

# WHERE THE WORLD TAKES THE STAGE

## WINSPORT

CALGARY • ALBERTA • CANADA

PROMOTER & EVENT COORDINATOR
HANDBOOK
WinSport Event Centre



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## **GENERAL INFORMATION**

Developed for the 1988 Winter Olympic Games, WinSport Canada Olympic Park is home to the newest meeting and event space in Calgary.

The 500,000 square foot Markin MacPhail Centre, located in the centre of the park, has venue space for corporate events, cocktail parties, small and large meetings, weddings, conferences, trade shows, and concerts. Less than 20 minutes from the downtown core, Canada Olympic Park has a convenient location, floor to ceiling windows, world- class catering, and on-site audio visual.

With a capacity of 3700, the Event Centre (located in the Markin MacPhail Centre) is destined to become one of the premier live entertainment destinations in the city. Following a \$350,000 upgrade to allow for the production of non ice events such as family shows, concerts and comedy, the Event Centre is capable of hosting both seated and standing events, in the

round and in an end stage format. The Event Centre also has four adjoining sky boxes and ballrooms, as well as a lounge, providing a variety of hospitality options.

A not-for-profit organization, WinSport owns and operates Canada Olympic Park in Calgary, the Bill Warren Training Centre at the Canmore Nordic Centre in Canmore Alberta, and the Beckie Scott High Performance Training Centre on Haig Glacier Alberta. WinSport also funds two-thirds of the operating budget for the Olympic Oval at the University of Calgary. Money spent at WinSport facilities supports not only Canadian high-performance athletes, but introduces thousands of Calgarians to winter sports each year.



### **EVENT MANAGEMENT**

#### JOHN SUTHERLAND

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### **ACCOMMODATIONS**

#### TOURISM CALGARY EVENT SUPPORT

As Calgary's official destination marketing organization, Tourism Calgary is excited to welcome and support event organizers in the city, and to enhance visitors experience through a variety of avenues. If you're hosting an event in Calgary, please contact Tourism Calgary (details below) for information and support in the following areas: hotel accommodations, potential funding and grant opportunities, marketing and visitor information.

#### **ACCOMMODATIONS**

The following hotels are located nearby WinSport, however Calgary offers a wide range of hotel options. Please contact Tourism Calgary for help facilitating your hotel requirements.

- Aloft Calgary University: 2359 Banff Trail NW, Calgary, AB T2M 4L2
- Best Western Village Park Inn: 1804 Crowchild Trail NW, Calgary, AB T2M 3Y7
- Centro Motel: 4540 16 Ave NW, Calgary, AB T3B 0M6
- Four Points by Sheraton Hotel & Suites Calgary West: 8220 Bowridge Crescent NW, Calgary, AB T3B 2V1
- Holiday Inn Express Inn & Suites Calgary University: 2373 Banff Trail NW, Calgary, AB T2M 4L2
- Hotel Alma, University of Calgary: 169 University Gate NW, Calgary, AB T2N 1N4

#### **CARLEE SAVORY**

Senior Manager, Sport, Culture & Major Events Tourism Calgary carlees@tourismcalgary.com | 403-750-2375

### **LOCATION**

Canada Olympic Park in Calgary, Alberta, is on the south side of the TransCanada Highway #1 (16th Avenue SW) at the Bowfort Road intersection. All directions below are from this entrance point. The park can also be accessed from the top of the hill via Paskapoo Drive SW. Please note, park gates are closed nightly, and this road is not recommended for large trucks. Calgary Public Transit Bus Route 408 provides daily direct service from the Brentwood C-Train Station; Bus Route 305 runs from downtown during weekday mornings and afternoon rush hours. The bus stop is temporarily located outside the Frank King Day Lodge.

