

TCU PLACE

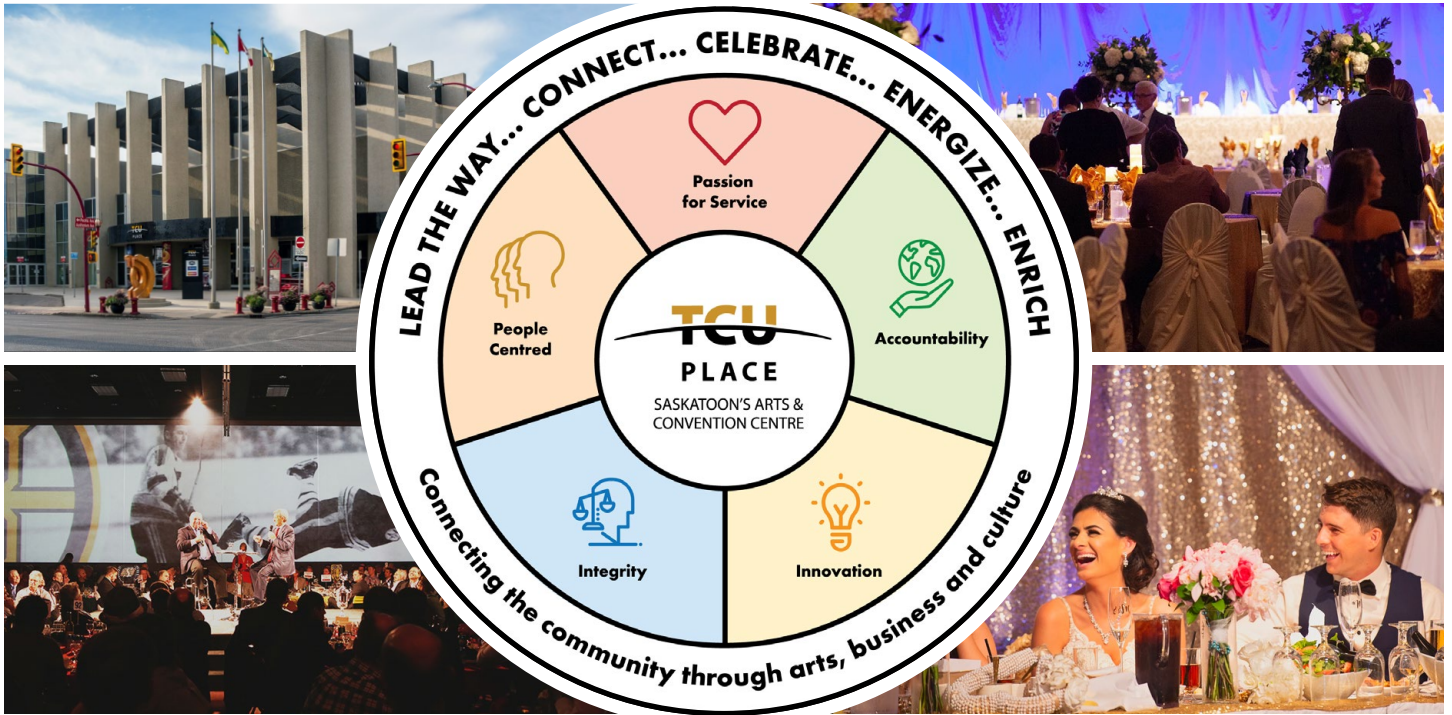
THIS IS YOUR PLACE



OPERATIONAL GUIDELINES



VISION, MISSION AND VALUES



OUR VISION

Lead the way...Connect...Celebrate...Energize...Enrich

OUR MISSION

Connecting the community through arts, business and culture

OUR VALUES

Passion for Service

We are passionate about serving others and creating exceptional experiences

Accountability

We acknowledge and own up to our own responsibilities and seek to exceed expectations

Innovation

We look for ways to make things better, more efficient, and more memorable

Integrity

We are ethical and transparent in every aspect of our work

People-Centred

We care deeply for our community and our team. We work in a culture of warmth and belonging where everyone is welcome

GBAC STAR™ Accredited

TCU Place now has Global Biorisk Advisory Council® (GBAC) STAR™ accreditation for outbreak prevention, response, and recovery. GBAC STAR™ is the gold standard of prepared facilities and provides third-party validation that facilities have rigorous protocols in place for thorough response to biorisk situations.



WELCOME



Welcome to TCU Place! We are thrilled that you have chosen to make TCU Place YOUR place for your event. Our mission is to connect our community through arts, business, and culture, and we do that by Leading the Way – as we Connect, Celebrate, Energize and Enrich. Our team and partners are ready to serve you and your guests an outstanding event experience that lasts far longer than the event itself.

We are invested in your success. During the planning of your event, our experienced team will work with you every step of the way – often becoming an extension of your own team. Our goal is to ensure that plans are in place for a safe, inclusive event, serving the highest quality culinary experiences, and delivering the highest standard of customer service.

This guide is the start of your planning journey and provides resources to assist you and your team to understand our building operational policies and procedures. Allow our expert team members to answer any questions you may have during any step of your event planning process.

We look forward to serving you – now let us help bring your vision to life!

Sincerely,

Tammy Sweeney

CEO – TCU Place

306-975-7779

P.S. – Our team has worked to think of things that you may have questions about so that you don't have to! We may have missed something – and if so, please let us know. Also, we will keep this as current as possible. So that means that things may change, and the current dated copy of this document will supersede any previous versions. This guide and its contents should be reviewed alongside your license agreement. Room rental rates and equipment rental charges can be discussed with your Business Development Associate or Event Coordinator.

For all bookings, please contact

☎ 306-975-7777

✉ tcuplacesales@tcuplace.com

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FACILITY OVERVIEW

- 📍 35 22nd Street East, Saskatoon, SK, S7K 0C8
- 🌐 tcuplace.com
- 🕒 Central Standard Time (no time changes here)

TCU Place is located in beautiful downtown Saskatoon, Saskatchewan. We are one of the most versatile properties in Saskatoon, with 104,000 sq feet of meeting space over three levels, and flexible space that allows attendees to utilize the space for a variety of events. We offer a creative and inspirational environment that will help you create great experiences with our unparalleled facilities and services – no matter what the event.

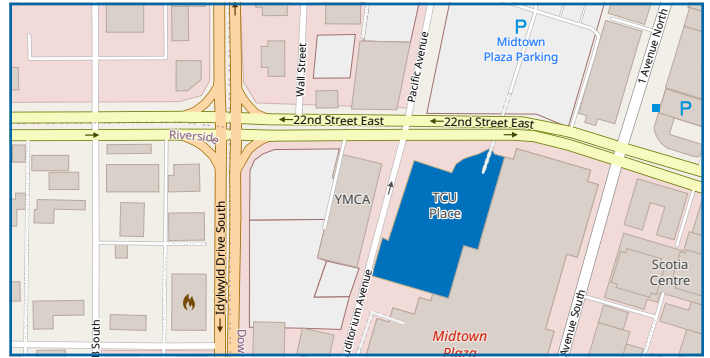
We are a short 10-minute drive from the Saskatoon John G. Diefenbaker International Airport and nestled among over 3,500 hotel rooms in downtown Saskatoon. We are also a short 10-minute drive from the University of Saskatchewan.

Our facility is unique in Canada, with both convention space and a beautiful, attached theatre. The Convention Centre specializes in events from 15 people to 1,500 people, and houses 21 exceptional rooms with configurations that allow maximum flexibility for your conference or meeting. Our world-class theatre, affectionately named the Sid Buckwold Theatre – is a 2,074 soft-seat theatre that has hosted international and national performers, speakers, and theatrical productions. The theatre is well known for its superior acoustics and expansive stage area.

TCU Place is operated by the Centennial Auditorium and Convention Centre Corporation, an independent, not-for-profit organization with oversight from a volunteer Board of Directors.

AIRPORT

Saskatoon John G. Diefenbaker International Airport located about 7 km or 10 minutes away.



LOCATION

Downtown Saskatoon, close to many hotels, restaurants, walking trails on the South Saskatchewan River, and connected to downtown shopping – with underground parking.

FEATURES

- » 3 Ballrooms totalling over 60,000 square feet
- » 21 Flexible meeting rooms
- » Full-Service Theatre with 2074 soft seats, an orchestra pit, luxury suites and boxes
- » Underground Parking accessible (Great for those cold Saskatoon Winters!)

NEARBY HOTELS

- Holiday Inn** - 15 second walk – across the street
- Hilton Garden Inn** – 15 second walk - across the street
- Delta Bessborough** – Beautiful historic hotel, 10-minute walk
- Delta Saskatoon Downtown** – Newly renovated, 10-minute walk
- Sheraton Cavalier** – Close to the River, 10-minute walk
- The James** – Boutique Hotel – 10-minute walk
- The Alt Hotel** – Our newest hotel and closest to the river and Remai Modern Art Gallery – a 9-minute walk
- Park Town Hotel** – If you want to be just on the edge of downtown and right on the river – 15-minute walk

ROOM SIZES

Check out our [Room Size & Capacity Chart](#) here.

DEPARTMENTS

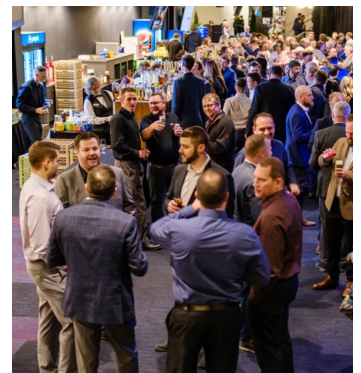
DEPARTMENTS

Business Development (Sales) - TCU Place Business Development (BD) Associates are the first point of contact in the booking process. Request for Proposals are to be submitted to our BD team, outlining requested event dates and space requirements. Our BD Associate will promptly respond with availability and rates within 24 business hours. Once TCU Place is selected as your preferred venue, a License Agreement (Contract) will be issued confirming the event booking and the terms of the agreement. Our team is always available to host site visits to help determine the best meeting specifications for you and the venue. Our BD Associate will work together with your Event Coordinator to ensure that your proposed event program transitions from concept to reality as smoothly as possible.

Events - Each contracted event is assigned an Event Coordinator, who will work with your team as they prepare to host an event at our facility. Your Event Coordinator is crucial to the success of your event and will be your primary information resource. They are here to answer any questions, convey important information to the appropriate departments and partners, and ensure all events go smoothly from start to finish. Once your team has established event / show specifications, your show manager or meeting planners are required to deliver full specifications to your assigned Event Coordinator, including preferred floor plans, meeting room requests, and overall show / event program information. Refer to the [Event Planning Timeline](#) for important dates and deadlines, but please note that these may vary from event to event. Your License Agreement will contain the terms specific to your event or show.

Operations Team / Event Services - Our Operations Department is responsible for building maintenance, housekeeping/cleaning, room setups, and necessary security. The team moves the meeting room air walls into specified places and arranges changeover requirements. Some services may involve a labour charge, so please ask your Event Coordinator about changeover fees. All areas should be left in the same condition as when you took possession. At the conclusion of each day, Operations will refresh public areas and meeting rooms. And throughout your event, during specified times, Operations will refresh your rooms as required. Please inform your Event Coordinator about special cleaning schedules or restricted housekeeping areas.

Box Office - Our Box Office is often the first area that people see when they come into TCU Place and is open to the public to purchase tickets for shows at TCU Place. Our friendly Box Office team will have general information about finding your location in the building, upcoming shows, how to get around Saskatoon, places of interest and more. Box Office is also the place where our Lost and Found items end up, so if you happen to misplace something while at TCU Place, you may find it there.



Theatre / Front of House - TCU Place is the home of the beautiful Sid Buckwold Theatre – a 2074 soft-seat theatre that is used for entertainment and to supplement conference spaces. Our Theatre and Front of House teams ensure that every detail of theatre shows are met with precision. They will scan tickets, show you to your seat, and work the concession stands or merchandise stands. They are here to make sure that your experience at a show is memorable and easy.

Facility Technicians / IT - We have the best Facility Technicians in the province who will ensure that the sound and lighting at your event is professionally planned and delivered. They will work to bring your plan to life through light and sound. They are also the primary provider of rigging services. A Technical Sales Coordinator will connect with you to discuss your specific requirements. If you have data requirements, please ensure to include that in your specifications.

Audio Visual - Inland AV is the preferred audiovisual production services provider for TCU Place. Inland has focused on elevating experiences through a unique combination of live event production, video, and scenic design services. Your Technical Sales Coordinator is your primary contact to Inland.

