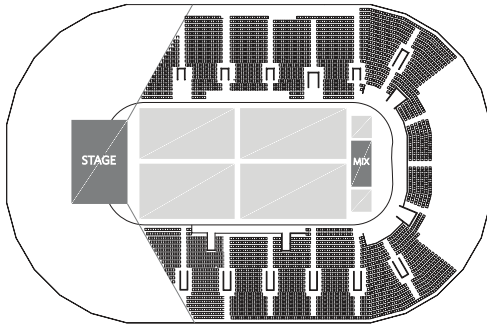
Seating designs are flexible and dependent on the event. Total seat numbers are based on estimations. For accurate numbers, please contact Thunderbird Arena Management.

### Hockey



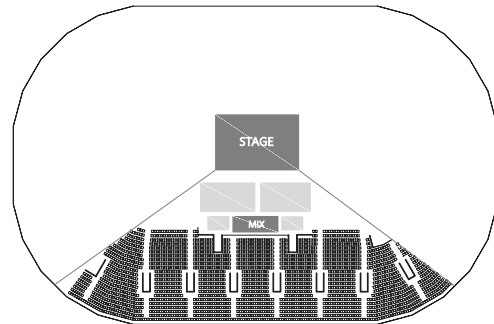
**5004 total seats**  
5004 permanent seats

### Full Concert (with sub-floor)



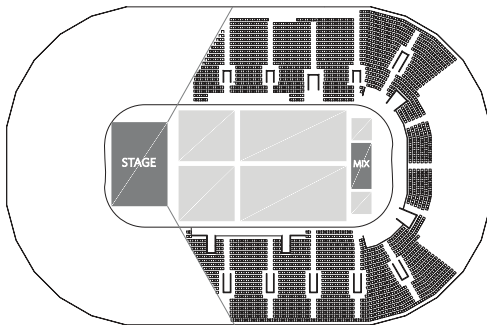
**6330 total seats**  
4524 permanent seats  
1806 temporary floor seats

### Side Concert



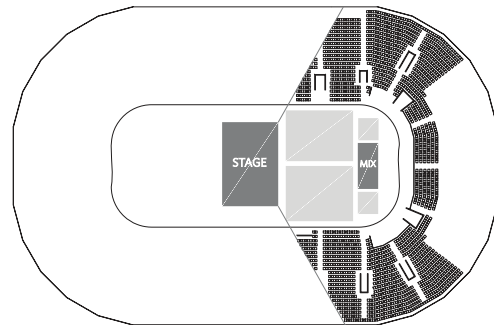
**2333 total seats**  
2051 permanent seats  
282 temporary floor seats

### Full Concert (without sub-floor)



**5405 total seats**  
3977 permanent seats  
1428 temporary floor seats

### Half Concert



**3136 total seats**  
2416 permanent seats  
720 temporary floor seats

## **Arena Floor**

The arena has an 85' x 200' hockey surface with the ability to transform to a textured anti-slip and drivable surface with the use of ice decking. Concrete floors are available in the off season.

The adjacent ice rinks can be covered providing 57,000 sq. ft. of continuous open flat floor space for trade shows expositions, consumer shows and special events. The capacity inside each set of dasher boards is 17,000 sq. ft.

The ice floor load is 500 lbs. per square foot.

## PRODUCTION INFORMATION

### **Staging**

The UBC Thunderbird Arena has a standard stage setup with the concert stage 48' x 60', adjustable in height from 4' to 6'6". Available accessories include sound wings, mixing platforms, concert crowd barricades, all skirting, rails and stairs. All staging equipment is Stage Right brand.

### **Mixer Platform**

Can be built to specification. Maximum size is 16' x 24'. All staging equipment is Stage Right brand.

### **Barricades**

Concert crash barricades and bike rack fencing available.