## DIRECTIONS FROM THE CALGARY INTERNATIONAL AIRPORT: NORTH OF THE CITY

- Head North on Deerfoot Trail
- Take Stoney Trail West (this is the ring road and will eventually turn south)
- Take Trans-Canada Highway (16th Ave, NW) East
- Stay in the right-hand lane and turn right into Canada Olympic Park

#### **DIRECTIONS FROM WEST OF THE CITY:**

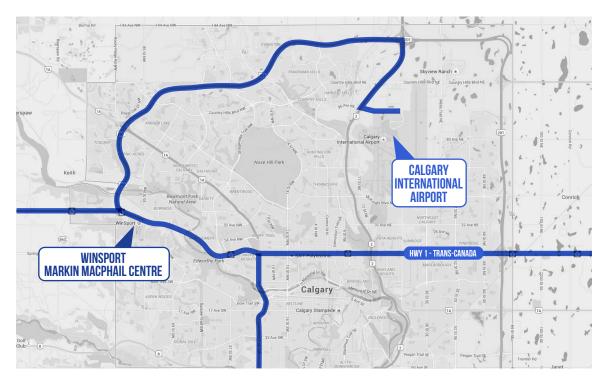
- Head east on Trans-Canada Highway (16th Ave.)
- Once past Stoney Trail interchange, stay in the right-hand lane and turn right into Canada Olympic Park

#### DIRECTIONS FROM EAST OF THE CITY

- Head west on Trans-Canada Highway (16th Ave. NE)
- · Continue on 16th Ave., past Deerfoot Trail
- Continue along 16th Ave., past McMahon Stadium and the Foothills Hospital
- Once across the river, stay in the left-hand lane and follow the signs for the left-hand turn into Canada Olympic Park

#### **DIRECTIONS FROM SOUTH OF THE CITY:**

- · Head north on MacLeod Trail
- Take Glenmore Trail West
- · Merge onto Crowchild Trail North
- Take Memorial Drive West
- Once through the traffic lights at Shaganappi Trail stay to the right and merge onto 16th Ave. NW heading westbound
- Once across the river, stay in the left-hand lane and follow the signs for the left-hand turn into Canada Olympic Park





WinSport has the flexibility to negotiate industry standard market rate deals, flat all-inclusive deals or percentage deals. First time clients are asked to complete a rental application which includes details of the event and business history of the promoter.

Approval for event bookings are subject to approval from Win-Sport Event Management and in some cases the Calgary Police Department. Submission of an event request application does not guarantee the event to proceed or dates to be held. Dates will only be secured after there is approval from the committee, a signed contract and deposit with credit card on file.

#### **TENTATIVE HOLDS**

#### FIRST HOLD

Requests for tentative date(s) that are made within twelve months of the event are held for two months, after which time the Event Manager reserves the right to request the date to book another event on the date(s) being held, with notification to the potential renter. When a contract is fully executed and the agreed upon deposit is received, tentative dates will then be considered confirmed.

#### SECOND HOLD

WinSport facilities and date(s) reserved on a second hold are held pending execution of a contract or the release of the first hold date(s). In the event the first hold date(s) are released, second hold date(s) receive first hold status.

#### CHALLENGES ON DATE(S)

If a potential renter makes a request for a tentative date being held by another party, they will be given a second hold. If the party requesting the second hold wants to challenge the date, WinSport Event Management will give the first hold client written notice of the challenge and will have seventy two hours to make a non-refundable deposit to secure the date. The first hold client will then be required to return the signed contract within fourteen days. Should the contract not be received within the fourteen days, the date will then be made available to the second hold client.

#### OTHER CIRCUMSTANCES

If two potential clients are bidding on the same act, the promoter who signs the act receives the contract for the dates, regardless of the hold sequence.

#### **CONFIRMED**

Dates are only considered confirmed upon execution of contract & rental agreement, along with receipt of deposit.

#### **FACILITY FEES**

\*Please speak with the Event Manager for facility rates House nut deals also available.

