



# FAIRMONT BANFF SPRINGS

## CONFERENCE PLANNING GUIDE



# GETTING TO BANFF

## DIRECTIONS TO BANFF FROM CALGARY AIRPORT

The Calgary International Airport is in the north eastern quarter of the city of Calgary. All directions to Banff will require travel westward.

1. Depart the Calgary International Airport. At the first intersection turn left onto Barlow Trail NE.
2. Follow Barlow Trail for approximately 2 minutes until you reach the exit for Airport Trail. Turn left (West) onto 96 Ave NE/Airport Trail.
3. Continue driving on Airport Trail for approximately 2 minutes until you reach the exit for Deerfoot Trail (Hwy 2).
4. Turn right (North) onto Deerfoot Trail (Hwy 2).
5. Continue North on Deerfoot Trail for about 2 minutes, take exit 271 onto Alberta 201/ Stoney Trail West.
6. Continue on Stoney Trail for approximately 20 minutes until you reach exit 36 for Highway #1 (also known as 16th Ave.). Turn right (West) onto Trans Canada Highway #1.
7. Continue on Trans Canada Highway #1 for approximately 1-hour until you reach the Banff National Park entrance gates. Once you have gone through the park gates, continue driving West for approximately 15 minutes until you reach the first exit to Banff (Banff/Lake Minnewanka exit).
8. Take the Banff exit, turn left at the stop sign onto Banff Avenue and continue straight. You will drive through the town of Banff, and will be bypass the main street by following the signs. Turn left on to the Bow River Bridge. Cross the bridge and at its end turn left onto Spray Avenue and stay to the left on this road until you reach its end at which Fairmont Banff Springs is located.

We wish you a safe drive and look forward to welcoming you to the Castle in the Rockies. If you have any questions during your travels, please contact us at 403-762-2211.

## AIRPORT SHUTTLE

Daily shuttle service is available from the Calgary International Airport to the Fairmont Banff Springs. Please contact the following companies for schedules and prices:

Brewster Express	<a href="http://www.banffjaspercollection.com/brewster-express/">www.banffjaspercollection.com/brewster-express/</a>	(877) 625-4373
Banff Transportation	<a href="http://www.banfftransportation.com">www.banfftransportation.com</a>	(403) 762-0000
Banff Airporter	<a href="http://www.banffairporter.com">www.banffairporter.com</a>	(888) 449-2901

# GETTING TO BANFF (CONT)

## LIMOUSINE

Taxi and limousine services are available from the Calgary Airport or downtown Calgary. These services are also available in Banff.

Alpine Limousine and Tours	(403) 762-5558
Taxi Taxi	(403) 762-0000
Highland VIP Chauffeur	(800) 991-6571

## RENTAL CARS

All major rental companies have offices at the Arrivals level in the Calgary International Airport. There are also numerous offices in Banff itself. The Hertz company has an office located at The Fairmont Banff Springs.

Hertz (at Fairmont Banff Springs)	(403) 762-2027
Avis Rent-A-Car	(403) 762-3222
Enterprise	(403) 762-2688
Budget Car & Truck Rental	(403) 226-1550

## BANFF NATIONAL PARK ENTRANCE FEES

It is necessary to purchase a vehicle park entrance pass. Park fees are payable in Canadian or US dollars, or by Visa and Master Card. Please visit the following website to obtain a park pass, <https://parkpass.banfflakelouise.com>. Park passes can also be obtained at the park gates.

For further information, please call the Banff National Park Information Centre at (403) 762-1550 or visit [www.pc.gc.ca/pn-np/ab/banff](http://www.pc.gc.ca/pn-np/ab/banff)

# EXPLORING BANFF

Fairmont Banff Springs is just steps away from the town of Banff—

An authentic mountain town offering a great diversity of year-round shopping, dining and night life, in addition to art and cultural events. Shop or discover the talent and history of the area through its galleries.