### **Spotlights**

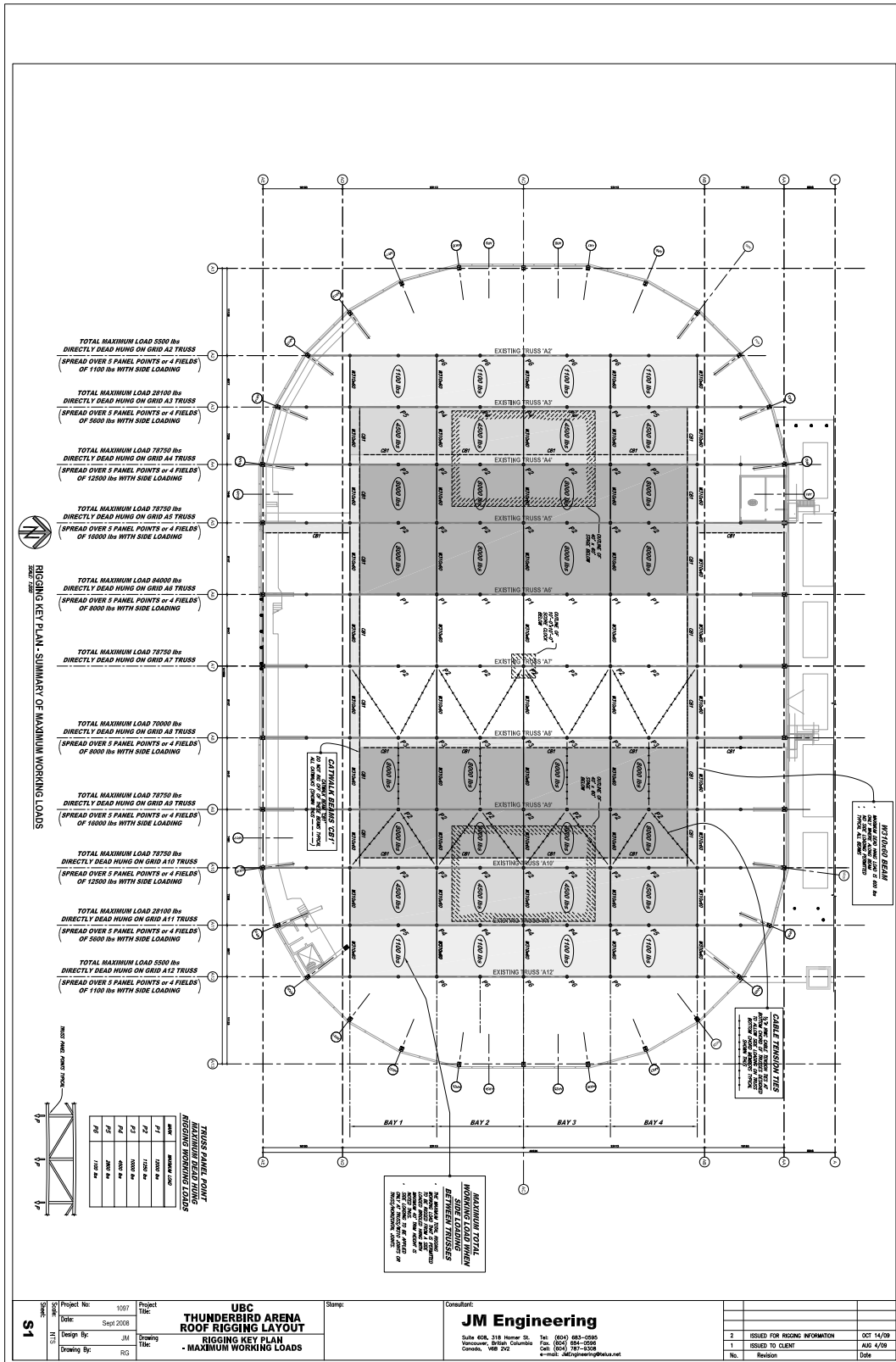
The UBC Thunderbird Arena has four (4) Lycian spotlights (2,000 watt) with a Telex intercom system. There are multiple possible spotlight locations around the perimeter of the Arena.

### **Forklift/Lifts**

One (1) 5,000 lb. forklift available and one (1) 25' scissor lift.

### **Rigging**

Distance from the Arena's floor to ceiling is 49 feet at centre ice and 47 feet at the dashouts. Arena rigging plans are available from the events department. All rigging plans, including the weight of each point, must be submitted to/approved by Management prior to load in.



## Electrical - Show Power

Show power is split from two separate transformers as noted below as "A" and "B". All panels have camlock connections (male and female)

Location	Qty.	Amps	Phases	Distance From Stage	Transformer
South East/Backstage Left	1	200	3	100'	A
North East/Backstage Right	2	400	3	100'	B
South/Mid Stage Left (floor)	2	200	3	140'	B

## Load-In

Show load-in is located at the southeast corner of the Arena. There are two (2) loading docks with a 20'W x 12'4"H roll-up door. There is one (1) 14'W x 14'H roll-up production drive through with direct access to the back stage left of the UBC Thunderbird Arena's arena floor. There is ample parking for trucks and buses in a secured production parking area with a 200 amp 3 phase disconnect for bus power.

