

## VENUE RENTAL FAQ'S

### **CAN I PUT A RENTAL SPACE ON HOLD? IF SO, HOW LONG?**

Yes, you can place a complimentary hold on a rental space for your preferred event date. This date will be held for a three-week period, then will automatically be returned to inventory without notice. To place a room on hold, click [here](#) to provide us some details about your event and place you in contact with our rentals department. Note that, our holds are a courtesy and do not secure you the space - until a deposit is received, all holds are subject to Museum programming/internal requirements. If your date is challenged, then will you be required to proceed with a contract and deposit payment, or to release the date. If the three-week period passes with no action on your behalf, the hold expires without notice.

### **HOW FAR IN ADVANCE DO I NEED TO BOOK SPACE?**

The Museum will not book events that occur less than two weeks before an event date. For this reason, we recommend booking a space as far in advance as possible. Peak periods book up quickly, and Museum programming/internal needs also necessitates booking rooms as early as you can.

### **CAN I DO A SITE VISIT?**

Site visits can be arranged during the Vancouver Maritime Museum's (VMM) operational hours by pre-booking only. To book a site visit, click [here](#) to provide us some details about your event and to place you in contact with our rentals department who will contact you to schedule an in-person visit.

### **WHAT IS INCLUDED IN MY RENTAL COSTS?**

Included with your rental is COV security personnel, an VMM event liaison, building services (custodial) staff, catering staging area, access to sink, fridge and counter space, and storage for rental items for drop-off and pick-up. The facilities are wheelchair accessible, including all rental spaces, and washrooms. You also have access to twelve 5-foot rectangular banquet tables, five cocktail tables, a portable bar, and 90 folding chairs. Note that all set up and take down of the event, including museum provided furniture, is the renters responsibility.



## **DOES THE MUSEUM INCLUDE ANY OTHER FURNITURE?**

We do not have furniture other than the bar, tables and chairs VMM provides access to. Anything else will have to be rented or brought in by you. By working with a catering company, they can often make arrangements to rent these items for you or do any set up and clean up for you.

## **WHO WILL SET UP FURNITURE?**

It is your responsibility to arrange for the delivery, setup and removal of all furniture (including those VMM provides access to), and any other items needed for your event. Make sure to include the time you require for setup and take down when booking to ensure your rental period is sufficient for your plans.

## **WHAT AUDIO-VISUAL EQUIPMENT IS INCLUDED?**

While no Audio-Visual equipment is included with your rental. It is available to use for a low cost.

- Podium/Microphone (Events Gallery only) \$25
- Laptop/Projector/Screen (Events Gallery only) \$50
- Portable Sound System \$25
- Lobby TV Screen (Slideshow - evening events only) \$25
- All AV (evening events only) \$100

You are welcome to bring in any equipment you require for your event.

## **CAN I SERVE ALCOHOL AT THE MUSEUM?**

Provided you have obtained the proper license, yes, it is possible to serve alcohol at the Vancouver Maritime Museum. Our facility is not a licensed venue, so you would be responsible to obtain a Special Events Permit. Caterers are also able to facilitate liquor licensing under certain conditions. You can find out more information about Special Events Permits here: [Apply for a Special Event Permit - Province of British Columbia \(gov.bc.ca\)](https://www2.gov.bc.ca/gov/content/specevents/permits)

All events serving alcohol at the Museum must also obtain liability insurance for the event (<https://eventpolicy.ca/policy/#/9db6b8db-de16-4553-a7f8-2d8dbf5a3260>)



## CAN WE BRING IN OUR OWN ALCOHOL AND BARTENDERS?

Your Special Events Permit License will set forth conditions related to the service of liquor during your event. Clients who have obtained their liquor license are free to purchase the products of their choice. If using a caterer, they can also assist in the selection of products, or with providing service staff. The Museum does not charge a corkage fee, nor does the Museum provide bartender staff. If you are self-bartending, please remember the Liquor License holder should hold a Serving It Right certificate from the Province of B.C. and may not drink during the event. Should the License holder become intoxicated, your liquor service will be halted, and offending person(s) asked to depart for the safety and security of the facility.

## HOW LATE CAN MY EVENT END?

All event organizers, caterers, vendors, attendees or other personnel must leave the facility premise no later than 12:00am (midnight). Any event occurring after 10:00pm is subject to a \$100 after hours fee. *Any overtime in the space will be subject to \$300, every 30 minutes of time gone over agreed rental period.*

## THE MUSEUM REQUIRES INSURANCE. HOW DO I GET THAT?

All rentals at VMM that will be serving alcohol require event insurance, which is your responsibility to obtain. If you don't have coverage already, you can get event insurance in many ways - a simple google search can provide you with several options. Alternatively, you can purchase liability insurance through the City of Vancouver by visiting this link: [Special Events Liability](#) or using your own preferred broker. Feel free to add us, and the City of Vancouver as 'additional insured' on any form. Continue to input the details of your event and it will provide you a quote, method of payment and eventually, a certificate of insurance.

