

VANCOUVER CIVIC THEATRES



Venue Guidelines 2026/2027 Season

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About Vancouver Civic Theatres

Vancouver Civic Theatres (VCT) are owned and operated by the City of Vancouver, and are committed to developing, enhancing, and promoting the city's vibrant arts scene, sharing with the world the astonishing breadth and depth of Vancouver's creative community and cultural entrepreneurs. VCT's composite of theatres and performance spaces includes the Orpheum, Queen Elizabeth Theatre, Vancouver Playhouse, Annex, and ʔxwʔlexən Xwtl'a7shn Plaza which regularly host award-winning performances, independent productions, and groups from across the globe. VCT bridges the connection between patron and performer, providing culture enthusiasts with access to an endless array of arts and entertainment productions, including concerts, theatre, classical music, opera, and Broadway shows.

Purpose of Venue Guidelines

The VCT believes that the best way to ensure successful events is to clearly define the levels of support for, and accountability of, our user groups. More commonly referred to as the "House Rules" this document is intended to supplement the Theatre License Agreement (TLA) and help to identify the expectations of the venue in terms of access, conduct, etiquette, and safe practices.

Glossary of Terms

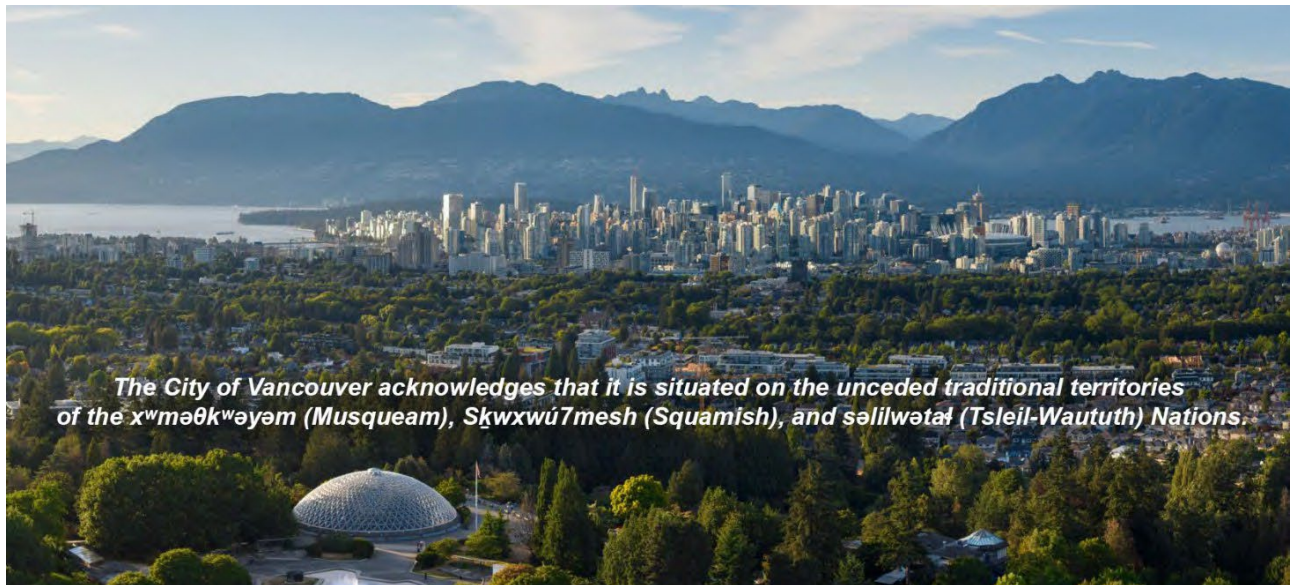
- **Vancouver Civic Theatres (VCT):** The Queen Elizabeth Theatre, The Vancouver Playhouse, Salons, ʔxwʔlexən Xwtl'a7shn Plaza, The Orpheum, and The Annex
- **Theatre License Agreement (TLA):** The agreement entered into between the CITY OF VANCOUVER and the LICENSEE
- **Licensee:** Company, organization or individual that signs the TLA
- **IATSE:** International Alliance of Theatrical Stage Employees (Stage Crew Union)
- **CUPE 15:** Canadian Union of Public Employees, Local 15 (City Employee Union)
- **Head Carpenter (HC):** VCT employee, IATSE Crew Chief, backstage supervisor
- **Front of House (FOH):** Department and staff responsible for patron safety and audience services. Area of the venue accessed by the public
- **Booking & Event Coordinator (BEC):** VCT event liaison to the Licensee
- **Booking:** The event, performance, reception taking place at a VCT venue