#### **EVENT SERVICES**

In addition to the venue rental, the client will pay the operational & technical expenses along with labour related to the event. These expenses include, but are not limited to the following:

- 1) Event Cleaning
- 2) Forklift Driver
- 3) Heavy Machinery
- 4) Electrician
- 5) IT
- 6) General Labour
- 7) Ushers
- 8) Ticket takers
- 9) Stage hands
- 10) Police
- 11) Fire
- 12) Paramedics
- 13) Ambulance & Medics
- 14) Security
- 15) Catering
- 16) Traffic & Parking Patrol
- 17) Coat check
- 18) Box office staff
- 19) Stage
- 20) Backdrop drape

#### **CAPACITIES**

#### **EVENT CENTRE TOTAL** (maximum capacity without

infrastructure)
Floor – 1528
Standing capacity (concourse) – 400
Seats (Bowl) -2940
Skyboxes – 4 (capacity per box: 30)

#### **WEST STAGE LAYOUT**

Seats (Bowl) – 1852 Floor – 1300 (60x40 stage) Standing capacity (concourse) – 400 Seated capacity (concourse) – 152

\*Capacities are subject to change based on set up and configuration.



## **GENERAL RULES/CONDITIONS**

#### **FOOD AND BEVERAGE**

All concessions and beer gardens are operated and controlled by WinSport.

#### **MERCHANDISE**

All merchandise (programs, novelties, t-shirts, souvenirs etc) must be sold by the Event Centre or an authorized representative before the event. The seller will take a beginning inventory, handle the financial settlement and pay the tenant or tenants authorized representative. The sale of these items is subjected to commission to WinSport as specified in the event contract.

#### **SMOKING**

Smoking is not permitted anywhere inside the facility.

#### **SPONSORSHIP**

All sponsorship, banners and displays must be approved by WinSport.

#### **RE-ENTRY**

Once a patron leaves the Event Centre during an event, there is no re-entry permitted unless agreed upon or another ticket is purchased. Emergency or medical conditions may be an exception.

#### RE-SALE OF TICKETS (SCALPING) & ILLEGAL MERCHANDISE

Re-sale of tickets by private third parties is prohibited on WinSport property. Any merchandise not approved by WinSport is prohibited.

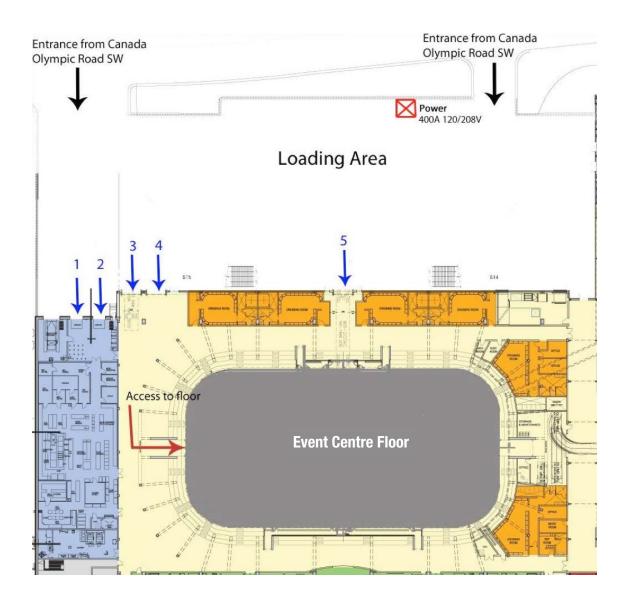
#### **PERMITS**

All building permits, AGLC license extensions and fire occupant loads will be submitted on behalf of the client by the Event Manager. All costs incurred will be charged back to the client.

### LOAD IN/LOAD OUT

Show load in is located at the North West Corner of the Event Centre. This can be accessed by continuing on Canada Olympic Road SW past the day lodge, and taking the 5th left turn. There are five loading docks located in a gated secure parking lot. Once load in is complete, the loading area can house at least five trucks and other vehicles. Power can be supplied to the load in area. If needed, there is additional overflow parking located in the west parking lot, accessed by carrying around the Event Centre building and taking the first right.