## AVERAGE TEMPERATURE

Winter	High: 2°C/36°F	Low: -9°C/16°F
Summer	High: 25°C/77°F	Low: 7°C/45°F

## GENERAL INFORMATION

Time zone	Mountain Standard Time (UTC -7:00 hours)
Population	9,658
Banff Town Site	4.85 km sq./1.9 mi. sq.
Altitude	1,463 m/4,800 ft.
Visitor Information Centre	(403) 762-8421

## BANKING

Currency	Canadian Dollar (CAD)
Taxes	5% GST
Local Banks	
Alberta Treasury Branch	(403) 762-8505
Bank of Montreal (BMO)	(403) 762-2275
Canadian Imperial Bank of Commerce (CIBC)	(403) 762-3317

## GETTING AROUND

### Banff Transit Service

The Roam bus service from the Fairmont Banff Springs area to the downtown area is available. The bus departs from Spray Avenue. The cost is \$2 and exact change is required. Daily schedules vary depending on season so please check with the Concierge or Guest Services for times.

The walk downtown takes approximately 20 minutes.

# FAIRMONT BANFF SPRINGS

## ADDRESS

All non-exhibit parcels and couriers should be directed to our street address:

Fairmont Banff Springs  
405 Spray Avenue  
Banff, Alberta  
T1L 1J4  
Canada

All letter mail should be directed to this address:

Fairmont Banff Springs  
P.O. Box 960  
Banff, Alberta  
T1L 1J4  
Canada

## PHONE NUMBERS

Hotel Switchboard Number (403) 762-2211  
General/Guest Fax Number (403) 762-5755

Conference Services and Catering Office Phone Number (403) 762-6818  
Conference Services and Catering Office Fax Number (403) 760-6050

## ACCOMMODATION

739 guestrooms are available in various styles and sizes.

## PARKING

There are over 300 stalls in the Fairmont Banff Springs Parkade available at an hourly rate. Valet or self-parking is available at an extra charge per day. Across from the Parkade, there is also parking available at a charge (parking is prepaid; all oversized vehicles must park here). There is also limited parking on Spray Avenue (with a time limit that changes seasonally; please read parking signs carefully).

## RETAIL OUTLETS

There are a number of stores in the hotel selling a variety of items, including gifts, men's and women's clothing, jewellery, sporting equipment, and local artwork and crafts.

## PHOTOS

<https://visitingmedia.com/tt8/?ttid=fairmont-hotel-banff-springs#/photo>

<https://visitingmedia.com/tt8/?ttid=fairmont-hotel-banff-springs#/video>

# FAIRMONT BANFF SPRINGS SERVICES

## FAIRMONT SPA BANFF SPRINGS

Co-ed fireplace resting and dining lounge

Co-ed quiet relaxation lounge

Indoor Mineral Pool

Outdoor Whirlpool

Three Cascading waterfall plunge pools

Private men's & ladies steam room, sauna, whirlpool and eucalyptus inhalation room

Private spa terraces

Twenty-seven treatment rooms

Spa nail, make-up and hair salon

Spa boutique

18+ age restriction

## FITNESS CENTRE

Group exercise studio

Fitness classes including yoga, body conditioning and high intensity training

TechnoGym strength and cardio equipment including bikes, treadmills and elliptical machines

Ivanko free weights

Personal training

Fitness hikes, walks and runs

16+ age restriction

## AQUATIC CENTRE

Thirty-two meter indoor lap pool

Outdoor saltwater, heated pool (open year round)

Indoor hot tub

Children's wading pool

Lockers, showers, towels & change area

## SERVICES

Variety of spa experiences including massages, facials and body treatments, 2 hours access with any spa service. For Salon services, Spa access for 2 hours is an optional add on.

Two Deluxe Couples Suite

Full and newly renovated and expanded Salon offering manicures, pedicures, hair services, waxing, make up

Spa Boutique with product lines from Kerstin Florian, Tata Harper, Tara Spa Therapy, Jane Iredale Mineral make up, CND Vinylux, Schwarzkopf, and Fairmont Spa Banff Springs Signature product line.

## ADMISSION FEES

Please refer to the Fairmont Spa Banff Springs website for prices

<http://www.fairmont.com/banff-springs/spa/the-fairmont-banff-springs-spa/>

Fitness/Aquatic Centre access and classes are complimentary for all Hotel guests.

# **FAIRMONT BANFF SPRINGS SERVICES (CONT)**

## **RESORT ACITIVITIES**

The Resort Activities Team is dedicated to providing each guest with unique cultural and recreational programs, that highlight the heritage of the hotel, as well as provide inclusive experiences for adults, family, corporate and private groups. The hotel provides daily programming as well as specialized private group activities to suit all individuals visiting our beautiful Castle in the Rockies for either business or leisure. Resort Activities also has daily children's programming available for all of our young guests hosted in our Kids @ The Castle room.