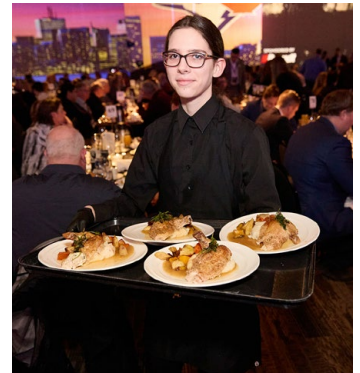
Finance - The Finance Department will be your point of contact for billing inquiries. The Venue's preferred method of payment is EFT but will accept all major credit cards, certified cheques, debit card, E-transfers, cash and wire transfers. Payment terms will be provided in your license agreement.

Food and Beverage – Levy / Compass Canada - Levy Canada under the Compass umbrella is our exclusive in-house food provider. Their goal is to ensure an incredible culinary experience for you, and their specially trained management and team will deliver an outstanding experience to every client. For each event, your menu will be specially crafted or selected, focusing on sustainable and local ingredients that celebrate Saskatoon.

MEET THE TEAM

tcuplace.com/about/meet-the-team/

TCU Place is proud to have a dedicated, hard working team who strive to make every event a success. Learn more about us at the link above.



VENUE INFO

ACCESSIBILITY

It is our commitment and responsibility to provide an assistive environment that provides equal access and participation for persons with disabilities. TCU Place is committed to complying with the new Accessible Saskatchewan Act, December 2023, as we make reasonable efforts to enhance historical building features.

The client is responsible for providing wheelchairs, motorized mobility scooters and other non-permanent access accommodations. Assistive listening devices are available for use in all rooms and spaces. Any specialized accessibility requirements for an event should be made through your Event Coordinator.

ACCREDITATION

All team members and contractors working within TCU Place must be wearing a clearly visible identification badge issued by their employer. Personnel not wearing a badge may be denied admittance to the facility. Our team must be advised of all contractors, exhibitors and vendors who require access to the facility in conjunction with an event. Anyone working on the show floor during load-in and load-out periods, or during rigging, are required to wear CSA (Canadian Standards Association) approved Personal Protective Equipment (PPE).

ADDITIONAL COSTS & CHARGES

Additional costs and charges are an inevitable part of the booking process and therefore need to be anticipated as well as planned for. Such additional costs and charges are applied as a way for our facility to cover service costs while at the same time keeping the basic rental rates as low as possible. To help plan your budget and minimize any avoidable surprises, please ask your Event Coordinator to prepare an estimate for each of the services provided.

TCU Place reserves the right to charge the client for all excessive cleanup and damages incurred by the client and/or guests attending the event.

Any services performed by TCU Place on behalf of the client, whether anticipated or not, will be charged back to the client upon final invoicing. Please see [Labour Services & Staffing](#).

ADHESIVE & TAPES

Acceptable floor adhesives are cloth-based tapes, such as polyken or Gaffer's tape. Acceptable wall adhesives are Painter's Tape or Fun-Tak®. Only perforated film material can be applied to flat windows or glass surfaces.

Vinyl, duct, masking, foam, clear (Scotch®), and plastic-based tapes are strictly prohibited. Your Event Coordinator must approve the application of any adhesive (i.e., stickers, decals, pillar wraps, signs, etc.) to interior and exterior walls and surfaces, floors and carpets, ceilings, lecterns, etc. All adhesive materials and tapes must be removed from TCU Place surfaces prior to leaving the facility. Additional charges may be incurred if areas are not clean and clear, or if the removal of non-approved adhesives and tapes is necessary.

ADVERTISING & PROMOTION

The client agrees to not market or advertise the event until the terms of the contract have been agreed upon and signed by both parties. If you breach this condition, TCU Place may remove the hold and you risk having the facility rented to another party.

In addition, samples of all advertising and promotional material for any event hosted at our facility must be sent to your Business Development Associate prior to production and distribution. Our aim is not to critique your material, but to ensure correct information (ex. dates, address, phone numbers, facility name, etc.) is relayed to your guests, avoiding unnecessary confusion.

Inquire about our [Facility Advertising Package](#) - an incredible opportunity to customize your event or increase sponsorship with logos, banners, window coverings, pillar signage and more. We have preferred suppliers to assist with

all graphics and signage attached to the building, including installation. Packages are customizable, and prices vary based on product and size.



Outdoor Digital Advertising Sign - A double-sided digital sign is located in front of TCU Place, with over 65,000 cars passing by daily. The sign is owned and operated by Directwest. To advertise on this space and other Directwest locations around the city, please contact Darren Moline at 306-653-8760 or [✉ darren.moline@directwest.com](mailto:darren.moline@directwest.com).

Image requirements - Sign in front is 240px wide * 416px tall, consult Darren about other sizes available. - JPG, PNG

ANIMALS

Trained and certified service animals are always welcome at our facility. The following restrictions do not apply to service animals.

We love our pets...and we know that not all our guests do. Animals or pets are not permitted at TCU Place, unless as an approved exhibit, activity, or performance requesting the use of animals. This is not common but may occur in very unique situations, where an animal is deemed to be integral to the exhibit or event. Nevertheless, such animals must be on a leash or in an enclosed pen and kept under control at all times. It is the full and sole responsibility of the owner of the animal to incur any additional costs and charges associated with damages caused by the animal.

Advance approval for the use of animals must be requested through your Event Coordinator at least fourteen (14) days prior to the event, and include plans for enclosure, control, and waste.

ATTRITION

The TCU Place attrition (reduction) policy will be applied to situations where the confirmed function space (prior to discounts) and food and beverage (excluding alcohol) is altered or reduced by the client. Should the estimated spend decrease greater than 20% from the originally agreed upon Total Terms for Contract, an attrition fee will apply to the total revenue shortfall based on the date of reduction. Please refer to the Attrition Schedule on your contract.

AUDIO VISUAL SERVICES

TCU Place is the exclusive supplier of all your audio-visual needs, this includes power, internet, rigging, staging, video, lighting and audio. Please contact our Technical Sales Team 306.500.1554, [✉ technicalsales@tcuplace.com](mailto:technicalsales@tcuplace.com) to prepare a quote for all audio-visual requirements.

TCU Place may consent to not be the Audio-Visual supplier, however, if this is done the venue will act as a subcontractor to the Client. TCU Place and the audio-visual supplier will work together to ensure the required technical requirements are met. Fees will apply whether the Client utilizes the Venue's supplier of these services or another. For clarity, our Venue team of technicians are members of IATSE and are dedicated, professional theatre-trained technicians and are familiar with the building systems at the Venue. All outside suppliers will require their own insurance.

Cable Routing/Electrical Services - All electrical, data, and audio-visual cables must be secured using approved tape or matting and are subject to inspection at any time. Suppliers must install their own tape or matting, which will later be inspected by our staff prior to the start of the event. TCU Place is the exclusive provider of all temporary electrical distribution required for events, tradeshow, shows, and for all guest service providers throughout the facility.

Main Stage - Our fully equipped theatre can accommodate several types of concerts and performances and can also be used for corporate or social events. All production services carried out in the theatre are subject to our contract with the International Union, IATSE. This brings a mandatory 3 house-technicians (minimum) on every event in Theatre.



IT & Telecommunications Services - As the exclusive provider of all IT and telecommunications services, our team installs telephone lines and instruments as well as the latest data and wireless telecommunications technology to meet a full range of requirements. Our network allows for dedicated bandwidth connections, high-density WiFi access, and custom networking solutions. No active network devices i.e. routers, proxy servers, wireless access points, routers, or bridges, etc. are permitted on the shared internet connection. Any active network devices i.e. routers, proxy services or wireless access points, bridges, etc. must be approved by TCU Place prior to arrival. Any use of this equipment without approval will have the service disconnected and will be subject to additional charges.

Tech Labour - TCU Place is a unionized facility. Any event utilizing power, internet, rigging, staging, video, lighting, or audio, whether using an outside supplier or TCU Place services, requires that a TCU Place Technician(s) be present. If using an outside service provider, these charges will be billed to the client master invoice. If using TCU Place services, these charges will appear on your Technical Quote from TCU Place.

Roaming Technician - A total of up to 8 hours, including set up and tear down of roaming Facility Technical labour is included in the space rental (Excludes Theatre). A Facility Technician is required to be onsite for all events that have audiovisual equipment and will be charged at applicable rates. After 8 hours, mandatory overtime charges will be applied and will be added onto the audio-visual quote. Additional labour/equipment/WiFi charges plus taxes may apply depending on the requirements of the event. Audio visual equipment is charged at event year rates. Roaming Technicians service multiple events at one time and

delays may occur. If you require a designated technician in the room, this can be arranged with the TCU Technical Sales Team, and additional fees will apply.

BALLOONS & CONFETTI

Air-filled balloons are permitted at the facility. The use of helium-filled balloons must be approved by your Event Coordinator. If approved, these balloons must be tethered or securely fastened. There will be a fee for retrieving any helium balloons from the ceiling of our facility.

No confetti or glitter is allowed in Convention space/rooms. Confetti cannons may be used in Theatre productions only with prior approval/clean-up fee applied.

BOOKING DATES & TIMES

Start and end times of functions are to be strictly adhered to. Space is only booked for the time indicated in your contract. Set-up and tear-down times are to be specified at the time of booking. Additional labour fees may apply if room access is required outside of start/end times.

BOOKING PRIORITY POLICIES

The TCU Place Booking Policy, approved by the TCU Place board in 2023 encourages a clear, multi-level purpose for the facility including both profitability and economic impact within the community, while strategically serving local businesses. For full details of the TCU Place Booking Policy please visit tcuplace.com/about/

1st Priority Events maximize economic impact for the city of Saskatoon and the province of Saskatchewan and profitability for the building. Generally, these come from multi-day conferences from out of the region, utilizing full catering and multiple rooms, OR multi-day theatre events with crowds of larger than 1,500 expected. Date requests for 1st priority events may be made as far in advance as necessary or appropriate, in the sole opinion of TCU Place, and may supersede requests for other lower priority events, unless a License Agreement has been previously executed by TCU Place and the client for such an event.

2nd Priority Events maximize profitability and generate local spend, but not necessarily incremental spend from outside of the area. Generally, these come from galas with more than 500 people and \$25,000 catering spend, or single day theatre events with more than 1,500 people expected. Date requests for 2nd Priority Events may be made as far in advance as necessary or appropriate in the sole opinion of TCU Place. Second Priority Events may not supersede requests for First Priority Events and may supersede lower priority events.

3rd Priority Events bring in fewer people from outside of Saskatoon, meaning fewer hotel rooms booked, and they are usually lower revenue for the building. Generally, these events are day meetings, smaller consumer shows, smaller theatre shows, and dinners. These events are important to our community, and we will do what we can to manage the schedule to fit these in. 3rd priority events may only be confirmed within a twelve (12) month window. We will work creatively with the booking calendar to fit around other booked events. These events are easier to book during low TCU Place demand times (summer, and January – March). Within the 3rd Priority category, preference will be given to long-standing events or shows held annually in Saskatoon that have a proven track record of success and benefit the community at large. We know this may be challenging, and we thank you for your understanding.

Trade shows and events that do not have food and beverage may be confirmed in peak periods within 3 months prior to the event date and must be approved by the Manager of Business Development. In non-peak periods, they may be booked further in advance at the discretion of Manager of Business Development.

All bookings in the Grand Salon require a minimum food and beverage spend of \$12,000 in peak periods and may be subject to additional fees.

Purpose Driven Events - TCU Place at its sole discretion, may choose to participate in purpose-driven events that benefit the community economically, socially, or culturally. The intention of these events is to cover costs where warranted, while serving the community at large. TCU Place may sponsor these events or offer concessions to the client to offset the cost of their event.

These events will only be booked with CEO or CEO Designate approval and should, where possible, be booked during low TCU Place demand times. To maximize the usage of the venue, events in this category may reserve dates within a six (6) month window or less.

We believe that EVERY event is important, and our purpose is to welcome a variety of events into our building. We are confident these thresholds and minimums will help to ensure that TCU Place can meet its mandate and multi-level purpose in the community.



CABARETS

We host a wide variety of groups that hold cabarets as fundraisers, awareness events, cultural gatherings and promoted shows of many genres (music, comedy, dance, speakers, theatrical and more). These happen primarily in our basement Centennial Hall and can accommodate up to 1500 guests.

Ticketing - Ticketing must be provided through our in-house box office. Pricing and service charges are worked out in tandem with you.

Security - TCU Place reserves the right to ensure certain minimum staff and services are provided for the event to maintain order, safety, and operating standards of the facility.

Technical - We can provide highly qualified staff and premium production equipment (costs are in addition to venue rental), or you may bring in a production provider of your choice (costs for hookup, required TCU Place technicians).

Food and Beverage - As part of our responsible alcohol consumption program, food or concession must be present

whenever alcohol is served at an event. If you do not order any food for the event, a Concession (provided by TCU Place) will be set up. A minimum of \$600 (before taxes) in concession sales is required. If the minimum of \$600 in concession sales is not achieved, there will be a labour charge of \$600 plus GST added to the final invoice.

