



## 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. To place a hold on a room, submit a written request to our rental department at: [sales@museumofvancouver.ca](mailto:sales@museumofvancouver.ca). Until a deposit is received, all holds are subject to Museum programming requirements. If your date is challenged, then will you be required to proceed with a rental contract and deposit payment, or to release the date.

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

We recommend booking space as far in advance as possible. Peak periods book up quickly. Museum programming also necessitates booking rooms well in advance throughout the year.

### **CAN I DO A SITE VISIT ON A WEEKEND OR HOLIDAY?**

Yes, site visits can be arranged during the Museum of Vancouver's operational hours Monday-Sunday. All weekend and holiday site visits will be facilitated by our Visitor Experience team. Any follow-up questions about the spaces or your event can be directed to your Rental Specialist. If you require your Rental Department Specialist to do a site visit, a tour can be arranged Monday-Friday 9:00am-3:00pm, based on availability.

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

Furniture includes: 6-foot and 5-foot rectangular banquet tables, contemporary black stacking chairs or comfortable, well-padded folding chairs. **Please note:** Museum-supplied furniture is intended for indoor use only. Also included: building security personnel, an event liaison, building services (custodial) staff, catering staging room, site visit, access to sink, fridge and counter space, recycling disposal, limited storage for rental items for drop-off and pick-up, and EasyPark group discounts with all rental bookings. The facilities are wheelchair accessible, including rental rooms, washrooms and elevators.

### **WHERE AND WHAT AUDIO VISUAL IS INCLUDED?**

The Joyce Walley Room is our only rental space that includes audio visual components. Included in this space is a podium with built-in microphone plus an additional audio channel, in-ceiling speakers and a large projection screen. A projector can be rented for an additional \$100.00, subject to availability. Additional A/V components can be brought in from the supplier of your choice, and would be set up and struck during the period of the rental booking.

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

Provided that you have obtained the proper license, it is possible to serve alcohol at The Museum of Vancouver. Because our facility is not a licensed venue, you would be responsible for obtaining a Special Events Permit (liquor license or SEL). Caterers are also able to facilitate liquor licensing under certain conditions. Follow this link for further information and fees: <https://specialevents.bcldb.com/>



### **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. Generally speaking, clients who have obtained their liquor license are free to purchase the products of their choice. The Butler Did It 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.

### **HOW LATE CAN MY EVENT END?**

All event attendees must leave the facility premise no later than 11:00pm from Sunday-Thursday, and 12:00am on Friday and Saturday. All event organizers, caterers, vendors, and other personnel must leave the building no later than 12:00am from Sunday-Thursday, and 1:00am on Friday and Saturday. Any overtime in the space will be subject to additional staff and cleanup fees.

### **DO I HAVE TO WORK WITH THE BUTLER DID IT FOR CATERING OUR EVENT?**

The Butler Did It is our preferred caterer, however, it is possible to use the services of an alternate caterer or self-cater your event at no additional fee.

### **DOES THE MUSEUM INCLUDE OTHER FURNITURE SUCH AS HIGH-TOP TABLES & CHAIRS?**

Any additional furniture other than the standard banquet tables and regular chairs will have to be rented. By working with The Butler Did It Catering they are able to make arrangements for these items; [info@butlerdiditcatering.com](mailto:info@butlerdiditcatering.com) or you can contact Lonsdale Event Rentals directly at [events@lonsdaleevents.com](mailto:events@lonsdaleevents.com).

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

Yes, entertainment and music add-ons are acceptable, but are your responsibility to contact and arrange. We kindly ask you to run by all confirmed entertainment items with your rental specialist, prior to your event. All DJ's or live entertainment are responsible in bringing all equipment and their own amps. **Please note:** entertainment options may affect the capacity levels in your rental space based on your desired room setup.

### **WHAT DOES THE EVENT LIAISON DO?**

The Event Liaison is a Museum of Vancouver representative who assists in facilitating the use of Museum spaces. They ensure the client and vendors are aware of the museum's protocols and procedures and will ensure the timely delivery of all services as contracted. This Museum rep will also brief Museum staff on the details of your event. **Please note:** the Event Liaison is **not** your event planner and will not be able to actively participate in running your event.

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

Building Services Staff will set up and put away the banquet tables and chairs the Museum provides. They will vacuum/sweep/mop the room and wipe down the building's tables. Museum of Vancouver staff will be on site for the duration of the booking. Security staff will be on site while public are in the building and have First Aid level II.



#### **WHO WILL SET UP ANY ADDITIONAL FURNITURE I BRING?**

It is your responsibility to arrange for the delivery, setup and removal of any additional furniture, outdoor furniture, or any other items needed for your event. **Please note:** additional furniture may affect your setup and strike time. Details of what you expect to setup must be discussed during the booking process to ensure the period of the room rental is sufficient for your plans.

#### **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 room and prepare for your guests. Setup includes any additional 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 room. The strike would include all the items organized during the Setup Time, including removal of décor, catering and equipment, additional 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. Timing of the strike should be discussed at time of inquiry.

#### **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. Therefore, you would lose the 50 percent of your rental costs.

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

At time of contract, there will be a credit card authorization hold for a damage deposit fee of \$500.00, in addition to the non-refundable 50 percent of your total rental costs. Final payment will be taken two weeks prior to the event and will be fully non-refundable once taken.

#### **WHAT IS A DAMAGE DEPOSIT FEE?**

A credit card authorization hold for the \$500.00 damage deposit will be charged to cover any incidental damage of our facilities or possessions. This fee will only be charged if damage to our facility or possessions is found during or after your event.

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

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