For more information about our general programs, please visit the Fairmont Banff Springs Website. For information about private activities and programs for your group please contact your Conference Services Manager .

## **ROYAL SERVICE**

Fairmont Banff Springs Royal Service department can be reached at (403) 762-2211. This is a phone service set up to handle any inquiries or requests relating to hotel operations; for example, housekeeping, valet parking, guest services (bell desk), dining room reservations, maintenance issues, and emergency situations.

## **CONFERENCE CONCIERGE**

The job of our Conference Concierge is to work with a group's meeting planner to ensure accuracy and prompt service relating to the conference. Please call the Conference Concierge at (403) 431-2635 for any questions or assistance you may have while you are on site.

The Conference Concierge daily hours vary weekly – please ask your Conference Services Manager for their weekly schedule. For after hour requests, please contact Royal Service by dialing 0 on your room phone.

## **EXHIBITION/DISPLAY SERVICES**

Full trade show services are available through our in-house supplier GES Canada. They can assist to engage your attendees at any event.

Custom Displays

Logistics & Customs

Signage

Posterboards

Electrical & Lighting

Furnishings

Hard wall, Drapes, Full Exhibit Services

**Please refer to our vendor list (p. 21) for additional services you may wish to use.**

# FAIRMONT BANFF SPRINGS SERVICES (CONT)

## DATA BUSINESS CENTRE AND PRINT SHOP

Hours of Operation 7:00 am to 7:00 pm, Monday to Friday  
*Hours may differ on statutory holidays*  
Phone (403) 762-1757  
Email BanffSprings@datacm.com

The Data Business Centre is Banff's one-stop print shop. Located in the Fairmont Banff Springs Conference Centre. We handle most of the printing needs of the Bow Valley; Banff, Lake Louise and Canmore. Our digital press shop is connected to one of the largest multi-media conglomerate in North America!

We provide the following at our location:

- Colour & BW Digital Printing
- Express Couriers
- Finishing
- Graphic Design
- Large Format Posters
- Copy, Scan, Fax
- 24/hr Turn Around
- Complimentary Internet
- Complimentary Wifi

Extended Services:

We can perform the following through our facilities located throughout Canada and the US: Window Signage, Vinyl, Letterpress, Offset Printing, Tradeshow Signage, Door Signs and More! Our mantra towards printing is "Yes we can!"

## AUDIO VISUAL SERVICES— ENCORE GLOBAL

A full range of audio visual supplies are available through our in-house supplier, Encore Global. Encore's service-orientated staff and high quality rental products have made them a leader in their industry.

- Audio Visual equipment
- Audio equipment
- Presentation accessories
- Audio Visual services consulting
- Audio & video recording
- 24-hour service

- Video equipment and projection
- Computer data display and projection
- Multi-media staging
- Video conferencing
- Technical personnel

Jean-Marc.Stelter@encoreglobal.com  
Katie.bainesminty@encoreglobal.com  
(403) 762-1740



# DINING AT THE CASTLE

Eleven venues - including seasonal outlets, patios & 24-hour in-room dining - offer a wide selection of dining options:

## **1888 CHOP HOUSE**

Steakhouse, Cocktail Bar

## **VERMILLION ROOM**

Brasserie

## **CASTELLO ITALIANA**

Italian Dining

## **WALDHAUS RESTAURANT**

German Inspired Alpine Cuisine

## **WALDHAUS PUB & PATIO**

Pub Cuisine, Extensive Beer List

## **RUNDLE BAR**

Cocktail Lounge

## **GRAPES CHARCUTERIE | BAR | CELLAR**

Charcuterie, Intimate Dining

## **RAMSAY LOUNGE**

Cocktail Lounge, Castello Italiana Menu

## **STOCK**

Cafe, To-Go Options

## **STANLEY'S SMOKEHOUSE**

Seasonal, Fairmont Banff Springs Golf Course dining

Please visit our website at <http://www.fairmont.com/banff-springs/dining/> for further details and dining reservations (powered by Open Table).