Locations of loading docks (blue arrows indicate docks)





The Event Centre can host a concert or event with up to 3700 guests (depending on configuration). The Event Centre ice deck is 19,000 square feet and has a state of the art Nautic-deck flooring. There are four adjoining sky boxes & ballrooms along with the Molson Canadian Hockey House. Each skybox has a capacity of 30 guests and each ballroom attached can host up to 111 guests for a private bar and viewing area. There are six dressing rooms, five loading docks, gated tour bus parking & additional parking if required.

#### **SPOTS**

WinSport can hire follow spots at the request of production; simply let the Event Manager know if you require any ahead of the event.

Should truss spots be used, please discuss the method of raising these operators with the Venue. Any truss operator will be searched for any loose items prior to them accessing the truss.

#### **STAGING**

WinSport is in posession of a Stage Right rolling stage, made up of 8'x4' sections to a maximum size of 60'x40'. The stage is adjustable in height from 4'-6', and comes with skirting, handrails and 2 sets of stairs.

Available accessories include sound wings, mixing platforms and concert crowd barricades. Please contact your Event Manager with any additional requirements needed.

#### **WINGS AND RISERS**

The Venue can provide wings and risers for stage left and stage right between 2ft and 3ft high. Please let the Event Manager know your requirement.

#### **BACKDROP DRAPE**

WinSport is in possession of 60'x30' black back drop drape, along with side wings, available for rental. Please ask your Event Manager for more information.

#### BARRIERS

WinSport has access to crowd control barriers. On seating and standing the barrier will be positioned straight across the downstage edge and into the corners at stage left and stage right. Configurations can be seen on the plans located in further information. Any other barrier layouts to include thrusts must be provided by production.

#### **VEHICLES AVAILBLE ON-SITE**

On site, WinSport has the following vehicles available to hire:

Snowmobiles Zoom Boom
Skid Steer Loader Fork Lift
Genie Lift Quad
Quad Scissor Lift
Gator

Please note: external drivers are not permitted to operate any WinSport vehicles, drivers must be hired from the venue.

Should the production require anything additional to the above, the venue can hire on your behalf.



#### **MIXER**

The front of house mixer will be positioned in the middle of the floor for the majority of events. Please refer to the plans below for the exact location.

The mixer area dimensions can be set to productions own requirements.

#### SOUND SYSTEM

The house sound system consists 43 Community Pro Speakers which are a simple public address system for emergency evacuation and other announcements.

#### A/V RACK IN TIMEKEEPERS BOOTH

1- Peavey AA 8 - channel mixer, 1 - hard wired paging microphone, 2 - Sennheiser Wireless Microphones, 1- Tascam CD play, 1 - IPod jack, 1 - earpiece / headphone connection (Easy connect RGB Output connection if using personal mixer)

#### **AUDIO VISUAL**

Encore is WinSport's in house audio visual provider. Any outside audio visual equipment, or supplier used by the client requires WinSport's approval. Encore can provide you with the following technology for events:

- · Wireless Microphones
- LCD projectors
- Video/Data
- Lighting
- · Pipe & Drape
- Sound
- Backdrops
- TV's & Screens
- Podiums

#### **POWER**

Please advise in writing, the amount of power your event requires and the location where you wish this to be utilised (stage left / stage right / upstage). Additional cabling is required and can hire in on your behalf. Cable ramps will be used to run cables from the power supply to the stage and mixer areas. Please see plans in the further information section for the locations of power in the venue.