## Dressing Rooms

There are four (4) large team dressing rooms, and two (2) smaller officials rooms on the north end of the event level. All dressing rooms are equipped with full bathrooms (toilet, shower, and sink).

## Production Office

There is one (1) large and two (2) small production offices available on the north end of the event level. The Production Offices are equipped with permanent telephone data lines.

## Pyrotechnics

A University of British Columbia permit issued by the Campus Planning Department is required for any and all pyrotechnics used in the building or anywhere on the premises. There will be a designated room used for storing pyrotechnics. Building will supply fire extinguishers at the show's expense. British Columbia law demands that a British Columbia licensed pyrotechnic technician must be present whenever pyrotechnics are used at UBC Thunderbird Arena.

## Haze

Use of haze requires system monitors. Hourly rates apply.

## Locks and Keys

Locker/dressing rooms may be secured with keys. Keys for each room may be checked out through the Operations Office. All persons who sign out keys will be responsible for return of the keys at the conclusion of the event.

## Scoreboard

The Arena has a state-of-the-art scoreboard located in the Arena of the arena bowl. The scoreboard is 16' in height and 19' x 9" in width.

## **Sound System**

The UBC Thunderbird Arena house sound system provides a full range of high power sound to all seats in the Arena including the concourse and club lounge areas. The system is made up of distributed sound clusters that include inboard mounted speakers to ensure coverage on the Arena floor.

## **Intercom**

The UBC Thunderbird Arena has an in-house headset communication system that includes house lights, video/scoreboard control room, camera positions, dressing rooms, and spotlights. The arena dry lines to all spotlight locations are 6 pin XLR.

## **Lighting**

The house lights are controlled from the press box on the north side of the Event Level. The venue lighting consists of (46) 600-watt LED fixtures, providing an average of 83 foot candles. The LEDs can be augmented for events with an additional (30) 1,500-watt Metal Halide fixtures to provide an average of 171 foot candles.

## **Telephones and Internet**

Telephones and internet can be installed in most of the dressing/locker rooms or other Arena locations, if they are not already in place. There are internet connections and VOIP phones in each of the production offices.

## **Emergency Equipment**

Fire sprinklers, smoke sensors and fire extinguishers are located throughout the Arena and office areas. An electrical generator, for life safety light and sound only, is available in case of an emergency.

## **Event Equipment and Services**

The UBC Thunderbird Arena can provide a full range of event equipment and personnel including ushers, ticket-takers, security, stagehands, cleaning, operations and technical support. Please read additional rate document for more information.

## **General Admission**

General Admission or "festival" seating is permitted only with the UBC Thunderbird Arena management approval.

## **Parking Area**

There is a 1,600 space parkade directly across the street from the venue (Thunderbird Parkade) and another 30 space surface lot directly behind it (Lot B1). Plus there is another 1,000 space parkade a few minutes walking distance north of the venue (Health Sciences Parkade). There is street meter parking all around the venue.

UBC Parking operates the largest university parking operation in Canada overseeing more than 8,300 parking spaces. For more information, please visit [www.parking.ubc.ca](http://www.parking.ubc.ca)

## **Parking Charges**

The UBC Thunderbird Arena currently does not control paid parking lots, but can arrange limited parking permits.

## **Tour and Show Trailer Parking**

Parking will be provided on the south and east side of the building located near the loading dock. This area will be restricted to show employees and UBC Thunderbird Arena employees.



## **Event Requirements and Staffing**

The UBC Thunderbird Arena will provide all event-related staffing. The UBC Thunderbird Arena requires general event staff and security for the building and perimeter. Additional security may be added to the event, if in management's opinion the safety of the public requires it. All event requirements must be coordinated with and approved by the UBC Thunderbird Arena at least fourteen (14) days prior to the event. If an event is canceled for any reason other than an act of God, a refund will not be made.