# ACTIVITIES

Stay at our “Castle in the Rockies” and enjoy a world of unique and exciting vacation experiences. Advanced reservations are recommended for all activities listed below. If you have any questions or require reservations, please contact the Concierge at any time via email at [BSHConcierge@Fairmont.com](mailto:BSHConcierge@Fairmont.com) or phone at (403) 762-6895. Please note that all activities listed are subject to change without notice.

## WINTER ACTIVITIES

Skiing & Snowboarding  
Cross-Country & Heli-Skiing  
Dog sledding  
Sleigh Rides  
Snowmobiling  
Ice-Skating  
Ice Fishing  
Curling  
Hiking  
Snowshoeing  
Canyon Ice Walks










## SUMMER ACTIVITIES

Mountain Biking  
Hiking  
Horseback Riding  
Canoeing/Kayaking  
Boat Rentals  
Guided Charter Fishing Trips  
River Float Trips  
Whitewater Rafting  
Tennis  
Golf  
Banff Lake Cruise  
Sightseeing Tours  
On-Site Bowling Centre  
Indoor and Outdoor Swimming Pools  
Hot Springs  
Banff Gondola  
Via Ferrata at Mount Norquay

# MEETINGS AND EVENTS

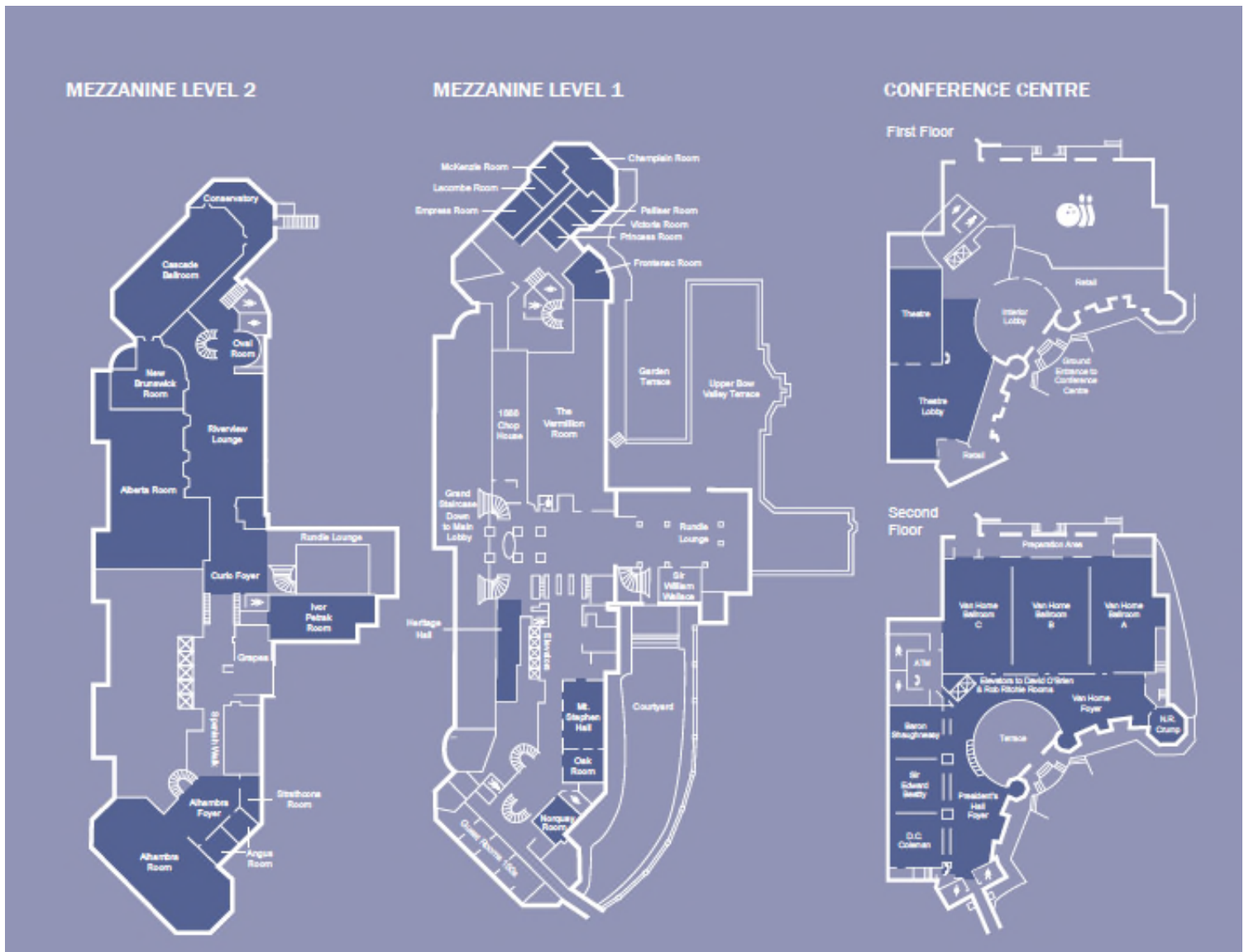
## MEETINGS AND EVENTS

Fairmont Banff Springs boasts over 6,995 sq m (72,000 sq ft) of versatile function and exhibit space. Whether it is a welcome reception in the baronial Mt. Stephen Hall, a state-of-the-art presentation in the contemporary Van Horne Ballroom, or a gala dinner enriched by the Cascade Ballroom's classic, 19th-century beauty, our dedicated Conference Services team will ensure your event is marked by impeccable taste and gracious hospitality.