Territory Acknowledgement

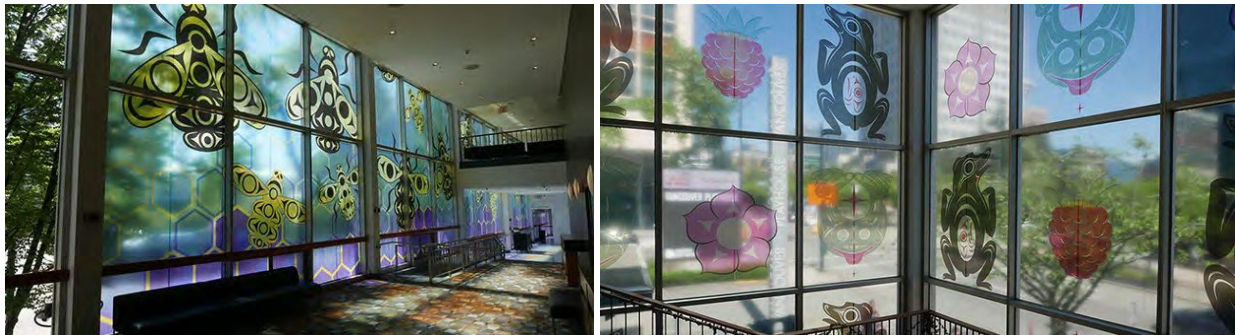
The VCT acknowledges that it is situated on the unceded traditional territories of the xʷməθkʷəy̓əm (Musqueam Indian Band), Skwxwú7mesh Úxwumixw (Squamish Nation), and səlilwətał (Tsleil-Waututh Nation.) The City of Vancouver is considered a national and global leader for the adoption and implementation of reconciliation at the municipal government level and is currently the only city in Canada to have declared itself a City of Reconciliation.

The VCT engages in partnerships with Indigenous artists to enhance visibility on the land, through public art installations on and around the facilities, to facilitate access to civic spaces for performances and gatherings, and to update space usage guidelines to ensure that cultural practices can take place comfortably and safely. VCT remains committed to continuous learning and actively engaging in the City's ongoing efforts towards Reconciliation. Learn more about the [City's journey here](#).



Smudging

Licensees who wish to perform a smudging ceremony inside any of the VCT venues, must inform their BEC and then connect with the Senior Manager of Production to provide details. Information required includes the specific area of the venue for the ceremony and the date and time for the event. A minimum 15-minute warning is required on the day of the smudging ceremony so that the VCT Technical Contact may carry out approved fire safety procedures.



Communication Process

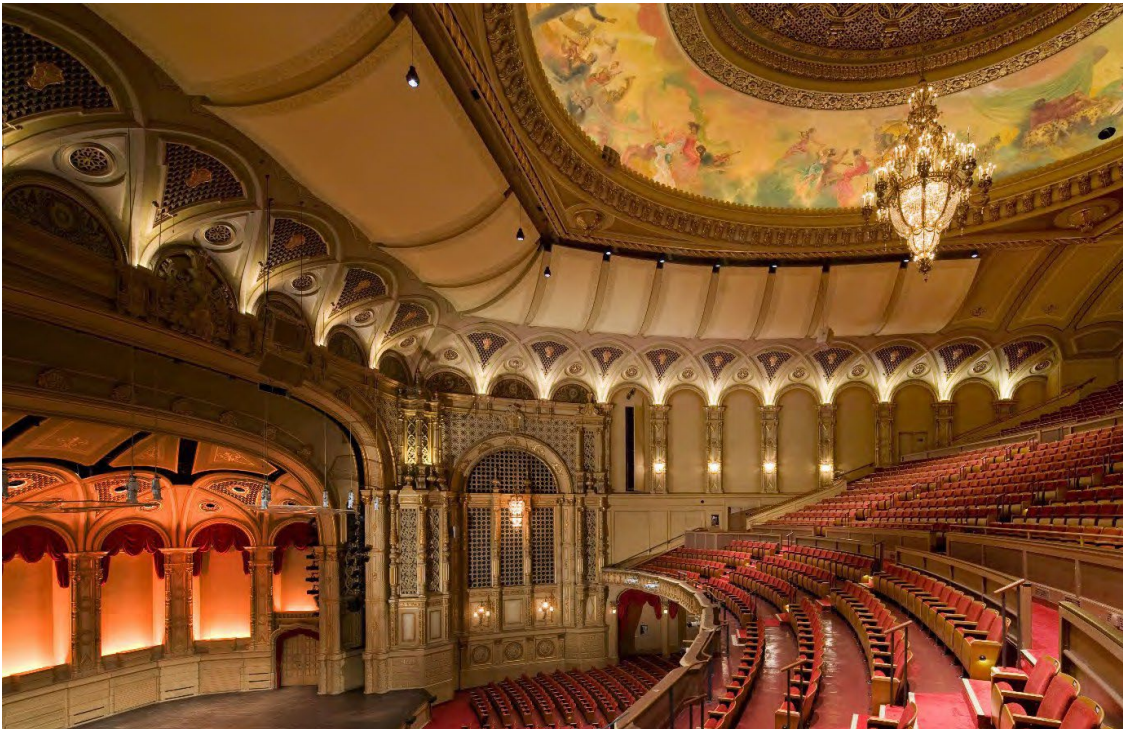
The VCT Venue Guidelines are posted on the VCT website under the [RENT A VENUE](#) section. The complete document can be downloaded from the website. The Booking & Event Coordinators have PDFs that can also be shared with Licensees. QR codes are posted in production areas for quick access to the VCT Venue Guidelines.