Staffing - Since labour is often one of the largest components of a final bill, please work with your Event Coordinator to ensure you have the right staff complement. TCU Place reserves the right to ensure certain minimum staff and services are provided for the event to maintain order, safety, and operating standards of the facility.

Alcohol Service - TCU Place will provide all bar services and labour, and will comply with SLGA provincial licensing and liquor control regulations.

CANCELLATION

Please refer to appropriate sections of your license agreement for details pertaining to cancellation. Should there be any questions or clarification required, please contact your Business Development Associate.



CARPETED AREAS

The following policies are geared towards the protection of all permanently carpeted areas at TCU Place, including ballrooms, pre-function spaces, and meeting rooms.

- » Transportation of pallets must be done with a pallet jack only. Any damages caused by dragging pallets across the floor will incur additional charges.
- » No cutting of any kind is permitted on carpeted surfaces.
- » Only approved tape may be used on all carpeted areas (see [Adhesives & Tapes](#)).

- » The use of paints, glues, inks, dyes, oils, solvents, or other industrial liquids is not permitted. Any items that are likely to leave a residue or snag carpet fibers (e.g., screws, nails, Velcro®, lumber, metal glass, etc.) are not to be used on any carpeted surface without 100% protection.

CARTS & DOLLIES

Carts and Dollies for client transportation of event materials are accessible for use at no charge, based on availability. Carts are for use in Freight and Service Elevators, back of house load-ins, and on the tradeshow floor during load-in and load-out. Quantities are limited, and inventory cannot be guaranteed for larger shows. Carts are not for use in main lobby, and must be returned inside the building when load-in is complete. Please review requirements and availability with your Event Coordinator.

CHANGEOVERS, AIR WALL MOVES & ROOM SET UP CHANGES

For any room(s) where the client requires the set-up to be modified on the day of the event, which significantly differs from the mutually agreed upon event plan, labour fees may apply. Please ask your Event Coordinator for an estimate.

Changeovers - Event spaces requiring a same-day changeover from one setup style to another will be charged \$200.00 per room section. Changeovers performed to accommodate a food and beverage portion of your event will have any fees waived.

Air Wall Moves - Events requiring multiple wall moves throughout the day may incur a labour charge to guarantee staff is in place for these changes.

- » Side Dividing Walls (ie. Salon or Gallery A/B): \$25/move
- » Back Dividing Walls (ie. Salon, Gallery back walls): \$100/move

Room Setup Changes - If modifications to the approved layout are requested before or during the start of the event, labour fees may be applied depending on the new requirements.

COAT CHECK SERVICE

TCU Place provides complimentary self-hang coat racks in your

rooms as requested. Depending on your contracted space, TCU Place can also provide a staffed coat-check for your guests. This service can be charged back to your invoice (Host Coat Check) or guests can pay to have their coats checked (Cash Coat Check). Ask your Event Coordinator for pricing options.



CODE OF CONDUCT

TCU Place is committed to providing a welcoming, safe, comfortable, and enjoyable experience that is inclusive, free of discrimination and harassment. Everyone is welcome and should expect to promote an environment where people are treated in a courteous, professional, considerate, and respectful manner by our team members, contractors, performers, and other guests. Accordingly, TCU Place has a zero-tolerance policy towards acts of intolerance, racism, or discriminatory behaviour of any kind, and will not tolerate unsafe, abusive, unlawful, inciteful, or offensive conduct towards guests or staff. This Code of Conduct addresses conduct that is inconsistent with these goals and detracts from overall guest experience. For your safety and comfort, unacceptable conduct is subject to eviction or possible arrest.

The following conduct is prohibited in the venue and during any interactions with TCU Place team members (i.e. Phone):

- » Using language or making gestures that are threatening, inciteful, abusive, or discriminatory, including on the basis of race, ethnicity, national origin, religion, gender, gender identity, ability, and/or sexual orientation
- » Behaviour that is unruly, disruptive, threatening, or violent in nature, including verbal or physical harassment of team members, clients, performers, and guests
- » Conduct that is illegal
- » Possession of a Prohibited Item
- » Conduct that results in damage to the venue or other personal property
- » Displaying signs, symbols, images, flags, clothing, banners that may be considered vulgar, discriminatory, disrespectful, or a tool to be used for incitement or protest
- » Irresponsible use or consumption or any signs of impairment from use of alcohol or other substances
- » Possession of alcohol by a minor or providing alcohol to a minor
- » Possession of alcohol not purchased inside the venue
- » Smoking (including e-cigarettes, cannabis, or vaporizers) except in specifically designated areas
- » Entering or attempting to enter the venue other than that permitted by a ticket, registration, or credential
- » Possession of weapons of any kind including but not limited to: knives, pepper spray, stun guns, brass knuckles, firearms
- » Possession of an unauthorized pyrotechnic device, smoke, or fireworks
- » Throwing objects of any kind, or entering the performance area
- » Failing to follow requests from venue staff regarding venue operations, policies, and emergency response procedures
- » Sitting in a location other than the seat identified on the guest's ticket
- » Engaging in any commercial activity not authorized by TCU Place
- » Any disruptive, harmful, or disorderly behaviour or any act which, in the opinion of TCU Place officials, presents a risk to the safety of guests or staff, interferes with the event, or otherwise targets other guests' enjoyment of the event

Please conduct yourself by:

- » Respecting staff, guests, and performers in the building
- » Drinking responsibly
- » Sitting in your ticketed seat & showing your ticket on request
- » Ensuring that your clothing, signs, & banners are inoffensive
- » Ensuring that you do not block another guest's view of the event

For the safety of our guests, you may be denied entry if you are:

- » Intoxicated or impaired by alcohol or cannabis
- » Wearing obscene clothing or lacking footwear

- » In possession of alcoholic beverages, recording devices, laser pointers, weapons, unauthorized signs or banners, noise makers, or any other prohibited item as deemed inappropriate by TCU staff

Failure to abide by this Code of Conduct is subject to sanctions at the discretion of TCU Place, which may include ejection, suspension of entry privileges, arrest, prosecution, and banishment from TCU Place whether or not a warning is issued. Any guest who conducts themselves in an extremely disruptive or dangerous manner or commits multiple violations during a 12-month period, may be banned from attending TCU Place facilities and events for up to a year or longer.

Guests attending ticketed events in our theatre, who are ejected, will have their tickets revoked and will not be compensated in any way. TCU Place reserves the right to suspend events and / or refuse to book future events if this code of conduct is not adhered to.

Suite/Box holders are reminded that they are responsible for the behaviour of anyone using their tickets / suite / box, and that failure to abide by this Code of Conduct may result in loss of suite holder privileges.

All guests are reminded that bottles, coolers, and containers of any kind are not permitted into the venue and may be confiscated. TCU Place reserves the right to limit the size of bags, purses, backpacks permitted within the venue. Guests are advised to consult applicable event information for specific policies with respect to bags. TCU Place reserves the right to prohibit the entry of items which may, in TCU Place's opinion, interfere with the ability of other guests to enjoy the event or performance.

Guests observing others violating these policies or impairing the enjoyment of the event are invited to report the situation to a TCU Place team member.

COVID-19 WARNING

COVID-19 is an extremely contagious disease that can lead to severe illness and death. An inherent risk of exposure to COVID-19 exists in any public place regardless of precautions

that may be taken. All Attendees and on behalf of any accompanying minor(s) agrees to (1) assume all risks associated with COVID-19 and other communicable diseases, and (2) will comply with all related health and safety policies of TCU Place.

DAMAGE TO THE BUILDING/EXCESSIVE CLEANUP

The client will take good care of the room(s) and common areas reserved for the event, and, as applicable, the facility and all its fixtures, furnishings, and equipment and, excepting only normal wear and tear applicable to the use of the room(s) and common areas reserved by the client, make good all damage to the room(s) and common areas and, as applicable, the facility, to the satisfaction of TCU Place. TCU Place reserves the right to charge the client for all excessive clean up and damages incurred by the occupants, guests, and/or agents attending the event. No confetti or glitter is allowed in convention rooms/space.

DECORATIONS, SIGNS & DECALS

Clients must seek the consent of TCU Place before attaching any items to walls or the building. All signage and graphics attached to the building must be approved by TCU Place one month prior to the event and will be based on a daily rate. TCU Place has a preferred supplier for all signage and graphics attached to the building and will be responsible for all installation and removal at the facility. If you choose not to use the preferred supplier, an additional 30% will be added to the signage space rental plus any damages that may occur to the building. This will be reflected on your final invoice. Check out the [Facility Advertising Package](#) for options and pricing.

DELIVERIES, FREIGHT & SHIPPING

TCU Place has a loading dock and one leveling freight elevator at the rear of the building. Plus, there is one leveling freight elevator at the front of the building off 22nd Street East. All items being delivered must be properly wrapped on a pallet and be moveable with a standard pallet jack, as TCU Place does not have a forklift. Any items being delivered without an OH & S compliant way of unloading the delivery will be turned away.

Rear Freight: 11' wide × 19' long × 8' height

Front Freight: 8' wide × 19' long × 8' high

Both Front and Rear Freight have a load capacity of 10,000 lbs.

Shipments (Parcels) – will be received between 8 am to 4 pm, Monday to Friday. Packages arriving at TCU Place will be kept in a secured area until your event date. As storage space is limited in the facility, materials shipped to TCU Place for an event must be pre-arranged with your Event Coordinator and arrive no sooner than three (3) business days prior to the event.

Shipments (Tradeshow) – Please see the [TCU Place Client Tradeshow Services Package](#). Not applicable to third-party tradeshow.

When shipping anything to or from TCU Place, please include the following label information on your packages:

- » Mailing address, 35 – 22nd Street East, Saskatoon, SK S7K 0C8
- » Phone number of Sender
- » Contact Name of Sender / Shipper
- » Contact Name of Receiver (if different from sender) – Who will be picking up the package?
- » Name of TCU Place Event Coordinator/Manager
- » Name and Date of Event
- » Booth Number (If applicable)
- » Room Destination
- » Total Number of Pieces

Providing the correct information when shipping will allow proper delivery of your items to the event space.

Items shipped from TCU Place following an event must have the proper shipping labels applied to all packages, have proper courier arrangements made for pick up and removed no later than 24hrs post event.

Event Shipments from couriers will be received between 8 am and 4 pm, Monday to Friday. Times and dates outside of this range can be setup by your Event Coordinator and may incur a cost for additional staffing. Packages arriving at TCU Place will be kept in a secured area until your event. As storage space is limited in the facility, materials shipped to TCU Place for an event must be pre-arranged with your Event Coordinator and arrive no sooner than three (3) business

days prior to the event. If items for your event need to be shipped early, please see the pre-arranged shipment rates under the [Storage & Pre-Arranged Shipping](#) Section.

Materials being shipped from TCU Place will be done at the shipper's expense. TCU Place is not responsible for lost or damaged items. If items being shipped from TCU Place require repackaging or have improper shipping labels, a fee of \$35 per item or \$100 per pallet will apply.

ELEVATORS

Passenger Elevators are available for use by the public with wheelchairs, strollers, mobility devices and those who require assistance. These elevators are not to be used for moving equipment as damage and delays may occur. Freight and service elevators are available for the movement of equipment and tradeshow exhibits.

Freight Elevator operation is restricted to TCU Staff. TCU Freight Operators are required for Tradeshow Load-in/out and events with large deliveries. A 3-hour minimum labour charge at applicable hourly rate will be applied for load-in and load-out. See [Labour Services & Staffing](#).

ENVIRONMENTAL & RECYCLING FEES

May be applicable to events that include shredding of secure documents and flattening/recycling of cardboard. Additional options are available to decrease the environmental impact of the event. These can be reviewed with your Event Coordinator, additional fees may apply.

EVENT PLAN APPROVALS & SIGN OFFS

Clients are required to approve the Event Plan, via signature, a minimum of three (3) weeks prior to your event. Any changes made to your Event Plan after it's been signed must be approved by your Event Coordinator and will incur additional charges.

Event Day Changes - any changes made on the day of your event will incur a rush service fee based on the change requirements.

EVENT PLANNING TIMELINE

30-90 Days Prior To the Event

- » Preliminary details discussion will be booked as soon as possible with your assigned Event Coordinator.
- » Questions will be asked with the goal of determining your event's staffing needs. This will cover the tentative timeline of the event, estimated attendance, and other high level details.
- » TCU Place Tech Department will be in contact with you to discuss the Audio Visual requirements for your event and send you an estimate once requirements have been communicated.
- » Your Event Coordinator will book and hold an event details meeting or send an Event Details Questionnaire form to be filled out and returned as soon as possible. TCU Place's goal is to have all event details received and entered 1 month prior to the event date.
- » Any information from your outside contractors/ vendors will be needed when you provide your event details, so any secondary actions can be completed.