ROOMS	OVERALL DIMENSIONS		SQUARE		HEIGHT		CAPACITIES									
	m	ft	m <sup>2</sup>	ft <sup>2</sup>	m	ft										
<b>MEZZANINE 2</b>																
Cascade Ballroom	15.5 x 34.1	50'10" x 111'10"	476.5	5,129	4.5	14'8"	450	240	96	80	94	165	450	264	330	
Conservatory	12.2 x 18.9	40' x 62'	230.6	2,481	-	-	70	-	36	30	34	35	100	56	70	
New Brunswick Room	19.5 x 16.1	64' x 52'8"	205.2	2,209	3.6	11'9"	200	112	38	50	66	80	175	128	160	
New Brunswick Extension	10 x 16.1	32'10" x 52'8"	112	1,206	3.6	11'9"	120	48	38	46	54	40	85	64	80	
Alberta Room	18.1 x 20.1	59'4" x 68'10"	293.8	3,162	3.6	11'9"	250	176	60	62	84	100	295	192	200	
Alberta / New Brunswick	18.1 x 37	59'4" x 121'6"	611	6,577	3.6	11'9"	450	288	-	-	-	170	560	320	340	
Riverview Lounge	30.3 x 15.5	99'5" x 50'10"	471.5	5,075	3.7	12'3"	-	-	-	-	-	-	500	-	-	
Ivor Petrak Room	22.2 x 6.7	72'10" x 22'	169.5	1,825	3.0	10'	100	64	50	52	64	40	130	64	80	
Strathcona Room	6.6 x 4.8	21'7" x 15'8"	32.7	352	3.5	11'6"	20	-	12	-	-	-	25	-	-	
Angus Room	10.1 x 5.3	33'1" x 17'5"	57.6	620	4.2	13'7"	30	-	30	-	-	-	30	-	-	
Alhambra Room	14.6 x 34.4	47'11" x 112'10"	516.7	5,562	4.5	14'6"	450	240	96	80	94	160	450	270	320	
Alhambra Foyer	7.3 x 7.3	23'11" x 23'11"	62.4	672	4.5	15'	-	-	-	-	-	-	50	-	-	
Curio Foyer	4.9 x 11.1	16'1" x 36'5"	157.5	1,695	6.1	20'	-	-	-	-	-	-	-	-	-	
<b>MEZZANINE 1</b>																
Oak Room	10.1 x 6.4	33'1" x 21'	68.5	737	2.9	9'5"	50	32	26	25	32	20	50	40	40	
Norquay Room	8.9 x 7	29'2" x 23'	65.5	705	2.6	8'6"	50	32	26	25	32	20	50	40	40	
Mt. Stephen Hall	22.1 x 11.1	72'6" x 36'5"	247.5	2,665	6.9	22'6"	250	100	60	62	84	75	250	126	150	
Empress Room	6.7 x 6.1	22' x 20'	27.5	296	2.7	8'8"	28	16	12	12	16	5	20	8	10	
Lacombe Room	6.1 x 3.7	20' x 12'1"	23.4	252	2.7	8'8"	30	12	12	-	-	5	20	8	10	
Palliser Room	7.9 x 7.6	25'11" x 24'11"	37.7	406	2.7	8'8"	-	-	10	-	-	-	-	-	-	
Frontenac Room	9.5 x 11.8	21'2" x 38'8"	66.7	718	2.9	9'6"	40	24	30	28	32	20	40	40	40	
McKenzie Room	7.9 x 7.9	25'11" x 25'11"	41.3	432	2.6	8'5"	-	-	10	-	-	-	-	-	-	
Champlain Room	8.5 x 11.9	27'11" x 39'	76.4	810	2.6	8'5"	60	32	30	26	32	20	45	40	40	
Victoria Room	6.1 x 3.6	20' x 12'	22.3	240	2.4	8'2"	-	-	10	-	-	-	-	-	-	