Unionized Worksite

The VCT venues are unionized worksites. Our stage and backstage areas are under the jurisdiction of IATSE Local 118. The Front of House /Audience Services, Building Services and Stage Door Security departments are staffed by CUPE 15 members. Work in these areas is protected, therefore, no member of a production team, event volunteer, or representative of the Licensee may be engaged in activities that displaces a unionized worker as covered by the respective Collective Agreements.

VCT Code of Conduct

The VCT is committed to ensuring a welcoming and safe environment for our patrons, clients, artists, and staff as outlined in the [City of Vancouver Respect in the Workplace policy](#). Guests to our venues will be treated in a professional, respectful, and courteous manner by all VCT staff. We expect guests, whether they are artists, clients, or patrons, to treat our staff and each other in the same manner by adhering to the [VCT Code of Conduct](#). Additionally, the City of Vancouver has introduced (2026) an [Expectations of Respectful Conduct](#) program, it can be viewed on the City public-facing website.



Safety & Security

Access: Building access will be granted through the Stage Door at the time(s) identified in the TLA (standard daily rental hours, 08:00 – midnight.) All persons associated with the booking must have a credential or a list of names must be provided to the Stage Door Attendant, IDs will be required for entry. As per the TLA, the Licensee shall maintain reasonable control over stage and dressing room access, unless safety becomes an issue.

Backstage: No activities may take place on the stage or in the backstage areas without VCT IATSE staff onsite unless prior approval has been obtained from the VCT's Senior Manager of Production.

Lobby: Lobby activities must be scheduled in advance through the BEC so that appropriate staffing levels can be arranged. Lobby access should not be granted by the Licensee or any of their staff or volunteers without VCT FOH Staff in place.

Parking Restrictions and Fire Lanes: Parking information for each VCT Venue is available in the Tech Specs on our website:

- [Queen Elizabeth Theatre](#)
- [Orpheum](#)
- [Vancouver Playhouse](#)
- [Annex](#)

Traffic Control Requirements: The VCT Traffic Control Plan, involving flaggers and possible road closures, is required for the movement of trucks in and out of the loading docks. The size of the plan and cost varies depending on the number of trucks and the day of the week. For more information, please contact Brendan Keith, VCT Technical Director at brendan.keith@vancouver.ca

General Safety: Safety is paramount, and all persons associated with a booking are expected to behave in a safe and respectable manner towards the venue, the VCT staff, and patrons. Any activities deemed to be unsafe will be halted by either the HC, the FOH Supervisor or the VCT Manager on Duty and reviewed before work will be allowed to continue. VCT staff have the right to eject or bar entry to any objectionable person or persons from the premises including persons appearing intoxicated or who act in contravention to the City of Vancouver's Respect in the Workplace Policy, Expectation of Respectful Conduct program, or the VCT Code of Conduct.

Emergency Protocols: Emergency Evacuation plans and routes are shared with the Licensee during:

- Crew Talk at the top of the IATSE Call, delivered by the HC
- Patron Evacuation Plan at the Security/Safety Briefing

Event Security: Security requirements for events and performances will be determined by the VCT in consultation with the Licensee and when necessary, the Vancouver Police Department. Minimum security staffing levels will be set by the VCT's Manager of Security Operations. If the VCT team requires a Security Briefing, the Licensee or their representative are required to attend. The briefing will be scheduled at a mutually agreed upon time, generally 30 minutes before venue doors are opened to the public. The Licensee must use the City's exclusive security provider for all security requirements. Additional security screening is reviewed on an event-by-event basis.