## **Security**

The UBC Thunderbird Arena provides and the tenant must pay for all guards, police, fireman, ticket takers, and ushers to properly staff each event. All security-staffing requirements are subject to the approval of the Manager and will be set in a manner which is fair and reasonable to the tenant but which also protects the interests of the UBC Thunderbird Arena and the University of British Columbia. The tenant may be required to provide security in the following areas:

1. Loading dock areas.
2. Emergency exits.
3. Registration areas or other entrances from the time of initial occupancy until the completion of move-out.

## **Food and Beverage**

All concessions and catering are operated and controlled by UBC Thunderbird Arena. The Arena will determine the number of stands required to serve the public. All arrangements for serving food and beverages should be made through UBC Thunderbird Arena Management.

## **Catering**

Catering is also available through onsite caterer. Please forward backstage and beverage requirements to Thunderbird Arena Management

## **Merchandise/Novelties**

All programs, novelties, t-shirts, souvenirs, etc., must be sold by the UBC Thunderbird Arena or its authorized representative. All such merchandise must be consigned over to the UBC Thunderbird Arena or its authorized representative before the event. The UBC Thunderbird Arena or its authorized representative will take a beginning and ending inventory, handle the financial settlement, and pay the tenant or tenant's authorized representative. The sale of these items is subjected to a commission to the Arena as specified in the license agreement. This commission is applied to gross sales after deducting any applicable taxes. For any questions concerning the sale of merchandise, contact the Facility Manager at the UBC Thunderbird Arena.

## **Decorations**

Decorations are not permitted on ceilings, painted surfaces, columns, fabric, portable folding partitions, decorative wall or fire sprinklers. All decorative materials must be flameproof in accordance with the City of Vancouver and the UBC Planning Department regulations. Upon request, the Events Arena personnel will install large decorations, banners, etc., for which the tenant will be charged at the prevailing labor rates. No helium balloons, adhesive backed decals, signs, etc. are permitted to be given out on the premises.

## **Freight Deliveries and Crate Storage**

The UBC Thunderbird Arena will not accept advance freight shipments for exhibitors or tenants, unless otherwise agreed to in writing.

## **Taxes**

Federal tax is 5% on Food and Beverage and 12% on Merchandise.

## **Washrooms**

Thunderbird Arena is equipped with eleven (11) front of house washrooms. The concourse level has six (6) washrooms, three (3) female, two (2) male, and one (1) family washroom. The event level has five (5) washrooms, two (2) female, two (2) male, and one (1) family washroom.

# TICKETING

## **Box Office/Ticketing**

The UBC Thunderbird Arena offers full box office services through Ticketmaster and internet sales at [www.ticketmaster.ca](http://www.ticketmaster.ca).

## **Box Office Rates and Regulations**

1. The UBC Thunderbird Arena has implemented a facility fee surcharge to be included in the price of each ticket. This covers the costs associated with funding the maintenance and upkeep to the facility.
2. The UBC Thunderbird Arena withholds complimentary tickets equal to 1% of manifested capacity for each performance. In a reserved seating configuration, management shall determine the location of its complimentary tickets.
3. The UBC Thunderbird Arena shall order, audit and determine sales outlets for all tickets sold for Arena events. Management shall have complete custody and control of all monies received from the sale of tickets for the purpose of applying same toward payment of any balance for rent or otherwise due the Arena. All money received from ticket sales shall be deemed held in trust by the Ticketmaster as a bailment for the benefit of ticket purchasers. At no time will tickets be placed on sale unless a contract is signed and record of deposit is on file

## **Settlement**

Ticket master provides a box office statement and settlement of all monies owed within a prescribed time.

# PATRON POLICIES

## **Guest Conduct**

The UBC Thunderbird Arena strives to provide its guests with a safe, comfortable, and enjoyable atmosphere. Therefore, the UBC Thunderbird Arena has established the following guidelines:

1. Guests interfering with other guests' ability to enjoy the event may be subject to ejection.
2. Guests using foul or abusive language or inappropriate or unacceptable gestures may be ejected from the UBC Thunderbird Arena.
3. Guests appearing to be under the influence of alcohol or any illegal substance may be ejected from the UBC Thunderbird Arena and turned over to the authorities.