#### **STAGE LEFT**

3PHASE 400A 208V

3PHASE 200A 208V

3PHASE 100A 208V

#### STAGE RIGHT

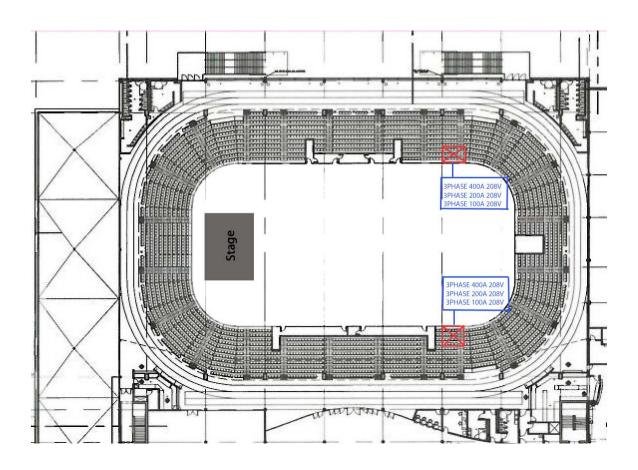
3PHASE 400A 208V

3PHASE 200A 208V

3PHASE 100A 208V



## **POWER SUPPLY TO AUDITORIUM**



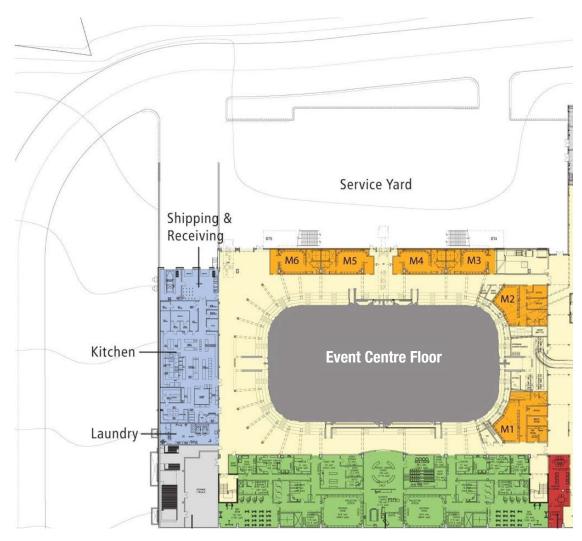
## **BACK OF HOUSE**

#### **PRODUCTION OFFICES**

The Event Centre has three production offices, one is located beside the ticket booth on the main floor and two are located next to dressing rooms M1 and M2. The dimensions of both rooms are around 10 x 15ft. The production office can be equipped with a telephone & wi-fi. Additional IT services are available upon request.

#### DRESSING ROOMS

There are 6 dressing rooms (M1 - M6) available for booking surrounding the Event Centre. All dressing rooms have washrooms and showers. Locks for dressing rooms can be obtained from you event manager upon arrival. All persons who sign out locks are responsible for return at the conclusion of the event. Furnishings for the dressing rooms can be hired in or production is free to supply their own.





## **BACK OF HOUSE**

#### **DRESSING ROOM DIMENSIONS**

M6 24'X22'

M5 33'X20'

M4 33'X20'

M3 24'X22'

M2 23'X30'

M1 23'X30'

The Event Centre has access to a towel service should production require it.

#### **CATERING**

Crew catering can be provided by WinSport if needed. Please talk to the Event Manager to discuss your crew catering requirements.

#### **STORAGE**

On site storage is available upon request, please discuss your requirements with the Event Manager.

#### INTERNET

We have both wi-fi and hard wired internet packages available back of house in the Event Centre. There will be a charge for this service. For more information and to discuss your internet needs, please contact the Event Manager.



### SAFETY AND SECURITY

#### **SECURITY STAFF**

Security staff along with Calgary Police will be required for events as deemed necessary by WinSport at an additional charge to the client. Rates are charged per hour (per guard) plus applicable taxes, based on a minimum of four hours. The client may be required to provide security in the following areas:

- 1) Entrance to the event and facility.
- 2) Loading dock & gated parking lot.
- 3) Emergency exits.

WinSport will hire security staff for the event as required and charge the cost back to the promoter.

#### **MEDICS & FIRST AID**

WinSport patrol is the designated first responder for the entire park. All emergency calls should be directed to Dispatch at 403-247-5454. If 9-1-1 is called, WinSport patrol must be informed immediately. WinSport patrol will coordinate with EMS, Fire and/or Police Services in order to ensure help arrives at the right location as quickly as possible. The First Aid room is located on the east side of the Centre. The room along with WinSport Medics and potentially outside medical services, will be provided for events at a cost to the client as deemed necessary by WinSport.