Performer Inciting Dangerous or Destructive Behavior: Licensees are responsible for the actions of the performer(s). The Licensee will be held accountable for any damage(s) caused to the venue by the performer(s) or as a result of the performer(s) inciting dangerous or destructive behaviour from the audience.

Show Stop & Restart Procedure and types of show stops:

- **Artist Stop** – If an Artist stops the show the HC will inform the FOH Supervisor and call for House Lights
- **Front of House Stop** – If the show is stopped by FOH to deal with an issue in the Auditorium or Lobby, they will advise the HC, who will inform the Licensee Representative, and call for House Lights
- **Technical Stop** – If the show is stopped by Production to deal with a technical issue the HC will inform the Licensee Representative, and the FOH Supervisor and call for House Lights

If a show stop is required, the following actions will be taken: With House Lights at full, the HC will step out onstage and address the audience. The HC will provide clear but limited information to the audience about the nature of the stop and the expected delay.

Definition of Pause: If the expectation is that the show will be able to restart in less than 10 minutes, the HC will ask the audience to remain in their seats.

Definition of Unscheduled Intermission: If the expectation is that the show will be able to restart, but the delay will be greater than 10 minutes the HC will call for an unscheduled intermission and give the audience the option to visit the lobby and use the washrooms.

Show Stop with extended delay – Unscheduled Intermission

- For a prolonged show-stop, anticipated to be more than 10 minutes, the HC will inform the audience that “we are taking an unscheduled intermission”
- Intermission protocols in effect
- HC and FOH Supervisor to maintain contact throughout with anticipated restart time

Show Stop with Evacuation Required

- The HC will confirm the evacuation notice and instruct the Licensee Rep (Tour Manager, Production Manager, Stage Manager, etc.) to clear the stage
- HC will call for House Lights and will make an announcement from the stage
- HC will deploy the Fire Curtain (QET & PH only) as a precaution
- HC will direct artists and visiting crew to a designated safe zone
- HC will alert production staff via radio to evacuate backstage and stage operating stations (AV Rooms, Tech booths etc.)
- HC, if safe to do so, will check or assign someone to check the backstage areas are clear
- FOH team will evacuate the Auditorium
- HC will confirm all backstage and production areas have been evacuated

Show Re-Start

- **Show Restart from a “Pause” scenario**
 - Once it is established that all parties (Show, Production, and FOH) are “Good to Go”, the HC or Artist(s) (when appropriate) will address the audience from the stage
 - Stage lighting into ‘show state’
 - House Lights to 50%, House Lights Out, Show Restart

- **Show Restart from an “Unscheduled Intermission” scenario**
 - Once it is established that all parties (Show, Production, and FOH) are “Good to Go”, the FOH Supervisor will ring the 5-minute bells in the lobby
 - Once the Audience is re-seated, the FOH Supervisor will hand the house back to the HC as per standard post intermission protocols
 - House Lights to 50%
 - House Lights Out
 - Show Re-Start

ANNEX Exception

Please note at the Annex, any announcements that need to be made to Patrons will be delivered by the Front of House Supervisor.

House Light Policy: House Light levels are set by the venue for safety. This level is in play pre-show, at intermission, and post-show. They cannot be turned down until the ticketed time of the event.

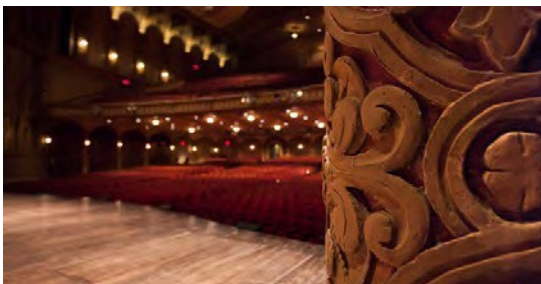
Prohibited Items: To ensure the safety and comfort of our guests, the following items are prohibited within the VCT:

Medical, religious, and cultural exceptions may be made at the discretion of venue management.