## **Guidelines for Exhibiting Motorized Vehicles**

The following items are not permitted to be brought into the UBC Thunderbird Arena:

1. Aerosol cans

2. Air horns
3. Alcoholic beverages or illegal drugs
4. Animals (except certified service dogs for the disabled)
5. Backpacks
6. Beach balls and other inflatable items
7. Bota bags or wine skins
8. Bullhorns or noise makers
9. Cameras or recording devices (varies by event)
10. Confetti
11. Fireworks, firearms, or other weapons
12. Glass bottles or aluminum cans
13. Ice chests (coolers) or thermos containers
14. Laser pointers
15. Outside food or beverage
16. Skateboards or roller blades
17. Sticks or clubs (including signs attached to sticks)
18. Stools or folding chairs
19. Water bottles or mugs

#### **Guidelines for Exhibiting Motorized Vehicles**

1. There shall be no refueling of vehicles inside the building.
2. There shall be an adequate amount of fire extinguishers of an approved type in and around the area where the vehicle is being displayed.
3. Vehicle keys must at all times be readily available to UBC Thunderbird Arena Management.
4. Any vehicle with any type of leak will not be permitted to be displayed.
5. Keys for unattended vehicles or vehicles remaining overnight must be given to the UBC Thunderbird Arena Management
6. The maximum amount of fuel contained shall be no more than 1/4 tank or 5 gallons per vehicle.
7. Batteries must be disconnected at all times while in the building except for move-in and move out.
8. There shall not be any storage of flammable fuel in the building except for that which is in the vehicle.
9. There shall be no repair work done on vehicles while inside the building.
10. Fuel tank doors must be locked or fuel caps taped shut.
11. Vehicles may not be started except for move-in and move-out.
12. Cleaning of vehicles is the responsibility of the vehicle owner and must follow Arena policies

#### **Leaflets/Brochures**

Distribution of any printed materials or selling of any items is prohibited on the UBC Thunderbird Arena grounds, including the immediate exterior and inside the Arena. There is a one block "vendor free" zone surrounding the Arena.

#### **Re-Entry into the UBC Thunderbird Arena**

Once a patron leaves the Arena during an event, there is no re-entry permitted unless another ticket is purchased with the exception of medical or emergency situations.

#### **Re-selling of Tickets (Scalping)**

Re-selling of tickets by private parties is prohibited on the UBC Thunderbird Arena property and for a one block radius around the Arena.

## **Selling of Illegal Merchandise (Bootlegging)**

Selling of illegal merchandise (merchandise not sold under the approval of the UBC Thunderbird Arena management) is prohibited on UBC Thunderbird Arena property and in a one block radius around the Arena and is subject to confiscation.

## **Sponsorships**

Signage rights inside and outside the UBC Thunderbird Arena are owned by the UBC Thunderbird Arena. Advertising signs or banners tenants wish to display must be pre-approved by the UBC Thunderbird Arena.

## **Cameras and Recording Devices**

As a general rule, cameras and recording devices of any kind are not permitted inside the Arena. This is subject to change on an event-by-event basis. If by chance, a patron brings a camera or recording device to an event, the patron will be asked to return that item to his or her vehicle. The UBC Thunderbird Arena cannot hold any personnel property belonging to a guest.

## **General Rules**

Helium balloons are not allowed in the building. The UBC Thunderbird Arena does not allow the use of any adhesive tape. Stickers and adhesive-backed decals are not to be given out in or around the building. Nails and screws are not to be driven into the UBC Thunderbird Arena floor, ceilings, chairs and walls.

# HEALTH AND SAFETY

## **First Aid**

First Aid is located on the north side of the event level.

## **Smoking Policy**

Smoking is not permitted anywhere on the property of the Doug Mitchell Thunderbird Sports Centre.

## **Alcohol**

Bringing in alcoholic beverages into the UBC Thunderbird Arena is strictly prohibited and may result in possible criminal charges. Consumption of alcohol is restricted to certain areas and must be purchased from an approved on-site vendor.

## **Drugs**

Thunderbird Arena management has a zero tolerance policy regarding illegal drug use and possession. Any use or possession of illegal drugs will be brought to the attention of the local RCMP.

## **Search Procedures**

All patrons entering the venue are subject to search. Failure to permit a search of one's person or property is grounds for rejecting entry onto or into the property.

## **UBC Hospital Urgent Care**

The UBC Hospital is located 550m north on Wesbrook Mall from the venue. The UBC Hospital Urgent Care Centre offers specialized treatment for non-life threatening emergencies by emergency trained physicians and nurses. The

hospital is open daily from 8:00am-10:00pm.

