

THE BOW

Additional Services - Floor 54

H&R can arrange a number of additional services for events on floor 54. The costs of these vary depending on the timing and what is ordered and will include an administration fee. The last page of this document lists costs for these services. Fees are subject to change. Please contact our Events Team at 403-817-6645 or bowevents@hrproperties.ca for further details of specific costs where applicable.

After Hours Heating, Ventilation, Air Conditioning and Lighting

These services will be adjusted if the event is held after hours (after 6 pm).

Blinds

The operation of the blinds on the Skygarden floors in the atrium is controlled by the building management system. The blinds are lowered automatically when the sun is out to reduce the heat load on the floor. These blinds cannot be adjusted.

The blinds in the Mountain View Room and the Auditorium can be adjusted, if needed. Blackout blinds are also available in both the Mountain View Room and the Auditorium. The AVI-SPL technician will adjust the blinds as requested by the sub-tenant.

In order to avoid damage to the blinds, please ask guests not to pull at the edges of the blinds in order to look out the windows.

Audio Visual

Both the Auditorium and the Mountain View Room have advanced audio visual facilities. To access these you will need to identify the services required and book the technician with H&R. The sub-tenants designated technician will contact the H&R technician. They will work in conjunction with each other to ensure all needs are met. Access to the audio visual facilities is not permitted without the H&R audio visual technician being present. If the H&R technician is required to work more than 8 hours per day, the sub-tenant will be charged for the overtime hours. If there are two events running simultaneously and an additional technician is required, H&R requires a week notice to book the technician in.

A/V facilities include lecterns and microphones. If computers are needed, sub-tenants are responsible to provide the computer. Video teleconferencing is available, but requires testing before each meeting. An extra charge may be allocated for this service.

Catering

If caterers will be onsite to serve food, a work permit must also be completed. Caterers will be expected to clean the prep room at the end of the event. The building cleaners will mop the floor. You will be charged for any cleaning required if the caterers do not clean up satisfactorily after the event. You will also be charged for any kitchen or catering equipment that goes missing at the end of your event.

Meals can also be ordered through THE BOW catering service. (See the link on your company website.) If you choose not to use this service, you must use the site to arrange delivery of your food to the floor.

Water will be available for all meetings and coffee will be available, if requested. There will be a charge for this service.

Candles, helium balloons and open flames are not allowed in the atrium area. Chafing dishes **must** be lit once inside the buffet area. Do not light in any open areas before entering the buffet area due to the safety mechanical systems.

Furniture Moves

Requests to have the furniture removed for events in the Atrium and pre-function spaces are to be made to the Events Coordinator at H&R for approval. Requests are to be detailed, including time, specific furniture and provided in writing. Furniture movers are to be hired by and organized by the Events Coordinator at H&R.

Inventory

There are a number of supplies available to event holders on the 54th floor. Below is a list of the furniture and supplies available upon request. There is no charge for the use of these items.

Item	Quantity
Classroom chairs with wheels	56
Banquet chairs (grey)	122
Banquet chair covers	10
Banquet chair racks	33
Circular Banquet table racks	4
Banquet Tables	15
Rectangular tables	28
4 sided table cloths	3
Registration table cloths	2
Stanchions	14
Private Event Sign holders	6
"Tent pole" easel sign holders	6
Flip charts w/ paper pads	4
Marker Packs	6
Silver easel sign holders	4
Short rectangular tables	1
Protective buffet screens	7
Table Number Holders	24
Brown USB tables	3
Coat Hangers	255

Dishes & Cutlery

The catering prep kitchen is equipped with cutlery and plates for 180 people. Caterers are allowed to use these items, however, they must be washed and placed on the racks when the event is completed. If anything is broken or lost, there will be a fee to cover the replacement cost of the items.

Serving Alcohol

Liquor licences are required if you are serving alcohol at an event. Caterers who are supplying liquor are responsible for providing the licence.

Room Layout

The Mountain View Room has several layout options depending on its use. Please specify which option you require when booking the event. The layouts take into account safety code access/egress and use of the space. Any alternate layout must be submitted for approval at least ten working days before the event. All furniture must be moved by H&R staff.

Stanchions

Retractable stanchions with sign holders are available for use by the sub-tenants to block off private events. Stanchions cannot be placed in a way that will block fire exits.

Events Personnel

H&R has event assistants that are trained to assist in the following areas:

- serving food and drinks;
- coat check;
- registration;
- security.

There is no charge for the events assistants during regular business hours but if after-hours assistance is required, overtime will be charged.

If you have additional staffing requirements for your event, H&R can provide event staff. One week's notice is required for booking these services and there will be a 4 hour minimum fee charged.

Decorations

Tablecloths, napkins and flowers can be ordered. Sub-tenants will be charged back all costs plus an administration fee for these services. Tablecloths for registration tables will be provided at no cost. Any additional tablecloths can be ordered through H&R but costs will be charged back.

All decorations must be approved beforehand. No decorations are to be hung from ceilings or trees, placed in the planters, or wall mounted. Candles (open flame) and helium balloons are not allowed.

Keys & Access Cards

If keys or access cards are needed for outside contractors, speakers, etc., they must be ordered 24 hours in advance of picking them up. Arrangements will be made between H&R and the event contact person for pickup of the keys/cards at the H&R Security Desk, Main Lobby. A sign out sheet will be completed as proof of pickup/drop-off.

All doors must be locked when rooms are not occupied and at the end of each event.

Green Room

The Green Room is available for speakers, special staff members, etc. It can be booked through H&R.

Signage

Sign holders are available for special events. Signage inserts are the responsibility of the sub-tenant, and should fit within the sign holders. Large signs should be placed on easels.