- Outside food & beverage items
- Glass bottles
- Weapons or fireworks
- Illegal drugs or noxious substances including but not limited to products that create harmful gases and vapors such as chemical solvents, glues, nitrates, ammonia, bleach
- Skateboards, bicycles, scooters, rollerblades, or roller skates, etc.
- Cameras, sound and/or video recording devices as per event restrictions
- Helium balloons, noisemakers, cowbells, airhorns, laser pointers, glow sticks etc.
- Large signs, sticks, flags, use of selfie sticks
- Aerosol cans
- Non-medical masks (that cover the full face)
- Items prohibited based on event or artist-specific requirements
- Flowers with strong scents (lilies, gardenias, etc.)
- Any item that is deemed a safety hazard as identified by VCT Security staff

For Patrons: Coat Check is available for storage of items (i.e., large personal bags or luggage) during the event. All other prohibited items must be disposed of prior to entry to the venue(s).

If a guest is found in the facility with a prohibited item, the item will be confiscated, and in some cases, the patron may be evicted from the venue. Illegal items will be turned over to Vancouver Police. For more information, please contact the Manager of Security Operations at 604.665.2181



Production & Backstage

Technical Specification Packages: Technical packages are updated on a regular basis, as the VCT technical teams keep the venue up to date with the latest theatre technology. Technical packages can be found on the VCT:

- [Queen Elizabeth Theatre Tech Specs Package](#)
- [Orpheum Tech Specs Package](#)
- [Vancouver Playhouse Tech Specs Package](#)
- [Annex Tech Specs Package](#)

Backstage Capacities: When performer counts reach a particular size based on technical specifications, extra staff may be required to facilitate the safe evacuation of backstage.

Media: If Media is expected for an event, the BEC must be informed in advance so that they can notify the Audience Services Department. Media limitations in terms of access and duration is at the discretion of the production. All Media personnel are subject to the VCT Code of Conduct and must display credentials.

Hospitality: Artist Hospitality is not the responsibility of the VCT. Catering options are available through your BEC.

Authorized Caterers: The VCT has a [list of authorized caterers](#). If you book catering for Backstage or Front of House, it must be confirmed through your BEC or VCT Technical Director so access can be provided. It is the Licensee's responsibility to ensure all catering equipment is removed from the theatre at the end of your booking, and leftover food disposed of or stored appropriately on a daily basis. We cannot accommodate next day pick-ups, unless pre-approved by VCT's Technical Director or Senior Manager of Production (for Backstage) and/or BEC (for Front of House). **Note:** There are no cooking facilities on site at any VCT venue.

Cleaning Surcharge: Any event using confetti of any kind, must first get consent from the VCT Senior Manager of Production or the VCT Technical Director. These events will be subject to an additional cleaning charge. Any excessive mess left in the Green Room or Dressing Rooms may also result in a cleaning surcharge.

Note: Glitter and Mylar (single-use plastic) confetti is prohibited.

Plumbing Surcharge: To maintain proper functioning of the venue's plumbing systems, only toilet paper may be flushed in washrooms. A plumbing surcharge may be applied if plumbing issues arise due to misuse, including but not limited to the disposal of:

- Paper towels
- Non-disposable wipes (including "flushable" wipes)
- Sanitary products or other foreign materials

If a plumbing issue is determined to be caused by event activity, the associated service and repair costs will be charged back to the licensee.

Burn Permits: If the event is planning to use any open flame, the Licensee must obtain a Burn Permit. Please discuss your intentions with the VCT Technical Director, Brendan Keith brendan.keith@vancouver.ca. After reviewing the Licensee's fire plan, the VCT Technical Director will issue a letter on behalf of the venue. The Licensee must then submit the letter to Vancouver Fire Rescue Services (VFRS) for approval and issuance of the Burn Permit.

Meet & Greets

For VIP programs, Meet & Greet opportunities, and early merchandise access, attendees must be ticketed separately and in addition to the main performance or event. This must be coordinated with any third-party vendors if these special packages are not being sold through the main ticketing provider.

Definition of a Meet & Greet (M&G): A planned period either pre or post event, outside of the scheduled performance time, at which the artist(s) interacts with ticketed attendees. This can include, but is not limited to a photo op, sound check, additional performance, or Q&A session.

Definition of an after show: A planned meeting backstage, post show, between artist(s) and approved guest(s). The green room, dressing room(s), or rehearsal hall must be pre-booked. If over 20 guests are invited, extra staffing may be required.

The following information must be provided to the BEC 72 hours before the event to enable VCT to provide adequate floor staffing, security, and equipment:

Locations

- Upon request, PDF Maps with dimensions of all available locations will be provided by the Booking and Event Coordinator.