Day of the event

- » The Duty Manager (DM) or the Event Coordinator (EC) will greet you during the event and provide any contact information required.
- » Any changes to the agreed-upon set up, on the day of the event, will incur rental & or labour charges that will be added to your final invoice.
- » The event will be checked on throughout the day/ evening. Please report any issues/ concerns to the Duty Manager or Event Coordinator at the time of the event, so they can be addressed in real time. Any Technical questions are to be directed to the Tech staff on site.

21 Days Prior To the Event

- » Your Event Coordinator will send you a completed Event Plan and Diagram for approval, as well as any Waivers that are required such as Tradeshow Waiver or Photo Consent forms.
- » A copy of both documents with initials/ signatures on all pages is required to be sent to your Event Coordinator no later than 21 days prior to your event.
- » Without these signatures the event will not move forward and could be cancelled.

5 Business Days Prior To the Event

- » Final guaranteed numbers for attendance are due.
- » Once guarantees have been submitted, we are unable to reduce the amount of food and beverage that has been ordered. We may be able to increase the final attendance number, but this is subject to approval by your Event Coordinator and may incur additional rush fees to accommodate.
- » Any requests for room set up changes or additions to the Client's final guaranteed numbers will incur charges to cover additional labour and out of scope costs.
- » There is no guarantee that change requests made at this time can be accommodated due to the lateness of the request being made. All efforts will be made to meet the request, but costs / compensation related to the additional work and effort will be charged back to your final invoice.

Within 5 Business Days of Your Event

- » Following your event, your Event Coordinator will reach out to follow up and begin the final invoice process.
- » A Preliminary Estimate of your amount owing will be sent for review as soon as possible following your event. Upon your review, our Finance team will issue a final invoice due for payment.



EXCLUSIVE SERVICES

TCU Place and several of our suppliers have the exclusive right within the facility to provide the client the following services: Audio Visual Services*, Catering Services, Staffing Services, Alcohol Services, Security Services and First Aid Services. TCU Place may add exclusive suppliers at any time and exclusive suppliers may change or be replaced from time to time.

*TCU Place may consent to not be the audio-visual supplier; however, if this is done TCU Place will act as a subcontractor to the client. TCU Place and the audio-visual supplier will work together to ensure the clients' technical requirements are met. Fees will apply. For clarity, the TCU Place Team of technicians are members of IATSE and are dedicated, professional theatre-trained technicians and are familiar with the building systems at TCU Place.

EXCLUSIVE SPONSORS

TCU Place's exclusive sponsorship and naming right agreements include: TCU Financial, SGI, SaskTel, Pepsi, Crossmount Cider Company, Lucky Bastard Distillers and Great Western Brewing Company. Client must abide by all TCU Place exclusive sponsorship agreements.

FACILITY ADVERTISING PACKAGE

Inquire about our [Facility Advertising Package](#) - an incredible opportunity to customize your event or increase sponsorship with logos, banners, window coverings, pillar signage and more. We have preferred suppliers to assist with all graphics and signage attached to the building, including installation. Packages are customizable, and prices vary based on product and size.

Our preferred supplier, Kota Graphics, knows our building specifications well, and the materials that work well for signage. If you choose not to use our preferred supplier, an additional 30% will be added to your advertising space rental fee, plus any damages that may occur to the building.

When applying products to the venue's interior and exterior surfaces, a rental fee will be charged by TCU Place for the space used. Please note, the rental fee does not include artwork,

installation and removal, which is provided by the supplier. For options and pricing please visit our [Facility Advertising Package](#) on our website.

FLOORPLANS

Detailed floor plans will be created by your Event Coordinator, based on your event requirements, prior to your event. Floorplans must be approved and signed off by the client at least 21 days prior to load-in for the event to proceed. Final seating arrangements must be submitted to your Event Coordinator at least 5 days prior to your event. If changes are requested less than 5 days prior to your event, the client will be charged the additional cost of labour to set and/or change your rooms, and an increased rental rate on certain items as per the [Inventory Catalogue](#). See [Event Planning Timeline](#) for detailed information on dates and deadlines.

FLOOR LOADING

PSF = Pounds per Square Foot Maximum weight allowance on Salon/Gallery/Regal floors is 300 psf. Maximum weight allowance on the Main Stage is 100 psf.

GENDER NEUTRAL FACILITIES

Our customers come from all walks of life and so do we. At TCU Place, we recognize that supporting diversity and inclusion is the right thing to do. This commitment is woven into our values and belief that our company is strongest when we embrace the full spectrum of humanity, regardless of what we look like, where we come from, or who we love. That means both building a more diverse, more inclusive workplace, and ensuring that these values cascade to our guests, clients, and customers.

Our commitment to diversity and inclusion protects the rights of people to use a restroom that matches their gender identity. All guests and staff will have access to restrooms that always correspond to their gender identity, in the same manner as every other guest. TCU Place has one gender neutral (and barrier free) washroom in the main lobby, beside the Box Office. This washroom will always remain unlocked when the business is open so that no one is forced to ask for permission to use this space. The washroom will be checked and serviced with the same frequency and scheduling as all our other washrooms. It is important that

we provide a safe, single occupancy gender neutral space for any customer who wishes to use this space. This space is also accessible for parents with small children, aides for those with disabilities, adults with aging parents, and anyone that wishes a more private space. This space is available and accessible with NO QUESTIONS ASKED. We do not ask for proof, documentation, or reasons why this space is needed. TCU Place has posted signs on ALL other washrooms to let our guests know that a gender-neutral washroom is available in the main lobby.

GRATUITIES & GIFTS

Our team works extremely hard to make sure that you will have an unforgettable experience at TCU Place. While employees are not permitted to solicit or ask for gifts or gratuities, if you wish to leave a gratuity or gift to a member of the team to show appreciation for their customer service, you are welcome to do so. Small gifts and tokens of appreciation are welcome at the individual level. Larger gifts of money, greater than \$50 given to a team member will be shared with other team members.

GUEST DIRECTIONS

TCU Place has two main points of contact upon entering the building – Protective Services and Box Office. People working at both stations will be more than happy to provide basic information about your event or the building and will gladly refer you to other contacts or departments based on your request. Guests entering the building for events will see signage directing them to events in various parts of the building, and/or a greeter to help navigate the way.

HOUSEKEEPING

Event Housekeeping - services are provided by TCU Place Event Services Department. Basic housekeeping is included with every event. Due to the nature of your event, extra cleaning charges post-event may apply depending on the severity of the clean-up required. If dedicated cleaning staff are requested for your event, applicable labour fees will apply.

- » The client is responsible for removing any unwanted garbage or recycling from their space before their event begins. A dedicated area can be established for all waste to be brought for removal by TCU staff.

- » All multi-day events include housekeeping services refreshing the space for the next day. Garbage removal, floor cleaning, window cleaning, washroom cleaning, and basic setup refresh are all included.

Tradeshow Housekeeping - for all trade shows includes aisle vacuuming and garbage removal from facility waste receptacles. All exhibitors must remove their own setup garbage. The garbage can be placed in designated garbage and recycling areas. TCU Place staff will remove the garbage/recycling from these areas only.

- » Housekeeping services can be provided to include booth vacuuming at a chargeable rate: Booth vacuuming (once per day before opening) & waste basket emptying = \$0.40 per square foot or \$32 per booth
- » Exhibitors are required to remove all materials upon completion of their event. This includes recyclables, equipment, furniture, crates, packing materials, printed materials, pallets, and lumber.

Any items left behind requiring disposal will incur a waste diversion fee based on size, weight, and labour.

INDEMNIFICATION

Clients agree to indemnify and hold harmless, TCU Place / Centennial Auditorium from any and all claims, damages, costs, or expenses including legal fees, suffered, or incurred in connection with their event. Clients also accept sole responsibility and liability for damage to any surface or component of the facility caused throughout their event. TCU Place is not responsible for any loss or theft of property. Please refer to your TCU Place License Agreement for full details on mutual indemnification.

INDIGENOUS RELATIONS – TRUTH & RECONCILIATION ACTION PLAN

TCU Place is committed to developing and sustaining positive relationships with local Indigenous people and communities and incorporating and proactively exploring ways to continually improve upon our reconciliation throughout a broad spectrum of our daily business activities. TCU Place believes in the value of collaborating with and involving local Indigenous people and communities in

our business. This business perspective fits within our organization’s values, and as part of reconciliation, is the right thing to do. Our efforts and actions will mutually benefit TCU Place and Indigenous peoples and their businesses. Read our full [Indigenous Relations Policies and Reconciliation Action Plan](#).

What are we doing:

- » Ensuring TCU Place is a welcoming environment for all, and a safe place to hold an event.
- » We employ a diverse team that endorses these commitments and will honour the service they provide to our guests.
- » We have invested in learning about Indigenous history, culture, and the impact on our world today.
- » We source products and services with a goal of further developing local Indigenous business capacity wherever possible.
- » We offer a financial incentive to Indigenous organizations. Please ask your Business Development Associate for our [Indigenous Offer Sheet](#).
- » We offer meaningful connections to build Indigenous components into your event – including but not limited to: An Elder or Knowledge Keeper for an opening greeting, Smudging, Pipe Ceremonies, and a specially curated, local Indigenous menu. [Indigenous Experiences Sheet](#) Please discuss your event objectives with your Event Coordinator to plan the right opportunities for you.

INSURANCE

In accordance with your license agreement, the client, at its own expense, may be required to provide a certificate of insurance to TCU Place, which must be submitted prior to the event. Conventions and Theatre events must carry a commercial general liability insurance policy for bodily injury and property damage in the amount of not less than \$5,000,000 inclusive limit for any one occurrence. All other events are encouraged to carry insurance and will be determined on a case-by-case basis. If TCU Place insists on the client obtaining insurance, this will be communicated to the client in advance of the event. Please refer to appropriate sections of your license agreement for details pertaining to insurance.

INVENTORY FOR RENT

TCU Place has several décor items and set up items available for rent, including cocktail tables, lounge furniture, greenery, pipe and drape, easels, charger plates, decorations, lanterns and much more. Please contact your Event Coordinator for our [Inventory Catalogue](#) for a full list of offerings and rental rates.

LABOUR SERVICES & STAFFING

TCU Place reserves the right to ensure certain minimum staff and services are provided for the event to maintain order, safety, and operating standards of the facility. Daily room set-up is included in your rental, and any additional labour required to service your event will be charged back to the client at the applicable labour rates. Please contact your Event Coordinator for an estimate.

Rates listed are per hour. Unless otherwise noted, all labour rates are charged at a 3 hour minimum call. All hours in excess of 8 hours will be charged at the OT rate.

Description	Standard	OT	STAT
Bartender (5 hr min)	\$37.00	\$74.00	\$111.00
Catering Attendant (4 hr min)	\$30.00	\$45.00	\$45.00
Event Services Attendant	\$39.25	\$78.50	\$117.75
Coatcheck Attendant	\$33.00	\$66.00	\$99.00
Guest Services Supervisor	\$56.25	\$112.50	\$168.75
Hostess Supervisor	\$44.50	\$89.00	\$133.50
Ticket Taker	\$33.00	\$66.00	\$99.00
Token Seller	\$33.00	\$66.00	\$99.00
Usher	\$33.00	\$66.00	\$99.00
Freight Elevator Operator	\$39.25	\$78.50	\$117.75
Stage Door Attendant	\$38.25	\$76.50	\$114.75
Security Guard	\$36.00	\$72.00	\$72.00
Security Supervisor	\$44.00	\$88.00	\$88.00

Prices are subject to annual review and subject to change. TCU Place has an agreement in place with IATSE technical staff. Labour rates upon request.

LICENSES

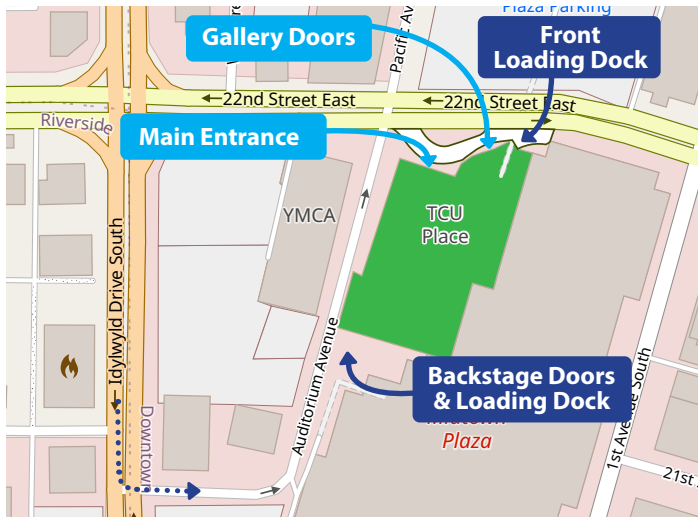
The client is responsible for obtaining all licenses, permits, and approvals from the appropriate regulatory boards and authorities that may be responsible for hosting their event (including but

not limited to business licenses, special event permits, charitable gaming license for raffles and 50/50 draws, fire permits). The cost of these licenses will be the responsibility of the client. For further information regarding licenses and permits required in the Province of Saskatchewan, please visit [SLGA - Permits and Licenses](#)

LOAD IN/LOAD OUT

TCU Place strives to make your load-in and load-out easy and stress-free. Our friendly staff will be on site to assist your load-in and coordinate the transfer of materials for all types of tractor-trailers. Please check in with our attendants on arrival to coordinate your load-in.