#### **EMERGENCY EVACUATION PROCEDURE**

In the event of an emergency, an alarm will sound throughout the building. Stay seated. Listen to the announcement which will accompany this alarm for directions. If the announcement advises you to evacuate the building, follow the instructions and calmly move to the nearest exit.

### **LOCAL CREW**

Please submit your requirements to the Event Manager.

### **SOCAN**

WinSport is required by law to collect SOCAN & resound fees from the client on behalf of the Society of Composers, Authors and Music Publishers of Canada playing recorded copyrighted music or live music. Please note GST will be charged on these fees & fees are subject to change without notice.



#### **LASERS**

Full details of laser use must be sent to the Event Manager to be submitted to the local authority for approval at least 14 working days in advance of the show date. Should further details be required, production may be required to complete data sheets sent by the venue. The City of Calgary may require an independent inspection, which can be arranged through WinSport.

#### **CRACKED OIL & SMOKE MACHINES**

Please have all relevant certification available should the local authority ask for documentation. Please advise when these are to be in use during the set up and event as they will affect our fire panel mode.

#### PRESSURISED GAS EQUIPMENT

The Event Centre's event department must be notified in writing at least 14 working days prior to the first build day of any intended use of gas equipment, together with all drawings and technical information regarding location, equipment details, gas type and intended use. The Event Centre will seek approval from the local authority for the proposed use of gas equipment in the Event Centre. Any recommendations the local authority make must be complied with.

#### **PYROTECHNICS**

All pyrotechnics require a permit and approval from Calgary Fire Department. There will be a designated room used for storing pyrotechnics. Building will supply fire extinguishers at the show's expense. Alberta law demands that an Alberta licensed pyrotechnic technician be present whenever pyrotechnics are used at WinSport.

#### OPEN FLAME & DRAPE MATERIALS

Open flame (candles, etc) must be secured in a non-combustible holder and protected from coming in contact with any combustible materials. The top of the flame must be no less than 2.5 inches from the top of the container. All drapes & seat covers products must be flame proof and have certification meeting CAN/ULC S109.

#### **DISPLAY VEHICLES**

- 1) The maximum gas permitted in display vehicles shall be no more than ¼ tank. Any leaky vehicles will not be permitted inside the building for display. No repair work can be done on vehicles while inside the facilities
- 2) There shall be no refueling vehicles inside the facility
- 3) Vehicle keys must be readily available to WinSport management at any time
- 4) The client must supply a fire extinguisher, per vehicle and keep it beside the display vehicle at all times.
- 5) Vehicles shall not be started at anytime inside the building, with the exception of load in/load out.

## **LOGISTICAL & FACILITY INFORMATION**

#### SHIPPING AND DELIVERY

If your event requires shipping of materials, please ensure that they are properly shipped to and from your event. WinSport is not liable for any lost or stolen items, nor the safe delivery or pickup of any shipments. Deliveries will be accepted within one week prior to your event. Please inform the Event Manager prior to any deliveries especially relating to anything combustible, gas or fragile items that might arrive. The client must arrange for an appropriate customs broker. All fees associated with shipping will be charged back to the client.

#### **MAILING ADDRESS**

ATTN: Events Department 88 Canada Olympic Road SW Calgary, Alberta T3B 5R5

#### **PARKING**

There are seven parking lots located around the park (see map in further information section). WinSport has the right to charge for parking at any event.

#### **ELEVATORS**

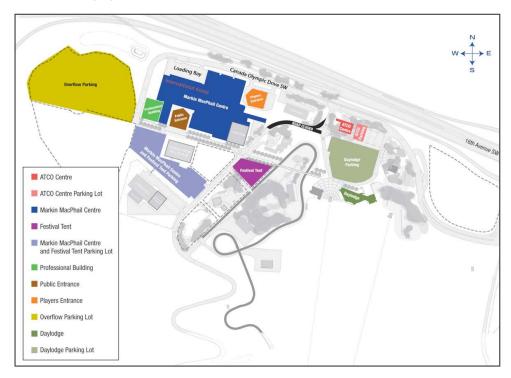
There are two elevators located at the main entrance of the MMC. Each elevator is 7ft tall, 8ft long by 5.5ft wide with a weight capacity of 5000 lbs.