Timings

- Preshow or post show?
- Start and end times?
- If being held in the auditorium, stage crew may be required which could impact the production schedule i.e. crew breaks.

Attendance and Access

- Estimated attendance is required 72 hours in advance with confirmed numbers provided on the day of event
- Packages
 - How many?
 - What each package entitles attendees to receive and expect?
- Credentials such as lanyards or wristbands must be provided for attendees to wear for the duration of the M&G
- If show only tickets have been issued for VIP, Early Access, or any other package, an accurate guest list for checking in must be provided to VCT before patrons will be permitted to enter, 72 hours prior to M&G event
- Staffing details regarding M&G hosts and or volunteers and their roles must be communicated to the BEC in advance

Other Information to be confirmed with BEC with 72 hours notice

- Production requirements – Will the M&G require audio, lighting, or AV?
- Defined security and FOH parameters – example: will audience members be allowed to approach the stage?
- Catering requirements if any

Accessibility: If any member of the production team (cast, crew, or creative) has physical accessibility requirements, please discuss with your BEC and the Senior Manager of Production.

Front of House Operations

Staffing: Per the TLA, the venue rental fee includes the services of FOH Staff from one hour prior to the start of the performance, until fifteen (15) minutes after the performance to a maximum total time of five (5) hours. The Licensee shall pay for all additional time worked by FOH Staff beyond this contracted time as required.

The FOH staff are responsible for:

- Ticket Scanning
- Ushering Duties
- Bar/Concession Sales
- Coat Check

This is protected work under the CUPE 15 Collective Agreement. These duties may not be performed by the Licensee or their representatives, nor by Volunteers.

Concessions: VCT venues allow on-site purchased food and beverages, including alcohol, to be consumed in the auditorium. All beverages permitted in-house will be served in the original packaging ("Pop-the-Top Service"), in reusable plasticware or in biodegradable paper cups. Patrons have the option to enjoy their beverage in glassware in the lobby area only. If the Licensee requires that canned and bottled beverages be decanted (a request that may appear in the Artist's rider) an environmental fee will be added to the final settlement as follows:

- QET = \$2000
- ORPHEUM = \$2000
- PLAYHOUSE = \$500
- ANNEX = \$100

Bar Policy and Alcohol Service: Bars close within 15 minutes of the headliner going on stage, unless otherwise requested. The VCT reserves the right to reduce alcohol sales to one drink per person, per transaction or to stop serving alcohol/closing the bars entirely if patron behaviour warrants it.

Lobby Access: Lobby activities must be scheduled in advance through the BEC so that appropriate staffing levels can be arranged. Lobby access should not be granted by the Licensee, their representative(s) or by volunteers without VCT FOH Staff in place.

Lobby Set-up: Requirements for lobby set up (example: registration tables, chairs, step & repeats, pop-up displays) must all be arranged in advance through the BEC. Wall-mounted displays must be approved to ensure there is no damage to the venue. Set-ups must not block visual artwork on display. Emergency egress routes must not be obstructed by lobby activations. FOH staff may be required for lobby access and set-up based on activation level, please consult your BEC with details.

Programs: If a Licensee has printed programs to be distributed to patrons, this should be noted in the Event Info Sheet so that FOH Staff can be informed. For an extended run the total amount of programs should be delivered in time for the first public performance. Deliveries must be pre-arranged through the BEC. Used programs will be recycled by the VCT, unused programs must be removed by the Licensee at the conclusion of the booking. For digital programs, QR codes may be displayed in the lobby using signage provided by the Licensee or the Production.

Volunteers: If your event includes the deployment of Volunteers, a Volunteer Coordinator for the event must be identified by the Licensee. All Volunteer activity in the theatre must be pre-approved by VCT through the Booking and Events Coordinator.