Our stage door loading dock is designed for semi-tractors and trailers to bring in cargo and production materials for concerts and events presented at our facility. The loading dock has a dock plate, and the long end of the plate has to be placed to the trailer that is being loaded or unloaded.



Stage Door (Rear) Loading Dock Dimensions

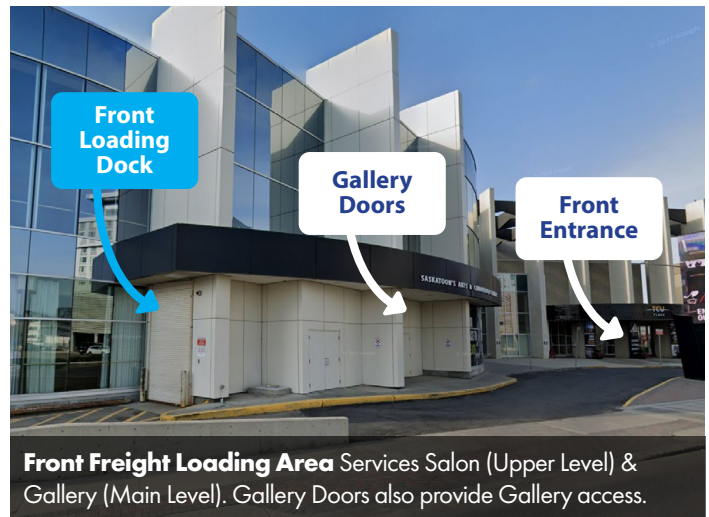
- » Distance from the outside ground level – 3' 7½"
- » Garage door width: 10' wide x 18' high
- » Elevator dimensions: 11' wide, 18'8" long, 8' high
- » Load capacity – 10,000 lbs.

The overhead door is raised and lowered by a chain. Distance from the outside ground level to the loading dock level (also known as stage level) is three feet seven and a half inches (3' 7½") or normal truck height of forty four inches (44") high. The loading dock at stage level from exterior garage door to inner garage door is 11' wide by 31' long, which is 341 square feet.



Front Freight Elevator Dimensions

- » 8' wide, 18'8" long, 8' high
- » Weight Allowance: 10,000 lbs or 4,545 kgs



LOST & FOUND

All lost and found items are inventoried and stored for ninety (90) days. After that period, they will be disposed of at the sole discretion of TCU Place, making every effort to recycle, reuse, or donate items where applicable. If an item is attributable to an owner, attempts will be made to return lost or stranded items to their owner. Such items that require return shipping will be at the owner's expense. Any inquiries regarding lost and found items should be directed to the Box Office at 306-975-7799.

MIDTOWN MALL ACCESS

TCU strives to make the patron event experience enjoyable, comfortable, and memorable. We are fortunate to have Midtown Mall, including underground parking, attached to TCU Place.

Theatre Shows - Access from the Midtown Mall underground parking to TCU Place is open for our theatre shows one-half hour before door time and one-half hour into the show. A Security Guard is posted at the crossover during this time to limit access to ticket holders. Post-show, patrons may use the same access door to the mall to return to the underground parking lot. On cold winter days, this feature is very much appreciated by our guests.

Convention Events - You may request the mall access to be open during your event. Charges for a Security Guard to secure the access point will be applied to your final invoice, with a minimum 3-hour charge. Access must be requested and secured at least thirty (30) days prior to the event date. Ask your Event Coordinator for details. Please refer to

[Labour Services & Staffing.](#)

NOISE LEVELS

TCU Place reserves the right to inspect and control the event, including, but not limited to, conduct and performance of entertainers and audible level of music. Clients are required to plan "quiet" events (program/awards, etc.) before 9:00pm. Bands/DJ's can start after 9:00pm. TCU Place reserves the right to halt the event should the noise level be unacceptable.

NOT-FOR-PROFIT PROGRAM

At TCU Place, we take great pride in improving the quality of life in our city by hosting events that both enrich our community and benefit Saskatoon's economy. TCU Place will provide support to applicable community organizations to offer them the opportunity of hosting their event at the most prestigious venue in Saskatoon. Organizations must meet eligibility criteria and follow application process pre-event and post-event. In exchange they get a necessary boost to offset some of the investment in the event. Visit our website to apply for [BOOST](#).

OVERDUE INVOICES

Payment will be due within 30 days of the invoice date unless otherwise indicated in your License Agreement. The Venue retains the right to charge the Client overdue payment penalties in the amount of 2% per month for any amounts not paid within this time. Unpaid invoices and overdue payment penalties will continue to accrue for all unpaid balances (including any accrued payment penalties) at 2% per month for each month thereafter until all amounts are paid in full to TCU Place.



PARKING

Although TCU Place doesn't own parking, we are fortunate to have 2,000 paid parking spots surrounding our building that are regulated by the City of Saskatoon (306) 975-2548 or private lot. Please visit our [Parking Lot Map](#) for more information. If you require access to underground parking please refer to Midtown Mall/TCU Access and the associated fees.

Designated Parking - There are 4 parking spots in our front drive dedicated to handicapped (2) and 10-Minute Loading Zones (2). After 5:30 pm each day, the loading zone spots become handicap parking only. If you require Parking Reservations for your event (i.e., shuttle bus or VIP parking), please contact your Event Coordinator. Theatre Show parking reservations for show transport can be arranged by our Security Manager, 306-975-7794.

Safety Tip: Best practice to reduce vehicle break-ins - remove all visible valuables from your vehicle when you park. Consider alternative modes of transport – our convenient location downtown offers easy bus or bicycle transportation options.

PAYMENT METHODS

TCU Place's preferred method of payment is EFT. The Client is required to pay in Canadian currency by cash, cheque, debit card, e-Transfer or wire transfer. Subject to approval, credit cards can be used and may incur a fee.

PERFORMANCE RIGHTS & LICENSING (SOCAN/RE:SOUND)

We host a wide variety of events at TCU Place and most of them incorporate some type of artistic product, via recorded or live performance. Around the globe "Performance Rights Organizations" work on behalf of artists so they may recoup payment for their work. In Canada these are SOCAN (Live Performance) and Re:Sound (recorded works), and TCU Place remits payments to them based on their rates and guidelines found here (www.socan.com & www.resound.ca). Please keep in mind these costs will be part of your event and rest assured that when you play taped music for introductions or intermissions, have a comedian open a conference for your delegates, hire a singer, band, magician, theatre group or others to perform at your event – that the creators of this art are getting paid. When you book your event, our team will identify and share with you any associated costs for these services so you can budget accordingly.

Room Capacity	SOCAN (Live)		Re:Sound (Recorded)	
	No Dancing	With Dancing	No Dancing	With Dancing
1-100	\$22.06	\$44.13	\$9.25	\$18.51
101-300	\$31.72	\$63.49	\$13.30	\$26.63
301-500	\$66.19	\$132.39	\$27.26	\$55.52
Over 500	\$93.78	\$187.55	\$39.33	\$78.66

These rates are related to our convention centre - In a concert in Theatre for example, the rate is 3% of net ticket sales. Additionally – there are differing charges for Comedy, Dance, Theatrical and other performances. Work with your sales representative to identify the actual charges you may expect.

PHOTOGRAPHY & FILMING

When you attend an event at TCU Place, you enter an area where photography, audio, and video recording may occur. By entering the premises, you are consenting to such recording media and its release, publication, exhibition, advertising or other media activities (including on the internet) without expectation of compensation or other remuneration.

PLUMBING/WATER ACCESS

While TCU Place does not offer dedicated plumbing lines for events/tradeshows, depending on the location, we can get water to your booth. Ask your Event Coordinator for details.

PREFERRED SUPPLIERS & SERVICES PROVIDERS

TCU Place has a valued relationship with preferred suppliers and are recommended by TCU Place as they are most familiar with the venue and setup requirements. Preferred suppliers include:

- » Handy Special Events - decoration rentals, tradeshow equipment rentals and setup. sohandy.com
- » Kota Graphics – please refer to our [Facility Advertising Package](#)
- » MOBO – swag, merch and promotional goods, please use code: TCUREF for a preferred rate. MOBO will store and deliver your product free of charge 306-249-4318.

PREMIUM SERVICES & EXPERIENCES

TCU Place is committed to ensuring that you have an outstanding experience, taking care of details large and small for your event. We have a dedicated Premium Experience Manager who will work with you to add elements of surprise and delight to your conference or event. Every event is as unique as you are, and so the best way to customize your experience is to connect with our Premium Experience Manager to talk about the outcome you would like to achieve. Then the details can be customized for your event and your guests. Check out some of the [Premium Experiences](#) we have to offer. For more information, please email PremiumExperiences@tcuplace.com

PRIVACY POLICY

TCU Place is committed to protecting the privacy and confidentiality of individuals' personal information that is collected in the regular course of business. This Privacy Policy describes our practices regarding the collection, use, disclosure, and protection of personal information submitted to us by our clients and customers. This Privacy Policy only applies to transactions made and information collected on TCU Place websites, or by telephone and in-person at TCU Place. Please refer to tcuplace.com/privacy-policy for TCU Place's full privacy policy.

PROPANE

Propane tanks used as part of an event in excess of 5 lbs (2.3 kg) are not permitted inside the building. Flow restriction valves must be used on all propane tanks. All propane connections are subject to inspection and approval by TCU Place. Propane tanks will be limited to no more than two (2) for any given exhibit booth or display. Propane tanks are not permitted on self-propelled vehicles or any other motorized equipment on display inside our facility.

PYROTECHNICS/HAZERS/CONFETTI CANONS

Formal approval must be given for all events requesting to use pyrotechnics, hazers, and confetti canons (confetti allowed in theatre only). All special effects or pyrotechnics will require the proper permits and approvals which must be obtained by the client, and only licensed pyrotechnic or laser contractors are to be used. In terms of hazers, water-based machines are permitted, whereas oil-based machines are not. The use of confetti in our Theatre is particularly difficult and time-consuming to remove, clean-up is subject to a special charge. Please contact your Event Coordinator for approval and a clean-up estimate. Refer to the [Safety & Protective Services, Flame Effects/Pyrotechnics](#) section for further protocols to follow upon the request of pyrotechnics.

RETURN OF SPACE/MOVE OUT

Clients are required to remove all materials upon completion of their event. This includes recyclables, equipment, products, furniture, crates, packing materials, printed materials, decorations, and items rented from outside the facility. If these items are not removed by event end, a \$250 storage fee per day will be added to the Client's invoice, plus depending on the items, material handling charges may apply.

TCU Place does not accept responsibility for items left beyond the scheduled load-out of your event. Charges for the removal of excess trash, debris, recycling, and oversized or non-recyclable items will be incurred by the client.

RIGGING

All overhead work beyond 3m (10ft), rigging installations and related services are provided exclusively by TCU Place. All rigging; including banners, décor, signage, screens, etc.

is subject to approval by TCU Place rigging department. All rigging is expected to meet industry standards, since improperly suspended items pose a health and safety risk, cause damage to hang points, and compromise their load-handling capability.



ROOM SET UP

Daily room set-up is included with your rental and any set-up requirements in their final form must be received at least 30 days prior to load-in. If room set-up requirements are not received on time, or if substantial changes are requested after labour has already been scheduled, the client will be charged the additional cost of labour to set and/or change your rooms, and an increased rental rate on certain items as per our [Inventory Catalogue](#).

Standard room set up includes:

- » Clothed Tables and chairs in the seating style selected
- » Tables required for any F&B ordered
- » Podium and microphone
- » Event/meeting listing on digital screens positioned in our main lobby, and on printed directional signage as required
- » 1 × 8-foot skirted table with two chairs for registration
- » Additional rental items are available in our [Inventory Catalogue](#) and can be arranged through your Event Coordinator.

SERVICE CHARGES

TCU Place's 2024 Service Fee is 18%, subject to change, and is applied to food and beverage items.

SMOKING/VAPING

In accordance with municipal regulations, TCU Place is a non-smoking facility. This policy extends to all tobacco and

cannabis-related products, as well as electronic cigarettes and vaporizers. All public areas, including pre-function spaces, meeting rooms, ballrooms, loading dock, and theatre, are designated non-smoking areas. All outdoor spaces within a 10m or 30 ft. perimeter of TCU Place are considered non-smoking as well. This includes the entire front entrance cement pad. This area will be monitored by Protective Services/TCU Staff. Smokers will be directed to the west side of the building/sidewalk.