#### FEATURES FOR PATRONS WITH DISABILITIES

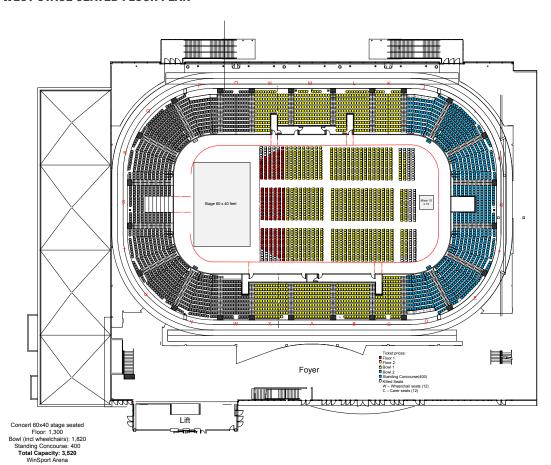
All entrances to the concourse level of the Event Centre are wheelchair accessible. Designated disability parking is conveniently located on the south side of the main entrance. Wheelchair accessible seating is distributed at locations around the Event Centre. On concourse level section D, section J and section P. Each section has a capacity of 10 seats per section. All public washrooms are wheelchair accessible throughout the facility.

## **FURTHER PLANS AND INFORMATION**

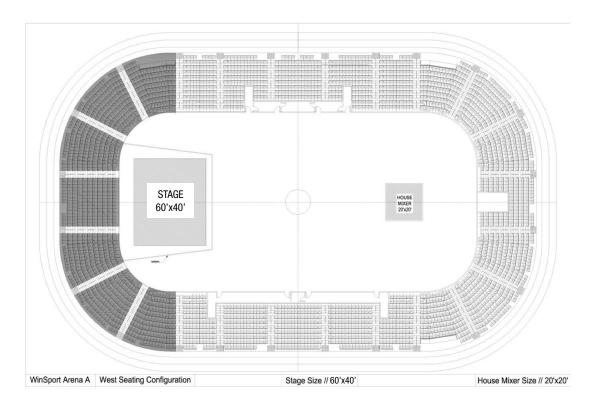
#### **AERIAL PLAN OF SITE**



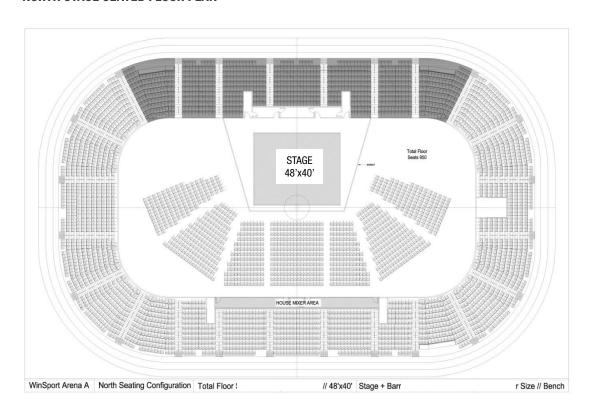
#### **WEST STAGE SEATED FLOOR PLAN**



#### **WEST STAGE STANDING FLOOR PLAN**

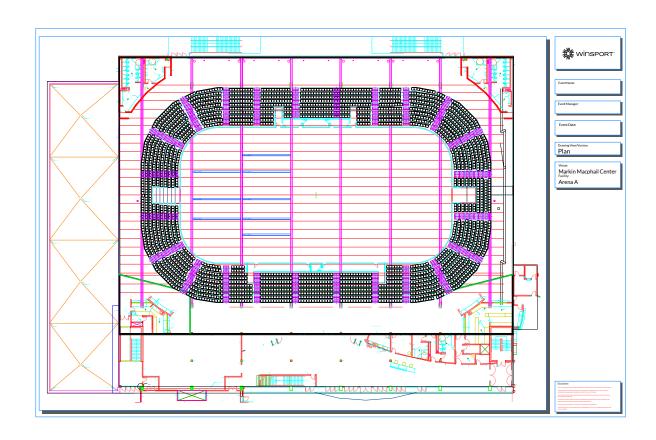