- Volunteers must wear visible identification as to their role as a Volunteer for the event. Examples: lanyard, or T-shirt
- A list of Volunteers with their names in alphabetical order by last name must be provided in advance of the event to the BEC - Required for Stage Door access.
- If the number of Volunteers is greater than 10, a Volunteer Check-In Supervisor must be assigned to Stage Door to assist with checking in the event Volunteers.
- Volunteers may only be assigned to Stage Door for the purpose of translation and the check-in of Volunteers - Volunteers assigned in this position will follow the direction of Stage Door staff.
- Volunteers are to enter the building via the Stage Door only and are not permitted to provide direction, or give access, to anyone via other entrances into the building.
- Volunteers may not act in the capacity of crowd control.
- Volunteers cannot be assigned to permanent positions in the auditorium, backstage and/or Stage Door for the purpose of security or crowd control.
- Volunteers are not allowed to give direction on opening the lobby or auditorium to Security or VCT staff. This decision is made by the VCT FOH Supervisor and VCT HC respectively.
- Volunteers cannot operate coat check, tear tickets, or perform the role of an usher in the FOH lobbies and/or auditorium. This includes handing out programs.
- To view a performance, volunteers must have a ticket to an assigned seat. All Volunteers must have their ticket scanned by a Ticket Taker. Volunteers may not stand at the back of the auditorium or in the aisles. This policy is in effect from the moment the lobby doors are open to public.

Promotional items & Giveaways: Promotional items, including but not limited to samples, coupons, flyers, brochures, buttons may be given out at info tables or handed out to patrons as they leave the venue. Under no circumstances may perishable or food & beverage 'giveaways' be handed out or offered at info tables pre-show or during intermission. Advance notice of proposed promotional items must be provided to the BEC with 72 hours of your event.

Political Campaigning & Election Materials: To maintain the neutrality of the venue and ensure an inclusive environment for all patrons, political campaigning and the promotion of political parties or candidates are **not permitted** within the venue.

This includes, but is not limited to:

- The display, distribution, or sale of campaign materials, including signs, banners, posters, brochures, pamphlets, buttons, stickers, and promotional items.
- Campaigning, canvassing, petitioning, or soliciting support for or against a political party, candidate, or ballot initiative within the venue or on venue-controlled property.

Ticketing

Box Office: VCT works with four Authorized Ticketing Providers (ATP). Licensees must use one of the ATP designated by the VCT for all box office and ticket service requirements for pre- sales and day of sales at the respective venue.

- Ticketmaster Canada vancouvertheatresupport@ticketmaster.ca
- V-TIX sales@vtixonline.com
- AdmitONE vct.support@admitone.com
- Showpass vctsupport@showpass.com

Start Times: Adjustments to any of the standard start times must be approved by VCT in advance.

- Box Office opens 1 hour (60 minutes) before venue doors.
- Venue Doors open 1 hour before the posted start time of the event.
- Elevator access from QET/Playhouse parkade opens 1 hour before the posted start time.
- Auditorium Doors open 30 minutes before the posted start time of the event.

Merchandise

Licensees are required to provide contact information for any merchandiser contracted to sell at a VCT venue. Merchandisers must disclose to the BEC the products they wish to sell. The VCT will not approve the sale of merchandise that is in competition with products being sold by the VCT. Examples of this would be chocolate bars, popcorn, chips, drinks, etc.

- **Receiving & Storage** - VCT does not receive merchandise and does not provide onsite storage. If this service is required, please contact your BEC who may be able to provide local third-party Merchandiser contact information.
- **Lobby Access** – Merchandisers may access the lobby three (3) hours in advance of the posted show start time (equal to two (2) hours before venue doors open), under the supervision of the TA3 FoH. Should the merchandiser require earlier access, a Head Ticket Taker (HTT) will be scheduled. Advance notice of three (3) business days is required for early access scheduling.
- **Set Up** – The VCT may provide: tables, Chairs, Linens, Grids and Power (limits apply)
- **Commission** – Merchandise commission is collected on Gross Sales less than 12% Sales Tax (7% PST and 5% GST). The standard VCT Commission is:
 - 20% of net sales for Soft Goods
 - 20% of net sales for Proprietary Publications & Souvenir Programs
 - 10% of net sales for Media, Hard Goods, and commercially available Books
- **Credit Card Fees** – A 4% Credit Card Fee allowance will be deducted from the gross credit card sales prior to calculating the merchandise commission
- **Taxes** - GST (Goods and Services Tax) is applicable on the merchandise commission. The City of Vancouver / Vancouver Civic Theatres is required to collect GST on behalf of the Canada Revenue Agency. The merchandise vendor is responsible for remitting any taxes collected by them (i.e. GST and PST.)
- **Settlement** – The VCT's preferred settlement methods are Credit or Debit Card processed through the VCT Point of Sale system.

E-transfer: Please send e-transfer payments to accounting.vct@vancouver.ca and include the name of the event in the comments as a reference. Minimum transfer fees will depend on your current banking arrangement.