SMUDGING CEREMONIES

Smudging Ceremonies are allowed in the facility with the pre-approval/arrangement of your Event Coordinator. The client must communicate at all times & areas of the smudging so that an appropriate Fire Panel Bypass and subsequent Fire Watch can be arranged. See [Fire Watch](#).

SOCIAL MEDIA

Our main social media platforms include Facebook and Instagram, and as part of signing a contract, we would be happy to promote and welcome your event.

SPACE ALLOCATION

TCU Place reserves the right to substitute a comparable function room(s) within the facility for the function room(s) listed in the License Agreement.

STAGE DOOR

Should your event require access at the Stage Door, a Stage Door Attendant is required for a minimum of three (3) hours. Please see [Labour Services & Staffing](#).

STATUTORY HOLIDAYS

Statutory overtime labour and increased room rental rates will be incurred for events that are held on all statutory holidays. TCU Place works with two unions, and the collective agreement governs the amount to be paid on statutory holidays – up to three times the normal rate. If your event starts or finishes on a statutory holiday (even after midnight at the start of a holiday), statutory labour rates will apply - please see [Labour Services & Staffing](#).

STORAGE & PRE-ARRANGED SHIPPING

Prearranged Storage - may be available prior to event but is limited. Any available storage will be provided based on availability on a first come first served basis, and subject to appropriate fees if storage is required for 3 or more days before your event. Please confirm availability and pricing with your Event Coordinator.

Post-event - Items must be removed from TCU Place immediately following the event. This includes all decorations, products and equipment. If items have not been removed within 24hrs a post event storage fee of \$250 per day will be applied to the final invoice.

Storage Fees: (Excludes Tradeshow)

- » Pre-event storage fees – more than 3 days before \$50/ piece, \$125/100lb skid (minimum \$250)
- » Pre-event storage fees – less than 3 days before \$35/ piece, \$100/100lb skid (minimum \$200)
- » Post-event - if your items are not shipped or picked up within 24 hours a minimum storage fee of \$250 per day will apply. Please discuss your requirements with your Event Coordinator.

A Piece is considered the following: box, road case, tote or anything loose requiring hand loading.

A Skid (pallet) is considered the following: Items wrapped together, requiring a pallet jack, and loading dock. Fees will be charged by the weight as per the bill of lading.

*Please see [Tradeshow Services](#) for all tradeshow storage requirements.

TAXES

Current taxes in the province of Saskatchewan include 5% GST and 6% PST. 10% LCT applies to all alcoholic beverages and corkage. Subject to change without notice.

- » The Provincial Sales Tax is 6% in Saskatchewan and will be applied to all applicable goods and services. If we are collecting ticket sales on your behalf and you are a non-resident vendor in Saskatchewan and not licensed to collect PST, we are required to remit the tax directly to the Ministry of Finance.

- » Government Sales Tax is 5%. GST will be applied to all applicable taxable supplies.
- » Liquor Consumption Tax is 10% and applies to all alcohol products and corkage.

If your entity has a Tax-Exempt status for either GST and or PST verified information supporting your exemption will be required.

Withholding Tax - If you are a non-resident individual or entity, we will deduct Withholding Tax from settlements and ticket sales collected on your behalf. Official CRA documentation must be provided for an exemption of this Tax to be applied.

TEMPERATURE

TCU Place strives to provide a comfortable environment for our guests, while at the same time adhering to our environmental commitments. Our Building Operators pre-set and monitor room temperatures throughout each event. Generally, room temperature is set at 21-22°C, taking into consideration the nature of the event, attendance numbers, and duration. If a room temperature adjustment is required, ask any of our staff on the floor who will relay the request to our Building Operator.

TEMPORARY STRUCTURES

Temporary indoor structures, including staging, tents, and multi-story booths, require approval from TCU Place. Engineering plans for stages and multi-story booths must be submitted at least thirty (30) days prior to your event for final approval.

TICKET DONATION

TCU Place often is approached by local companies, charities and non-profit organizations for cash and non-cash donations. Due to the public nature of the organization and our association with the City of Saskatoon, TCU Place will not offer cash donations. In-kind donations are available for local companies and community members in the form of theatre or self-created event tickets. Please visit our website to apply for [Ticket Donations](#).

TOURS & SITE VISITS

Our team members may be required to conduct tours of the facility during your contracted times and spaces and will make every effort not to interfere with your event. We will make

every attempt to notify you should any tours be scheduled or proposed during your event.

TRADESHOWS & EXHIBITS

TCU Place Tradeshows Services - TCU Place can provide in house Tradeshows services for up to 50 booths. Pre-arranged shipping and storage is available but limited. Please see [Storage & Pre-arranged Shipping](#) for more details.

Please see [Tradeshows Services](#) for inventory, pricing, labour fees and specific rules regarding tradeshows at TCU Place. All TCU Place tradeshow orders require approval from the Event Coordinator to secure inventory.

Third Party Tradeshow Providers - TCU Place's preferred tradeshow provider of shows larger than 50 booths is Handy Special Events, 306-933-2727. There is no storage available on-site for exhibitor crates or tradeshow setup gear unless services have been prearranged with TCU Place. All items must be removed and stored on truck or offsite.

The client must agree to all show rules and guidelines listed on the appropriate [Tradeshows Services](#) waiver form as part of the TCU Place License Agreement.

TRASH REMOVAL

Basic housekeeping is provided in the rental of the room, which includes garbage/recycling removal. Any excessive garbage or cardboard that is left behind will incur an extra labour charge and a \$50 waste diversion fee per bin that will be added to your invoice. The client is responsible for removing any unwanted garbage/recycling from their space after setup has been completed and before their event begins. To ensure staff know what is waste and what is not waste, TCU Place Staff will gladly remove garbage and recycling from a dedicated collection point.

UNIONS

IATSE, CUPE 59 and UFCW 1400 are certified unions with exclusive contracts at TCU Place. As a City of Saskatoon venue, we are bound by a Collective Agreement, which dictates hours, conditions, and terms of work for our employees. We have a positive working relationship with our

unions, and are proud to provide flexible, responsive service to our guests within the confines of these agreements.

VEHICLES FOR DISPLAY

TCU Place is uniquely equipped to accommodate vehicles in select areas of the building and property.

Inside:

- » Provide exact weights and measurements of the vehicle (diagram where possible) to confirm floor load-bearing compliance.
- » Provide copies of insurance coverage in case of loss, damage, theft, or fire. Show Management and TCU Place will be held harmless from any action that results from loss, theft, fire, damage, or any other occurrence.
- » Internal Combustion Engine (ICE) Vehicles must have the battery disconnected while on static display, and gas caps are to be locked or secured against tampering.
- » Vehicles must have minimal amounts of fuel. Only enough to propel the vehicle in and out of the building is permitted.
- » While on static display, the vehicle must have an oil/fluid pan collecting leaking fluids and protecting the show floor surface. This must be monitored and cleaned.
- » A set of keys and emergency telephone numbers for contact person(s) responsible for the vehicle are to be left with the Event Coordinator/Duty Manager.
- » Vehicle move-in and out times are to be coordinated with the Event Coordinator. Upon move-in and move-out there must be a forward and rear ground guide present to direct vehicles and pedestrians.
- » Vehicles may be brought into the facility via the freight elevators (see [Deliveries, Freight & Shipping](#) for elevator dimensions)
- » Electric Vehicles are permitted where access permits in the building.

*Note that any vehicle being brought into the Facility that is unusual (such as a tank) or extremely heavy should be approved by the Operations Department.

Outside:

Event or Tradeshow vehicles displayed on the front entrance pad are to adhere to all relevant points above; and,

- » Obtain permission from your Event Coordinator/Operations Department prior to parking on the front pad.
- » Upon authorization, ground guide to ensure vehicle is positioned leaving a minimum of 6' (feet) away from all entry/exit doors, allowing pedestrian traffic safe access across the pad to entrance doors, and not blocking the wheelchair ramp in the driveway.

VIRTUAL TOUR

To check out our space from the comfort of your own home, TCU Place has an online [Virtual Tour](#) available on our website.



WEDDINGS

Congratulations! Trust TCU Place to deliver a memorable experience for your special day. Customized packages and options are available. Please request our wedding package for more details from inquiries@tcuplace.com.

TCU Place welcomes weddings of all sizes and types, and is ideal for larger weddings with 500+ attendees.

FOOD & BEVERAGE

CATERING AT TCU PLACE – LEVY CANADA

Taste, tradition, and innovation. Sprawling agriculture landscapes provide the perfect backdrop for an evolving food scene in Saskatoon, Saskatchewan. An attractive destination for newcomers thanks to its approachable and inclusive community, today's burgeoning population adds a vibrant touch to the city's culinary heritage. Rustic and humble flavors abound in Berry pies, local produce, and hearty beef stews, while a kaleidoscope of ethnic new flavors deliver limitless adventure and gastronomic discovery period it is this peculiar fusion of old and new that TCU Place aims to encapsulate with each of its culinary creations and signature experiences. Our food is imaginative, cultivated, and abundant with homegrown hospitality.

From tender beef seared to perfection, to the earthy richness of chanterelle mushrooms foraged in nearby woodlands, our menus pay homage to the land, with a touch of today's Saskatoon magic. This magic radiates with a celebration of culinary diversity, where global dishes like pillowy perogies and rich silky curries round out our menus - an epicurean symphony to suit all tastes, wants and imaginations.

Chef-forward and driven by passion, we pride ourselves on delivering more than just a great meal. Like the sweet pop of indigenous berries that dance on the palate, we aim to delight with memorable signature experiences for all celebrations, big or small.

ALLERGIES, ALTERNATIVES & DIETARY RESTRICTIONS

TCU Place and Levy are committed to offering a wide range of food options that can accommodate a variety of dietary requests, including restrictions related to allergies, intolerance, medically prescribed diets, as well as vegetarian and vegan diets. TCU Place will make every effort to accommodate dietary requests, prior to a 5-business day guarantee date.



- » Additional costs may apply based on meal requirements including Halal and alternative meals.
- » All medical dietary requests must be received with the guest's name and medical allergen on the guarantee due date. On the day of the event, the client will be responsible for notifying the culinary lead of the guest seat location with these requests prior to food service.
- » We pride ourselves on being able to accommodate dietary requests no matter when they arise, and we understand that you may be surprised by a guest's requests after the deadline has passed to communicate requests. We will do our best to accommodate special requests up to and including the day of your event. Please note that an additional charge of \$40 per meal will apply (excluding tax and service charges). While we cannot guarantee that we will be able to meet all requests, we will make every effort to meet your guest's needs to the best of our abilities.
- » Gluten and Wheat Free - with the increased demand to make meals gluten and wheat-free, we strongly suggest that you include a minimal percentage of these items in your selections.

Our kitchen is not Allergen Free, and we cannot guarantee against cross-contamination of allergens. There is also a possibility that manufacturers of the commercial foods used could change the formulation at any time, without notice. The client and their guests concerned with food allergies need to be aware of these risks, as

it is possible for an allergen to be introduced inadvertently during food preparation, handling, or service. TCU Place will not assume any liability for adverse reactions to food consumed, or items one may have come into contact with while consuming our products. For our full Catering Guidelines please consult our menu at tcuplace.com/venue/catering/.

CATERING LABOUR

Unless otherwise indicated, charges for the staffing of your event are included in our menu prices, provided the minimum sales requirements are met.

Service Standards:

- 1 server per 32 guests
- 1 buffet line per 125 guests (where room layout permits)

If additional staffing is required, over and above what is normally provided, current hourly labour rates will be added to the final invoice. Please note that a four (4) hour minimum per staff member applies. Additional labour will be charged for customized menu chef-attended stations.

Delayed or Extended Catering Service:

We know that anything can happen during live events, and sometimes programs are delayed. We will accommodate a changing program the best we can while managing the variety of events in our building, and we ask for your understanding that sometimes there is a ripple effect of late service. Catering services delayed by the client will result in a labour charge of \$150 for each additional 15 minutes, after the first half hour.

We ask that you allow for 20 minutes of clearing time immediately after dinner when considering your program. If this does not work for your program, we will accommodate and \$1.75 per person will be added to offset labour costs.

- » All quoted labour charges are subject to change without notice.
- » An 18% Service Fee, 5% GST, and 6% PST will be added to your invoice.
- » Additional labour charges will apply for all days on which statutory holidays are observed - please see [Labour Services & Staffing](#).

COFFEE CONSPIRACY – RETAIL OUTLET

TCU Place has a wonderful coffee, dessert, and homemade sandwich bar on site to service your guests before, during and after your event. Hours vary according to the event activity in the building. TCU Place reserves the right to close the retail space should the revenue being generated not support the labour required to staff it. For special requests to open the outlet, a minimum of \$150/hr. must be generated for the outlet to be kept open. The outlet must generate \$600 in sales in 4 hours of operation, or the client will be responsible for the difference in revenue. For more information on menus and pricing, please contact your Event Coordinator.