Princess Room	5.8 x 4.6	19' x 15'	26.5	285	2.4	8'2"	32	16	16	-	-	-	20	16	10	
Heritage Hall	9.1 x 6.1	29'10" x 20'	80.2	864	4.3	14'	-	-	-	-	-	-	40	-	-	
Heritage Foyer	6.1 x 2.4	20' x 7'11"	14.6	158	2.5	8'2"	-	-	-	-	-	-	-	-	-	
<b>CONFERENCE CENTRE</b>																
Theatre							252	252	-	-	-	-	-	-	-	
Theatre Lobby	4.9 x 9.1	16'1" x 29'10"	50	540	2.9	9'5"	-	-	-	-	-	-	100	-	-	
Van Horn Blrm (ABC)	27.9 x 50	91'6" x 164'	1,376.3	14,815	6.8	22'3"	1,500	975	-	-	-	500	1,200	1,050	1,000	
Van Horn Blrm (AB or BC)	27.9 x 33.8	91'6" x 110'11"	960.1	10,335	6.8	22'3"	1,000	625	-	-	-	350	800	700	700	
Van Horn A, B or C	27.9 x 17.7	91'6" x 58'1"	464.1	4,995	6.8	22'3"	450	300	-	90	112	160	400	256	320	
N. R. Crump	7.6 x 7.9	24'11" x 25'11"	55.5	597	4.2	13'6"	50	-	22	22	20	15	40	24	30	
Prefunction	39.3 x 9.1	128'11" x 29'10"	695	7,480	3.4	11'2"	-	-	-	-	-	-	625	-	-	
President's Hall	12.4 x 39.6	40'8" x 129'11"	495	5,330	3.7	12'2"	400	280	-	120	132	135	500	216	270	
Baron Shaughnessy	12.4 x 13.2	40'8" x 43'4"	159.8	1,720	3.7	12'2"	120	80	36	40	48	45	120	72	90	
Sir Edward Beatty	12.4 x 13.2	40'8" x 43'4"	163.5	1,760	3.7	12'2"	120	80	36	40	48	45	120	72	90	
D. C. Coleman	12.4 x 13.2	40'8" x 43'4"	159.8	1,720	3.7	12'2"	120	80	36	40	48	45	120	72	90	
Baron Shaughnessy / Sir Edward Beatty	12.4 x 26.4	40'8" x 86'7"	323.3	3,480	3.7	12'2"	300	192	-	64	96	90	300	144	180	
D. C. Coleman / Sir Edward Beatty	12.4 x 26.4	40'8" x 86'7"	323.3	3,480	3.7	12'2"	300	192	-	64	96	90	300	144	180	
David O'Brien Room	8.23 x 8.23	27' x 27'	63.7	675	2.7	9'	60	24	22	20	28	18	56	48	50	
Rob Ritchie	8.23 x 8.23	27' x 27'	63.7	675	2.7	9'	60	24	22	20	28	18	56	48	50	
2572 - 2580	8.53 x 4.27	28' x 14'	32.3	338	2.7	9'	16	10	-	8	-	4	-	8	-	

# FLOOR PLAN

Please visit the following website, <https://connect.socialtables.com/microsite/187>, for more detailed floor plans of convention spaces.



# SHIPPING, RECEIVING AND CUSTOMS

## SHIPPING MATERIALS

Please allow 2-3 business days for all deliveries to the Fairmont Banff Springs. This includes all courier service. The town of Banff does not receive overnight deliveries or deliveries during weekends or holidays.