Sign holder Dimensions

Stand-alone portrait sign holders: 12" x 18"

Stanchion portrait sign holders: 11" x 17"

Existing easel signage: 3' x 4'

Work Permits

Work permits are required for all visitors who enter the building (contractors, caterers, etc.) and will be doing any type of work. The application for a work authorization permit must be made 48 hours (2 working days) prior to the start of work. Once completed the forms should be sent to bowservice@hrproperties.ca. If work permits have not been approved by H&R, entry into the building will not be allowed.

Insurance certificates and WCB forms are needed for work permits and are also required 48 hours before the start of the event.

Pre-Access

Arrangements must be made with H&R if access is required before the day of the event

Parking

Parking is available in the parkade. Regular parking fees apply.

Deliveries

All deliveries should be coordinated by the sub-tenant through the dock master at the loading dock. Freight elevators are available but may not be reserved during business hours. Wheels on carts must be rubber or plastic and designed not to scratch or mark surfaces. The main surfaces of carts must be made of plastic with rounded corners.

For heavy loads, double ¾" plywood must be laid down starting at the freight service elevator lobby for the entire route to where the item will be placed. The reason for this is that the floor is a raised access floor system (not solid like concrete floor). If the plywood is not laid down the heavy weight will shift the floor system and cause damage. It will be the responsibility of the sub-tenant to ensure the moving company adheres to this requirement and provides the double ¾" plywood.

Elevator Sizes

Service elevators are available for deliveries that require dollies, etc. The size and capacity of the elevators are as follows:

S35 holds 5,000 lbs. maximum
Door opening 4'4"W x 8'H
Elevator cab 5'2"W x 8'3"L x 12'H (with plywood hoarding)

S33/34 holds 4,500 lbs. maximum
Door Opening 4'4"W x 9'H
Elevator Cab 5'4"W x 7'9"L X12'H

S39 holds 4,500 lbs. maximum
Door Opening 4'4"W x 7'8"H
Elevator Cab 5'4"W x 7'9"L X 10'H

Storage

There is no storage available at the loading dock or catering areas on B2. If rental equipment must be brought in prior to events, arrangements are to be made with H&R for approval and an agreement must be signed to waive all responsibility of loss or damage to H&R.

Registration Tables in Main Floor Lobby

H&R will provide a registration table and two chairs in the main lobby and/or at the meeting site if the sub-tenant requests it. Tables are to be set up to ease access in to the building for event holders as well as for registrations for external events leaving from the building. Event holders are responsible for cleaning and disposal of garbage.

General Cleaning

Building cleaners will do a general cleaning of the area(s) after each event.

The cost of repairs or cleaning as a result of any damage to finishes, furniture or fixtures will be charged to the sub-tenant.

Regular cleaning staff hours are:

7:30 am – 3:30 pm (daytime)
5:00 pm – 10:00 pm (evening)

Bee Clean After Hours Supervisors:

Encana Contact Lal at 587-228-8471
Cenovus Contact Lanum at 403-818-4116

Arrangements for cleaning during events (e.g. lunch break) can be accommodated when requested at the time of the booking by the sub-tenant.

First Aid Kit & Automated External Defibrillator (AED)

A first aid kit is available in the shared kitchen in the drawer next to the microwave. An AED will be mounted on the wall in the shared kitchen shortly.

H&R After Hours Contact:

24 Hour Command Centre (Security) 403-817-6630

Fire Wardens

It is the responsibility of the sub-tenants to have a fire warden available for each event. It is recommended that there is one fire warden available for every 50 guests attending events. After hour fire watch services are available for an additional fee and should be requested five business days prior to the event date.

Health & Safety

Please do not block or interfere with walkways, regular exits or fire exits. All cords, cables, and wiring must be stored in its proper designated area and when in use, should not pose as a tripping hazard.

Comments/Concerns/Feedback

All comments, concerns, or questions should be sent to Krista Hudson at: kristahudson@hrproperties.ca

Service Charges and Fees

Below is a list of cost for additional services on the 54th floor. Please note that these fees are subject to changes. If you have any questions regarding the additional fees, please contact Krista Hudson.

Beverage Charges

Beverages are provided for events upon request through the H&R Events Team. The beverages are provided based on the number of event attendees, unless specific requests are made. Requests should be made three business days prior to the event. There will be a charge for this service. Coffee and tea prices include the cost of cups, sleeves, lids, cream and sugar.

Juice

Charged per beverage consumed
\$1.07 per juice

Pop

Charged per beverage consumed
\$ 0.75 per pop

Coffee

Charge per 30 cup flask
\$26.72 per 30 cup flask

Tea

Charged per tea packet
\$0.56 per tea

Event Assistant Overtime

If an event requires an Events Assistant to work additional hours in a day, the overtime will be charged back to the subtenants. If they are required to come in after-hours or on weekends there is a three hour minimum charge. A minimum of five business days' notice is required to book additional staffing time.

Event Assistant Overtime Rate

\$32.78 per hour

Audio Visual Technician

If an event requires an additional technician from AVI-SPL to run the AV/IT equipment, the additional tech will be charged back to the subtenants. If they are required to come in after-hours or on weekends there is a four hour minimum charge. A minimum of five business days' notice is required to book an additional tech. Cancellations must be made 24 hours in advance to avoid being charged.

Audio Visual Technician Rates

Regular Hours: \$115 per hour
Overtime Hours: \$172.50 per hour

Additional Security Guard

For after-hours events, we recommend that there is one security guard present for every 50 attendees. H&R can schedule additional guards for a fee, for both regular and after-hour's events as required. Requests must be sent five business days prior to the event day. There is a three hour minimum charge.

Security Guard Fees

Regular Hours: \$25.47 per hour
Overtime Hours: \$37.00 per hour