CONCESSION

Menu selection is an important consideration for your event, and for the safety of your guests, food is required when alcohol is served. If you do not order any food for the event, a TCU Place concession will be set up, at the client's expense (if minimum revenue is not exceeded).

The concessions will be open for a maximum of four (4) hour period. Revenue must reach a minimum of \$600 over the time period. If the sales do not achieve the minimum requirements, a labour charge of \$600 will apply. For more information on menus and pricing, please contact your Event Coordinator.

FOOD SAFETY STANDARDS

All food and beverage must be prepared and presented by TCU Place /Levy Canada's culinary team. Food and beverage purchased or brought in from off-site and served in our facility is not permitted, regardless of quantity. For more information on menus and pricing, please contact your Event Coordinator.

FOOD SUBSTITUTIONS

TCU Place has the right to make substitutions to any order or any menu item which is not reasonably or readily obtainable or appears inferior to our quality standards. Special orders may require additional advance notice.



GUARANTEES

A guarantee of the number of guests attending must be provided to TCU Place a minimum of five business days prior to the function. Clients will be invoiced for the guarantee or actual number of people in attendance, whichever is higher. The guarantee is not subject to a reduction after the five-day deadline. Increases in guaranteed numbers after the five-day deadline are subject to approval by TCU Place and may be charged a 25% fee per meal.

MENUS

TCU Place's culinary team has created a Catering Menu with a variety of selections including coffee breaks, breakfasts, lunches, dinners, and receptions - available on our website at tcuplace.com/venue/catering/.

We request menu selections and estimated attendance thirty (30) days in advance. Final guaranteed numbers are required five (5) business days in advance.

Custom Menus

Menus are suggestions and may be altered in consultation with your Event Coordinator or Business Development Associate. Our staff are ready to create menus designed specifically for your function upon request. To ensure supply of your custom menu, we highly recommend that menus be submitted a minimum of 30 days prior to your event. Prices for specialty menus will be quoted as requested.

SERVICE OFFERINGS

Service offerings include plated/served meals or chef's tables. Some items are designed as a chef-attended station, as indicated in the menu. Appetizers are provided at a self-serve buffet station, or they can be served or passed to guests for an additional staffing fee.

TASTE TESTS

Planners may wish to sample our culinary team's creations prior to their menu selection. Taste tests are available for a fee of \$200 for up to six (6) people, for events with 500+ guests. A signed contract and fully paid deposit are required prior to booking taste tests. All taste tests must be arranged in advance with your Business Development Associate. Available only with plated (served) dinners.

WATER & COFFEE SERVICE

At no additional charge, basic water service is provided at all tables for most meals. For meetings, conference break-outs, or events without meals, complimentary self-service water stations are available as a way to reduce the environmental impact of our facility. If water service is requested at tables where it is normally not provided, additional charges may apply. Please contact your Event Coordinator for more information.

Coffee is provided on tables for plated service, and at a self-serve station for all other setups. If coffee service is requested at tables where it is normally not provided, additional charges may apply. Please contact your Event Coordinator for more information.

ALCOHOL MANAGEMENT

For most events at TCU Place, alcoholic beverages are available for purchase. TCU Place staff is trained in responsible alcohol management as mandated through the Government of Saskatchewan Serve it Right program.

- » On a per-event basis, guests may be permitted to purchase multiple alcohol beverages in one transaction.
- » Guests are restricted to no more than 2.75 drinks in front of them at any given time per SLGA regulation.
- » All guests may be required to show government-issued photo ID to purchase alcohol.

- » Guests shall not bring in alcoholic beverages from outside or leave with alcohol purchased inside TCU Place.
(Excludes recorked wine)
- » Alcohol service will end at a predetermined time at each event. This time will be confirmed with your Event Plan and Event Coordinator prior to your event.
- » Management reserves the right to refuse the sale of alcohol to any guest.
- » TCU Place reserves the right to deny entry to the event to anyone who appear to be intoxicated. At this point, the intoxicated person will be assessed and processed and not released until TCU Place has provided full duty of care to that person.

It is the policy of TCU Place to require all guests who are thirty-five (35) years of age or younger to present a valid form of ID with proof of age to purchase alcoholic beverages at the venue. Guests in the possession of alcoholic beverages can be requested to produce identification at any time. Individuals who engage in the purchase of alcoholic beverages for minors or minors presenting falsified identification will be ejected from TCU Place and reported to Saskatoon Police Service.

Bartender Charges

TCU Place bartender fees are a minimum of (5) five hours per bartender. For every \$500.00 generated bar revenue (before service charge and tax), we will waive one (5) five-hour bartender labour fee. TCU Place recommends 1 (one) bartender per seventy-five (75) guests. For event year labour rates, please see [Labour Services & Staffing](#).

Bar Service Hours

Regular bar service consists of last call at 12:00am, bar closed at 12:30am and guests are required to depart by 1:00am. If your event requires late bar service (last call later than 12:00am), a \$175.00/half hour charge will be applied to the invoice.

Cash, Host & Subsidized Bars

- » **Cash Bar:** When guests of the event purchase drinks from the bar using cash, debit, or credit. All liquor prices include Service Charge, GST & LCT.
- » **Host Bar:** When the client is invoiced for all beverages consumed during the event. Service charge, GST & LCT are applied to the total invoiced amount.
- » **Subsidized Bar:** When the client pays for a portion of the beverage cost and guests get to enjoy beverages at a reduced price.

Intoxication Plan

TCU Place cares deeply about the safety of our guests and we want to make sure everyone has a great time and behaves responsibly as well. Patrons who appear intoxicated on premises will be assessed by the TCU Place hospitality team. Those who show signs of intoxication will be removed from areas where alcohol is being served and taken to a processing area where they must be picked up by a safe and sober party. Guests who are assessed will have their information logged for safety purposes, including the name of the party or person picking up the individual. For detailed information on our Intoxication Plan, visit [🌐 Intoxication Plan - TCU Place](#).

SID BUCKWOLD THEATRE BOOKINGS

ANCILLARY THEATRE BOOKING SPACE POLICY

The Theatre encompasses all theatre spaces including the Regals, Stage, Green Room, Rehearsal Hall, and Dressing Rooms. If a client chooses to book one of these ancillary spaces separate from the theatre (ie, Regal only), the individual spaces can only be confirmed three (3) months in advance. These spaces may be exposed to sound checks or other noise caused during load-in/load-out from the theatre stage and areas and may only be available to rent from 8:00am – 5:00pm. For more information, please speak with your Business Development Associate.

BOX OFFICE

Our Box Office is often the first area that people see when they come into TCU Place and is open to the public to purchase tickets for shows at TCU Place. Our friendly Box Office team will have general information about finding your location in the building, upcoming shows, how to get around Saskatoon, places of interest and more. Box Office is also the place where our Lost and Found items end up, so if you happen to misplace something while at TCU Place, you may find it there.

Monday - Friday: 9:00 am - 5:00 pm

Saturday: 12:00 pm - 4:00 pm (Closed Saturdays July/August)

Sunday: Closed, unless it is a show day*

* On Show days we are open until ½ hour past the show start time.

* If a show goes on sale on a Saturday we will open at 10:00am.

Visit [About Us - TCUtickets.ca](https://www.tcutickets.ca) for more information about our Box Office policies.

DANCE COMPETITIONS AND RECITALS

Considering the potential vulnerability of young performers entering/exiting the building for dance school rehearsals, performances and competitions, dance school organizers are required to provide minimum Stage Door and Security personnel.

Hours and staffing levels will be determined by our Front of House Manager and Security Manager in accordance with our policy, and invoiced to the organizer at the applicable hourly rate. For more information, please contact our Front of House Manager at 306-975-7785.

FOR PROMOTERS

We host a wide variety of events, and while we are the principal presenter/promoter here, we love working with external promoters of all types and sizes! Here are some quick facts for you if you are thinking about bringing a show to TCU Place:

- » Ticketing - In-house ticketing is mandatory, no offsite ticketers allowed. Ticket scaling and service charges are worked out in tandem with you - see [Ticketing](#) on next page.
- » Ticketing rebates - For external promoters, we provide a generous rebate share of ticket service charges.
- » Production/Technical - Our theatre has hosted thousands of incredible performers over 55 years. We boast highly qualified staff and premium production equipment (costs are in addition to venue rental) and can help you present anything from a solo vocalist to a full Broadway Theatrical production.
- » Front of House Staffing - At TCU Place, we have an excellent, trained team of people to help your event be all you are hoping for. Ticket takers, ushers, coat check and an excellent Guest Services supervisor make up the complement of FOH staff that will be a cost to external promoters.
- » Local assistance. We have done many shows in this market, so if you need a runner, merchandise sellers, rental vehicles, hotel referrals, medical specialists or more – please ask! While labour or service rates will apply, we provide the sourcing of these services at no additional cost.

TCU Place is happy to either host external promoters' events as a full rental, or to consider co-promotion with you. Rentals: consult our FOH/Theatre Manager 306-975-7785. Co-promoted shows - direct your inquiry to our Director of Events 306-975-8899.

All production services carried out in the theatre are subject to our contract with the International Union, IATSE. This brings a mandatory 3 house-technicians (minimum) on every event in Theatre.

MERCHANDISE SALES

Often with public performances, artists or organizations wish to sell associated merchandise on TCU Premises. We welcome this and have some very industry-standard policies around this.

Some key points to consider:

- » Tables and chairs in a well-lit, high-visibility space. Provided free to you, set up in advance.
- » Staffing - We have great people to either assist or to sell merchandise for you, if required. We appreciate them and you will too! They can be paid by TCU Place and recouped from your final invoice, or you can pay them directly. We do NOT provide "volunteer" sellers or people who will accept merchandise in trade for their work. Typically, these sellers arrive 30-60 minutes prior to door-opening time and stay after the show as long as required to assist you with count-out and cash-out. Please see current labour rates.
- » Payments - TCU Place can provide a cash float and Moneris card terminals as needed. There is no charge for these tools and services, however, if you prefer to use your own cash float and/or terminals, that is fine too!
- » House Commission - TCU Place retains 10% of total sales on "Media" or "Hard Goods", typically records, cd's, calendars, books, posters. We retain 20% of total sales on "Soft Goods", typically apparel of any kind. These commissions are standard for every show and are collected no matter if TCU Place provides staffing or the event producer does.
- » Soundscan or other reporting - If you or your tour requires a signature/verification of sales to a reporting platform like Soundscan, our Duty Manager onsite can do that.

TICKETING

TCU Place hosts a wide variety of events that require ticketing. We are the sole ticketer for all shows in the Sid Buckwold Theatre and Centennial Hall. Our ticketing system is AudienceView Unlimited and is online at tcutickets.ca. We can provide ticketing for events in convention and meeting spaces if required; exact services and costs to be determined based on event needs. We offer online, in-person (the box office is open 6 days a week) and telephone purchasing for tickets.

If you are a promoter, our team will work with you on all show setups and builds, including presales, VIP add-ons and more.

- » We offer generous rebates on service charges for all promoters (see chart below).
- » We charge a \$3 facility fee (current as of 2024) per ticket.
- » We offer automatic reports for your events if you require them.

Ticket Service Charges + Promoter Rebates

Base Ticket	Facility Fee*	Service Charge	Total Fees
\$0-39.99	\$3.00	\$7.00	\$10.00
\$40-59.99	\$3.00	\$9.00	\$12.00
\$60-79.99	\$3.00	\$11.00	\$14.00
\$80-99.99	\$3.00	\$13.00	\$16.00
\$100-124.99	\$3.00	\$15.00	\$18.00
\$125-149.99	\$3.00	\$17.00	\$20.00
\$150-200.00	\$3.00	\$18.00	\$21.00

*Facility fee goes to TCU Place exclusively.

Note - the above are ALL fees to consumer. UNLESS DIRECTED OTHERWISE, all our base ticket prices are inclusive of 5% GST and 6% PST.

Credit Card Fees - a 3% credit card fee is added to consumer, not part of the fees above.

Promoter Rebates - Based on Show Count, Prior Year

Show Count	Rebate on S.C.
0-3 Shows	30%
4-6 Shows	35%
7-9 Shows	40%
10+ Shows	50%

THEATRE EXPERIENCES

Balcony Lounge Reception - With a purchase of 12 tickets or more, host your guests in a balcony reception for \$375 which includes VIP food amenity of Food/beverage. Entertain your guests a half hour before the show and at intermission (if applicable) with your own attendant and food/beverage service in a beautiful up-lit lounge with signage fitting your event.