## **Event Passes**

If the client wishes to provide production personnel with event accreditation, it is imperative the client provides security with models. Ample passes should be available for local working crews and facility management personnel.

## ACCESSIBILITY

### **Features for Patrons with Disabilities**

All entrances to the concourse level of the Arena are wheelchair accessible. Designated disabled parking is conveniently located on Thunderbird Boulevard. Additional parking is available around the arena. Elevators are available inside the Arena to provide access between levels. Wheelchair accessible seating is distributed at locations around the Arena. The Arena is equipped with wheelchair accessible restrooms and drinking fountains. Contact Thunderbird Arena Management for more details.

## RENTAL POLICIES

### **First Hold**

Requests for tentative date(s) that are made inside twelve (12) months of the event are held for two months, after which time the Arena Management reserves the right to request the date to book another event on the date(s) being held, with notification to the potential renter. Those desiring date(s) to be held more than two (2) months without an executed contract should make a request to the Arena Management and, with the Management's approval, will be granted up to one (1) month extension. Potential renters shall not assign or transfer any right or interest in tentative hold dates, including without limitation, the right to receive any payment without Management's approval of such assignment. Any such assignment without approval of Management shall be null and void. When a contract is fully executed and the appropriate deposit is received, tentative dates then receive the status of confirmed.

### **Second Hold**

Facility and date(s) reserved on a second hold are held pending execution of a contract or the release of the first hold dates. In the event the first hold dates are released, second hold dates receive first hold status upon notification to the second party.

### **Challenges**

If a potential renter makes a request for a tentative date being held by another party, they will be given a second hold. If the party requesting the second hold wants to challenge the date(s), Arena Management will give the first hold possessor written notice of the challenge and the first hold possessor will have seventy-two (72) hours to make a non-refundable deposit pursuant to the deposit schedule. Upon payment of the deposit, the first hold possessor will be granted the date and will have fourteen (14) days from the date of receipt of the deposit to sign and return a contract. If the executed contract is not received by the Arena within fourteen (14) days, the date will then be made available to the second hold possessor. The second hold possessor will have seventy-two (72) hours from receipt of written notice or the availability of the date to return a signed contract and make a non-refundable deposit pursuant to the deposit schedule. First priority event holds may not be challenged by lower priority events. When a contract is fully executed and the appropriate deposit is received, the date is now confirmed and is no longer subject to a challenge.

## Hold Sequences

When two (2) potential renters are vying for the same act, the promoter who signs the act receives the contract for the date(s) regardless of the hold sequence.

## Confirmed

The dates are considered confirmed only upon execution of the UBC Thunderbird Arena Rental Agreement specifying all details of the commitment (including receipt of appropriate deposit) by the event sponsor/promoter and the Arena's Manager.

Once the contract is prepared, it will be sent to the event sponsor/promoter. From the date of the contract, the Arena will continue holding the date(s) without a properly executed contract for fourteen (14) days. If the executed contract is not returned within this time limit, the Arena may contract with other parties for the use of the building on the same date(s), without notification to the potential renter. The original contract must be signed and returned to the Arena with the required deposit. The Arena Manager will then return a signed fully executed contract to the renter. The properly executed contract, deposits and insurance certifications must be in the office of the Arena Manager fourteen (14) days prior to the event or the Arena reserves the sole exclusive right to cancel the event. Persons booking events less than fourteen (14) days out must provide the aforementioned materials upon the booking date. No variance from the Arena's contract may be made in any case except upon prior written approval. All requests for changes to the contract must be received at least fourteen (14) days prior to the event.

## Deposit Schedules

Deposits are required for all activities upon execution of the contract. Licensee shall pay to the Arena the initial required deposit in a form acceptable to Management, as per the following schedule:

Date Event Booked	Deposit Amount
0 - 12 Months Out	A specified amount with the return of the contract. Normally 50% of the minimum facility rental fee
More than 12 Months Out	10% of required minimum rent with the return of the contract. An additional 40% deposit will be due six months prior to the first day of the event
Challenge Date	Challenger pays specified deposit (50% of the minimum facility rental fee) upon securing the date(s) challenged

The balance of the facility user fee shall be paid upon completion of the event, unless otherwise agreed. Deposits not conforming to the above schedule shall cause the renter to forfeit any initial deposit made and the release of all date(s) for the event. Contracts will be issued one year in advance of the event or immediately if the event is booked less than twelve (12) months from the requested date.