Though rush orders are possible, insurance processing can take some time. We suggest starting this process as soon as you are able, or at the latest, thirty (30) days prior to your event. **We need a copy of your proof of insurance at least one week prior to your event.** Your event cannot proceed without insurance. **If we do not receive proof of insurance before your event, your booking will be cancelled.** Whatever insurance company you end up choosing, VMM requires a minimum \$2,000,000 liability.

## DO I HAVE TO WORK WITH YOUR PERFERED CATERING OUR EVENT?

We do have a list of preferred caterers, and are happy to offer suggestions, however it is possible to use the services of an alternate caterer or self-cater your event at no additional fee. This does generally involve more coordination as the VMM does not organize catering on your behalf. Renters must make sure caterers follow all restrictions and protocols for the museum. We highly recommended a building walkthrough with any outside caterer.



### **CAN I BRING A DJ?**

Yes, entertainment and music add-ons are acceptable. We kindly ask you to run by all confirmed entertainment items with our rentals department prior to your event. All DJ's or live entertainment are responsible for bringing all equipment. Please note, entertainment options may affect the capacity levels in your rental space based on your desired room setup. Also, amplified music cannot be played on the Museum's Terrace past 10:00pm in accordance with City of Vancouver bylaws.

### **CAN I BRING MY PETS?**

Unfortunately, there are no pets allowed, at any time, inside the building. Pets are permitted on the patio, as long as they do not enter the building.

### **WHAT DO THE 'EVENT LIASION'S' DO?**

The Event Liaisons are Vancouver Maritime Museum representatives, usually part of our Visitor Services team, who assist in facilitating the use of Museum spaces on the day of your event. They ensure the client and vendors are aware of the museum's protocols/procedures and enforce them if necessary. Note, the Event Liaisons are support, not your event planner and will not be able to actively participate in running your event.

### **WHAT DO COV BUILDING SERVICE WORKERS DO FOR MY EVENT?**

Building Services Staff are City of Vancouver employees who will vacuum/sweep/mop the room once the event has ended, and your items have been removed. They will not handle any setup or take down of furniture, or any garbage/recycling generated during your event, so make sure your plan includes garbage/recycling removal.

### **WHAT IS SETUP TIME? HOW MUCH TIME SHOULD I ALLOW FOR SETUP DURING MY EVENT?**

*Setup Time:* The period at the beginning of your booking during which you'll load into the spaces and prepare for your guests. Setup includes any furniture, décor, catering, A/V setup and any additional entertainment options you would be arranging. We suggest an hour to two hours for setup to take place, though this varies greatly depending on each client's plans. Timing of the setup should be discussed at time of inquiry.



## **WHAT IS STRIKE TIME? HOW MUCH TIME SHOULD I ALLOW FOR STRIKE DURING MY EVENT?**

*Strike time:* The period at the end of your booking, after your guests have departed, during which you will clean up and load out of the spaces. The strike would include all the items organized during the Setup Time, including removal of décor, catering and equipment (personal items or rentals), all furniture, and any entertainment that needs to be loaded out of the rental space. We suggest an hour to 90 minutes strike, though this varies greatly depending on each client's plans. It is highly recommended there you place someone in charge of strike, such as an event planner.

## **WHAT HAPPENS IF I NEED TO CANCEL AFTER I HAVE PAID THE INITIAL RENTAL DEPOSIT?**

The rental deposit required at time of contract is a non-refundable 50 percent of the total rental costs. If you were to cancel, you would not get the deposit back.

## **WHAT ARE THE DEPOSIT AND FINAL PAYMENT REQUIREMENTS?**

At time of contract, a non-refundable deposit of 50 percent of your total rental costs will be due. Final payment will be due no later than thirty (30) days before the event and will be fully nonrefundable once taken.

## **ANY ADDITIONAL FEES I COULD INCUR?**

If you are playing music, live or recorded, of any kind (other than original compositions) during your event, you will be subject to SOCAN and Re:Sound fees (standard Canadian copyright fees for music). If your event occurs after 10:00pm, you will be subject to \$100 after hours charge. We also offer a visit on board the RCMP St. Roch for your guests for \$100 plus GST per hour. The Museum also charges **\$300 in overtime charges every 30 minutes** you go over your booking's contracted end time, will be invoiced after your event.

## **WHAT TYPE OF PAYMENT IS ACCEPTED FOR RENTAL BOOKINGS**

All major credit cards are accepted (Visa, MasterCard, American Express).

## **WHAT ABOUT PARKING?**

The parking lot in front of the building is operated by EasyPark and requires payment. VMM is unable to provide discounted rates or parking support. You and your guests can pay by credit card at the physical station in the lot, or via phone with the ZipBy mobile app.