Private Bar Service - Groups of 25 or more Private Bar service. With a minimum guarantee of \$575 enjoy a private balcony bar and service. Entertain your guests an hour before the show and at intermission (if applicable) with your

own attendant and food/beverage service in a beautiful up lit lounge with signage fitting your event.

Corporate Boxes & Suites - The Sid Buckwold Theatre boasts excellent sound and viewing quality from everywhere in its 2,074-seat theatre. However, we also have excellent premium options to consider when attending a performance at TCU Place.

- » TCU Place has 18 corporate boxes and 8 suites that are sold on a long-term contract.
- » We offer complimentary food and beverage when you purchase a box or suite (Minimum 4 tickets purchased)
- » If you are interested in purchasing a box for your corporation for a long-term contract, contact [✉ PremiumExperiences@TCUPlace.com](mailto:PremiumExperiences@TCUPlace.com) for availability.
- » TCU Place has a limited number of boxes or suites available for the public (referred to as the **Private Box Experience**) on a first-come first-served basis 30 days before the show date.
- » If you are interested in purchasing a box for a Private Box Experience, call the Box Office 30 days before the show date for availability.
- » Food and beverage choices must be pre-ordered through the Box Office at least 3 business days before the show date. Beverage service is available during shows.

SAFETY & SECURITY

BUILDING EVACUATION PLAN

TCU Place has a comprehensive safety plan and is available to assist in the unlikely event of a building emergency. Your Event Coordinator will review our Building Evacuation Plan with you, and we ask that you please share this with your guests as well.

In an emergency, TCU Place is equipped with alarms that will sound and strobe signals that flash. The Building Alarm System has 2 stages:

First Stage: Warning (intermittent ringing/strobe lights flash).

Second Stage: Evacuation (continuous ring / strobes). You will be guided by TCU Place staff & announcements through the building to direct your evacuation.

Should you hear the Second Stage Evacuation alarm, please make your way calmly to the West exit onto 22nd Street East (muster point is under flagpoles). Use the stairwells, which are marked with EXIT signs. DO NOT USE THE ELEVATOR. If you are mobility impaired, you will be assisted by TCU Place staff. Stay outside the building until TCU Place staff tells you we have been cleared to return.

There are 5 exits from the Salon level:

- » Down the Grand Staircase which is flanked by floor-to-ceiling windows
- » Down the west staircase which is at the opposite end of the Salon meeting rooms, near the men's washroom
- » Through the 4 exit doors near the women's washroom
- » Down the fire stairwell front of Salon A
- » Down the fire stairwell at the end of Salon D

There are 3 exits from the Centennial Hall level:

- » Up the west stairwell beside Main Lobby entrance

- » Through the East Fire Doors
- » Through the South Exit via the Kitchen

There are 4 exits from the Gallery level:

- » Through the North Fire Doors that exit to 22nd Street
- » Via the ramp to the Main Lobby
- » Through the 4 Fire Exit Doors at the end of Gallery D
- » Through Fire Exit Door, east side of Gallery Suite I

There are 4 exits from the Regal/Theatre level:

- » Through the West Theatre Doors to Main Lobby
- » Through the East Theatre Doors to Main Lobby
- » Through fire doors east side thru theatre/backstage crossover doors
- » Through fire doors west side theatre/backstage crossover doors

Take a moment to familiarize yourself with the exits and enjoy your experience at TCU Place!

COMBUSTIBLE MATERIALS

The following materials must be flameproof for display purposes: decorative fabrics, drapes, curtains, hangings, backdrops, and banners. Flame retardant certificates must be provided for all decorative materials and the flame retardant label must be left on every item that has been sprayed or treated. All textiles used in, on or around displays must meet the requirements of CAN/ULC-S109 (Flame Tests of Flame-Resistant Fabrics and Films) or equivalent. Please contact your Event Coordinator to discuss the use of combustible materials.

COMPRESSED AIR & AEROSOLS

OHS Regulations shall apply to the PPE, storage and handling of compressed air/gases or Aerosols used for an event. Contact your Event Coordinator if your event is using compressed air or aerosols.

EMERGENCY EXITS & EQUIPMENT

All emergency exits and equipment must be fully accessible, unobstructed, and clearly visible at all times. Items that are blocking emergency exits will be moved.

FIRE SAFETY

TCU Place has a Fire Safety Plan that is reviewed and approved annually by the City of Saskatoon Fire Department. Our fire safety procedures identify ways to recognize, mitigate, and prevent fire hazards while maintaining a safe building environment. Please contact your Event Coordinator for all your fire safety requirements.

FIRE WATCH

TCU Place is required to implement a Fire Watch when a portion of the Fire Safety System is taken offline for any reason, and/or when this system cannot be reset and operated in the normal mode. The use of hazers or pyrotechnics, smudging or pipe ceremonies requires advance approval by your Event Coordinator, and if approved, a Fire Watch will be necessary. Please contact your Event Coordinator for all your Fire Watch requirements. Any last-minute Fire Watch requirements are subject to personnel availability and a surcharge.

FIRST AID

TCU Place has personnel on each shift trained in first-aid emergency response, including the use of an on-site automated external defibrillator (AED). The AED is in the Coffee Shop, west Regal Lobby.

Clients with an event requiring a greater degree of first aid or health and safety response are encouraged to arrange for additional emergency medical services coverage. Please contact your Event Coordinator to discuss your requirements.

FLAME EFFECTS & PYROTECHNICS

Theatre or Event performances containing flame effects or pyrotechnics require prior approval from the Saskatoon Fire Department (SFD). Clients must complete and submit the Flame Effects/Pyrotechnics Application to SFD for approval at least 14 days prior to the performance. Your application must include:

- » Site Plan Attached
- » Letter of Permission (from TCU Place)
- » Proof of Insurance
- » Event Description
- » Storage Location

Contact your Event Coordinator for more information or to obtain the Flame Effects Application.

GBAC CERTIFICATION

TCU Place has [!\[\]\(fe3aebe81acea8d45108cd2768939da7_img.jpg\) Global Bio Risk Advisory Council \(GBAC\) Star Certification](#). This is the gold standard of safe facilities, providing third-party validation that ensures facilities implement strict protocols for bio risk situations. Accreditation empowers facility owners to assure workers, customers, and key stakeholders that they have proven systems in place to deliver clean and healthy environments that are safe for business.

HARASSMENT & VIOLENCE

TCU Place is committed to providing and maintaining a workplace that ensures all people (i.e., employees, clients, guests, workers, customers, suppliers, vendors, etc.) are treated with dignity and respect, and can work and/or conduct business in an environment free from harassment, discrimination, and violence of any kind. Harassment is a form of discrimination that is prohibited by law and any such behavior is strictly not tolerated. See [!\[\]\(a8f9309f944226d1420f5fed22e2b6e6_img.jpg\) Code of Conduct](#).

HAZARDOUS CHEMICALS, MATERIALS & WASTE

TCU Place has a Hazardous Spills/Materials Protocol. Please contact your Event Coordinator to discuss the use of hazardous chemicals, materials, and waste.

KEYS

Keys can be loaned to clients to assist with easy access. Clients will fill out an information screening form with security before being issued keys. Keys not returned to Security will be subject to fees on the final invoice.

OPEN FLAME CANDLES/SPARKLERS

TCU Place allows the use of open-flame candles as long as the flame is 2" (inches) below an approved fire-resistant vessel (votive candles, candles, etc.) Please check with your Event Coordinator for approval. Any required clean-up/damage from wax on linens, etc. will be charged back to the client. No sparklers of any kind are permitted.

MEDICAL & SPECIALTY SERVICE PROVIDERS

With hundreds of events held at TCU Place each year, there is a good reason to prepare for many eventualities. In large gatherings there can be a need for many diverse types of services. TCU Place has several in-house staff trained for emergency medical response, including AED training. We can also book services from a variety of disciplines depending on the needs of each event, including:

- » Ambulance and medics: on-site or on-call
- » Police: uniformed or plain-clothes
- » Massage Therapists
- » Security Services (preferred provider: Saskatoon Commissionaires): T-shirt, Suited, or tactical wear.
- » Dog Therapy teams (provider: St Johns Ambulance).
- » Grief or trauma counselling services

If you are planning an event here and require assistance locating these or other specialized services, please ask your Event Coordinator. Most are available through third-party partners and associated costs will be determined.

PARKING SAFETY TIPS

Protect yourself against theft and harm.

- » Avoid unlit or low-lit areas at night.
- » Remove the ignition key and activate the steering lock when you leave your car.
- » Lock your doors and fully close all windows.
- » Hide all valuables out of sight or take them with you.
- » Walk with a buddy to your car and be observant when walking outside of the building.

POLICE OFFICERS & SPECIAL DUTY

TCU Place is proud to partner with Saskatoon City Police and other Law enforcement agencies. Regular visits from Police Officers to TCU Place help ensure the safety of our building, clients, and staff. Planned training sessions with Law enforcement agencies at TCU Place helps with preparedness and readiness of our staff.

POWER FAILURE

In the event of a power failure, an emergency generator will power all emergency exit lighting, and other critical systems. The Event Coordinator and Operations Team will guide the client/patrons if a power failure should occur.

RIGHT TO INSPECT

For your safety and security, all guests, and their belongings may be subject to search prior to admission. Some events require bag checks and select events may involve metal detector wands, and/or manual pat-down searches by trained security personnel. TCU Place reserves the right to confiscate items which may cause danger or disruption to the event or other guests. Any guest refusing screening of themselves, or their bags will be denied entry.

SAFETY STANDARDS

TCU Place has a Fire Safety Plan that is reviewed/approved annually by the City of Saskatoon Fire Department. In addition, TCU's Safety Plan outlines various threat protocols; TCU, Fire and Police Response; Post-Incident and Follow-up plans. See also "Protective Services Standards". Contact your Event Coordinator for further details.

SECURITY/PROTECTIVE SERVICES STANDARDS

Protective Services holds the security at TCU to the highest standard. We thrive on ensuring the safety of our clients, staff, and building. Most events receive a safety audit from your Event Coordinator and our Security Manager, which determines all security requirements for the event.

When we recommend Security coverage, we factor into account the number of guests, presence of alcohol, time and duration of the event, and any event history, which helps our team to create the best and safest plan for the event. Trained security guards are there to assist in all aspects of security for the duration of the event and staff trained in First Aid and AED are on standby.

Security with Alcohol Service – TCU Place reserves the right to ensure certain minimum staff and services are provided for the event to maintain order, safety, and operating standards of the facility. The minimum standard is One (1) security guard per every 200 guests with a bar or where liquor is being served. For bar service/liquor events with fewer than 200 guests, or large non-alcohol events, the security requirement will be at the discretion of TCU Place/ Security Manager based on the nature of the event and the

building activity. A three (3) hour minimum per guard will be charged at the event year hourly labour rates. Please see [Labour Services & Staffing](#).

Theatre Access – If space is required where there is access to the theatre stage, additional security fees may apply for the safety of your guests. The TCU Place Security Manager will determine the proper number of security guards and the most effective placement at the expense of the Client. If security is provided, or if TCU Place requires security for an event, the security employed will be the venue’s choice.

Clients are responsible for costs associated with securing their event. Please see [Labour Services & Staffing](#).

THEFT

TCU Place assumes no responsibility of liability for any loss or theft of any items including deliveries during, prior to or following the event.

WEATHER-RELATED EMERGENCIES

TCU Staff regularly monitors local and provincial weather networks in preparation for any weather concerns. Weather related emergencies will be addressed per the protocols within TCU’s Safety Plan. Contact your Event Coordinator for specific information.

SUSTAINABILITY

GREEN POLICIES & PRACTICES

TCU Place is a proud signatory of the [Sustainable Tourism 2030 Pledge](#). TCU's Commitment Statement: We acknowledge the responsibility to reduce our demand on the planet's finite resources, minimize our carbon footprint and help meet the United Nations Sustainable Development Goals. Through the targets in this strategy, we are sending a clear message: We can and will do more to provide better outcomes for our community, our customers, and our environment. Please see the TCU Place [Think Green Program](#) on our website.

RECYCLING

TCU Place utilizes blue-bin/single-stream recycling for all paper, plastics, clean glass, and cans. We set up mass recycling stations at tradeshow and large-scale events for the collection of cardboard, pallet wrap, paper and other recyclable materials. Since 2018, TCU has been composting all kitchen food preparation and floor table scraps and soiled paper towels. We have partnered with local businesses for recycling batteries, light bulbs, electronics, and pallets.

REDUCING FOOD WASTE

TCU Place and Levy Canada are committed to supporting local community kitchens while focusing on reducing our environmental footprint. We have an extensive [Waste Not 2.0 Program](#) which includes food donation, waste tracking, and composting.

SUSTAINABILITY RECOMMENDATIONS FOR YOUR EVENT

Your Event Coordinator is available to help you increase the sustainability efforts for your event. We encourage you to check out our [Sustainability Checklist](#) for best practices to minimize your event's environmental impact.