## Scheduling Policy for Auxiliary Spaces

When rooms and spaces that are not associated with the rental and use of the facilities by a contracted event, reservations can be made for private functions throughout the Arena. Rates will depend on the space utilized, the time of the event and whether catering is involved. The Arena's Manager will have sole discretion over the terms of use:

1. Meeting rooms

2. Executive Board Room
3. View Lounge
4. Corporate Suites
5. Green Rooms
6. Concourse space

Reservations for use of special rooms in the UBC Thunderbird Arena will be made through the Arena administration offices. Requests will be submitted to the Manager's Office who will schedule events in consultation with Catering Food Services Administrator if food and beverages are required. All catering needs must be supplied by the onsite catering partner, which will provide set-up and breakdown services. The UBC Thunderbird Arena will staff each event with a custodian(s) assigned to the area and will close the building, if held after normal weekday business hours. An additional charge for custodial service for weekend events is required. Charges for all equipment, staffing and catering will be quoted prior to reservation approval.

### Facility Rental

UBC Athletics has the flexibility to negotiate industry standard market rate deals, flat all-inclusive deals or percentage deals. Approval for event bookings may be subject to the UBC Community requirements including the RCMP. Submittal of a rental application does not guarantee that the event will be booked or dates held. UBC Athletics will consider the following when evaluating usage requests:

1. The income potential to the venue from the event.
2. The economic impact on the community.
3. The development of repeat business.
4. The reputation of the UBC Thunderbird Arena as a venue for quality event programming.
5. The risk and liability for the UBC Thunderbird Arena and the public.
6. The ability of the promoter/presenter to successfully finance and produce the event.
7. The balancing of programming presented to the public.

### Rent

- Per day rates are for activities between 8:00 a.m. and 11:59 p.m.
- All renters must utilize the Arena's Ticketing, Stagehands, Food Service and Guest Services providers, unless specifically approved in writing by Arena Management.
- Renter is responsible for all proper Insurance coverage, Licenses, Permits, Taxes and Fees.
- All applicable taxes apply to the rental rate and a facility improvement fee applies to all tickets.
- Before a requested date is confirmed, UBC Athletics must receive a completed and approved application, the required deposit and a fully executed contract.
- At the conclusion of the event, the renter will be responsible for settling all outstanding facility expenses. The renter will be presented with all available documentation of expense to include, but not be limited to: rental balance, ticketing expenses, labor expenses, equipment rental, taxes and catering expenses.

### Rental Rates Include

- Use of installed public address system and existing general lighting. (Does not include spotlights.)
- Event attendants to service restrooms and hall during normal event and clean-up following event.
- Loading facilities, available storage during event, and show office.
- Event Services Representative to act as liaison at all times with the facility and its services.

### Reimbursable Expenses

In addition to the rental fees, vendors shall pay the direct labor and technical expenses related to the event. These reimbursable expenses include, but are not limited to the following:

1. Security

2. Guest Services Personnel
3. Ushers
4. Ticket Takers
5. Police and Fire Department Staffing
6. First Aid/Medical personnel
7. Stagehands
8. Show power
9. Required specialized labor (ex. electricians)
10. Extra event labor for box office, setup, janitorial or maintenance
11. Equipment rentals (Fork lifts, spotlights, tables, chairs, etc.)
12. Catering
13. Business Arena
14. Extra phone and internet lines

### **Liability Insurance**

Each tenant must provide public liability insurance to the UBC Thunderbird Arena with a Certificate of Insurance covering the following items:

1. Comprehensive
2. Premises-Operations
3. Contractual

The limits of this insurance should not be less than \$2,000,000/\$2,000,000/\$2,000,000 naming the University of British Columbia as Additional Insured. A certificate of insurance from a company acceptable to the UBC Athletics must be received not later than 10 days prior to the event date. High-risk events as determined by the UBC Athletics must carry insurance in the amount of \$5,000,000/\$5,000,000/\$5,000,000 and coverage must include riot insurance. In addition to the coverage required above, if a tenant or exhibitor distributes or sells any items at an event, the tenant must also provide liability coverage for "Products/Completed Operations Hazard." If a tenant uses an outside contractor (i.e. decorator), "independent contracts" liability coverage must be provided. Tenants who fail to provide the required coverage will not be allowed in the building until all such requirements are met. Tenants should refer to License Agreement for specific requirements or insurance coverage.