Wire Transfer Information:

- Name of Bank: Bank of Montreal
- Address: 595 Burrard Street, Vancouver, BC V7X 1L7
- Bank ID: 001
- Transit Number: 0004 (or 00040 if 5-digit is required)
- Account Number: 1541380
- Swift Code: BOFMCAM2
- VCT Address: 649 Cambie Street, Vancouver, BC V6B 2P1

WIFI: note that the VCT does not take any responsibility for operation of sales equipment. Merchandisers are strongly recommended to bring their own backup system such as a hotspot in case of interruptions to Wi-Fi access.

Wi-Fi Access

City of Vancouver provides the following Wi-Fi options:

Limited Access - Shared Wi-Fi

SSID: COV-Business

Identity / Username: vct-<venue>

Password: 4GreatVenues!

Free Public Wi-Fi

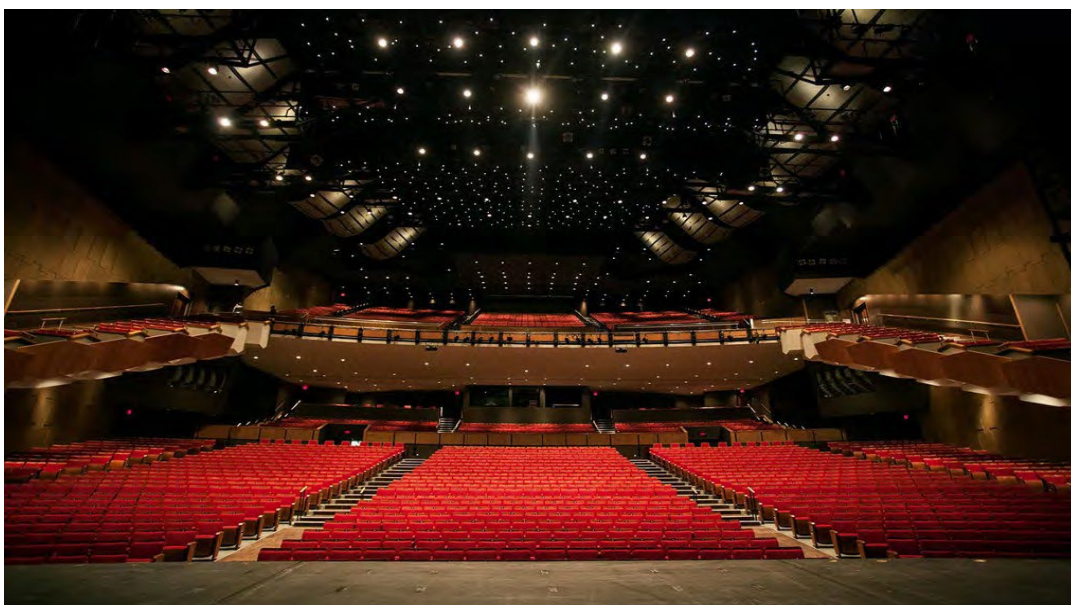
SSID: #VanWiFi

[Featured Project: #VanWiFi | City of Vancouver](#)

COV-Business Identity by Venue

Queen Elizabeth Theatre	vct-qet
The Orpheum	vct-orph
The Playhouse Theatre	vct-playhouse
The ANNEX	vct-annex

Wi-Fi access is provided on an as-is basis with best effort to support during regular business hours 8:30 am – 4:30 pm M-F. Mobile POS are known to have a variety of constraints and requirements and may not work with our configurations. We recommend planning to test early and having an alternate Mobile Internet or LTE option available.



Patron Information

Please direct any patron inquiries to the VCT website [Visit Our Venues - Vancouver Civic Theatres](#) Venue specific information includes:

- VCT Code of Conduct
- Getting Here
- Parking
- Accessibility
- Box Office & Show Information
- Theatre Etiquette
- Lost & Found

Clearing the Venue

Front of House: Any FOH installations, including but not limited to signage and décor, must be removed from the lobbies and salons once patrons have cleared these spaces, unless arrangements have been made in advance through the BEC for a next day pick up.

Backstage: At the end of the booking term, before “signing off” on the event and completing Crew Timesheets, the HC will do a walk-through to ensure that all items, including any hospitality or catering food, serving items or equipment has been disposed of or removed. Dressing Rooms and Green Rooms must be returned to the clean state in which they were found; this includes emptying of fridges used by the client. Garbage and recycling is to be placed in the appropriate receptacles.

Note: On an extended run, the fridges will only be cleaned after the final performance, once the show has moved out, not during the term of the booking, unless the Licensee has requested this service and agrees to pay the additional cost.