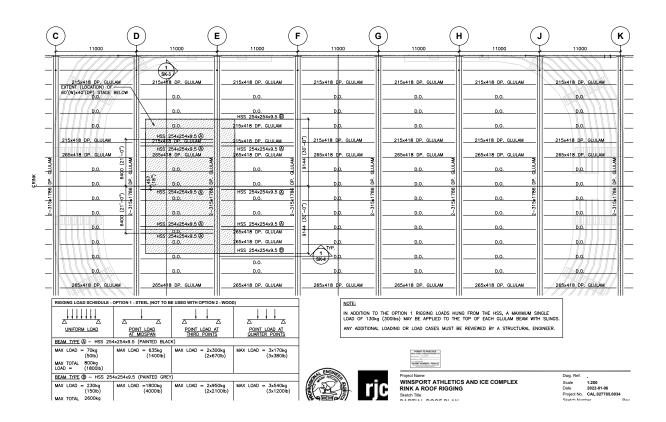
#### NORTH STAGE SEATED FLOOR PLAN

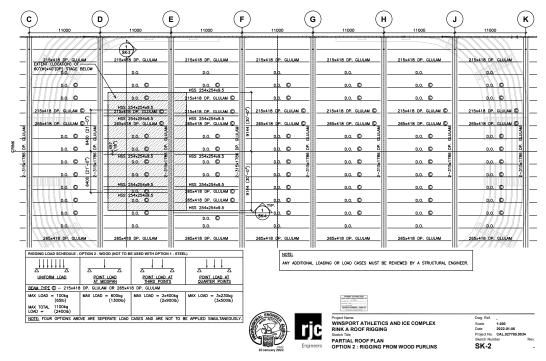


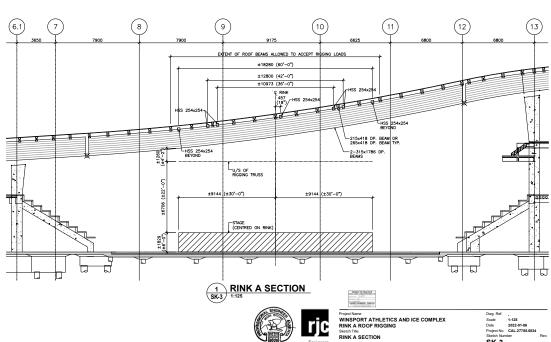
### RIGGING

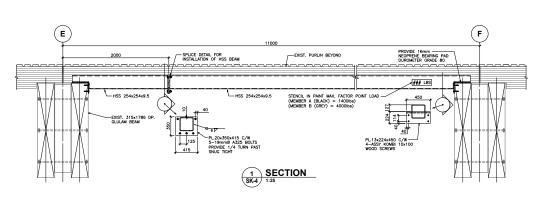
The Event Centre can safely handle most standard rigging plots with overall load of 24,000 to 30,000 pounds. All rigging plans, including the weight of each point must be submitted and approved by the Event Manager prior to loading.















Project Name
WINSPORT ATHLETICS AND ICE COMPLEX
RINK A ROOF RIGGING
Sketch Tile
SECTION

Dwg. Ref. .
Scale 1:100
Date 2022-01-06
Project No. CAL.027785.0034
Sketch Number Rev.

# **BRITTANY SUTHERLAND** Manager of Events T: 403-247-5444 C: 403-975-3467 E: bsutherland@winsport.ca 88 Canada Olympic Road S.W. Calgary, AB T3B 5R5 winsport winsport.ca