Please take the time to fill out the “Incoming Convention Shipment Record” form and fax it to the attention of your Conference Services and Catering Manager or Coordinator at (403) 762-6818 before sending your shipment to the hotel.

Please note: All boxes must be sent to the client’s name who is to receive the boxes, and NOT the name of the Conference Services & Catering Manager.

## SIZE OF BOXES AND CRATES

There are some restrictions as to the size of boxes or crates:

Boxes over two hundred pounds need to be on a pallet or client’s would need to send a fork lift with their shipment. Please do not ship boxes or crates on top of each other if they are not secured.

## SHIPPING MATERIALS HOME AFTER THE EVENT

Before your departure from the Fairmont Banff Springs, please give yourself enough time to fill out all required shipping documents. If shipping internationally, you must include a commercial invoice for the shipment. Your boxes must be properly sealed and clearly addressed to ensure the prompt and safe return of your materials. The Conference Concierge can assist with packing materials and printing shipping documents, upon request. If shipping by courier, all waybills must be completed. It is against customs policies for hotel staff to pack client boxes.

## WORK PERMITS

Should you have any questions regarding Work Permits for Production Directors /A/V Supervisors or any other personnel, please visit the following website:

<http://www.cic.gc.ca/english/information/applications/work.asp>. For general information, please call 1-800-O-Canada (1-800-622-6232).

**TO: FAIRMONT BANFF SPRINGS  
405 SPRAY AVENUE  
BANFF, ALBERTA  
T1L 1J4, CANADA  
(403) 762-6818**

**Attention (Name of Hotel Guest):** \_\_\_\_\_

**Conference Title:** \_\_\_\_\_

**Conference Room:** \_\_\_\_\_

**Description of Contents:** \_\_\_\_\_

**Date of Conference:** \_\_\_\_\_

**Box** \_\_\_\_\_ **of** \_\_\_\_\_ **(Total number of boxes in shipment)**

# CUSTOMS

It is recommend to register with Canada Customs; in order to obtain duty and tax free status for the goods required to be imported for the event. If your material is coming from outside the country, it will have to clear Customs. The Government is available to offer assistance to groups bringing exhibit, display, convention materials, etc. into the country. Such items, when not being used for re-sale can enter the country duty-free when the exhibit has been registered with Customs in advance.

Contact: Email [cbsa-affc\\_iecsp-pseic\\_cg@cbca-affc.gc.ca](mailto:cbsa-affc_iecsp-pseic_cg@cbca-affc.gc.ca) or call 306-928-2055

We highly recommend a customs broker to be used whenever shipments are crossing international borders. The customs broker for the Conference Services and Catering department is:

# CROSSCONNECT

## CUSTOMS & EVENT LOGISTICS

Remy Perrot  
P: 604-505-5717  
E: [remyp@crossconnectcl.com](mailto:remyp@crossconnectcl.com)  
W: [www.crossconnectcl.com](http://www.crossconnectcl.com)

### **INCOMING BOX/SHIPMENT LABEL**

Please use this label on each box or wrapped pallet that is shipping to the hotel

# EXHIBIT POLICIES & PROCEDURES



GES (Global Experience Specialists)

P: (403) 762-2828

E: [kcourts@ges.com](mailto:kcourts@ges.com)

## RENTAL

All exhibit space is based on contractual agreements between the organization and the hotel and are negotiated at the time of signature. It is the responsibility of the organization, and not the hotel, to assign specific booth space and to deal directly with the individual exhibitors. The hotel will need to approve a copy of the exhibitors' manual and the proposed floor plan prior to it being circulated.

Included in the exhibit rental charge is the following:

Fixed Room Lighting

These additional services will be available for a fee through the following suppliers located on site at the hotel;

- ⇒ Custom Displays, Furnishing, Signage & Branding, Carpet, Drapes
- ⇒ Dryage/on-site handling and logistics for exhibitor shipments
- ⇒ Customs services
- ⇒ Tables, chairs, covers, skirting
- ⇒ Exclusive provider of temporary power & lighting for exhibits and displays:
- ⇒ Additional Amps may need to be rented from the hotel.
- ⇒ Additional Lighting
- ⇒ Booth draping, piping, poster boards
- ⇒ Exhibit Floor plans

## Encore Global Audio Visual

P: (403) 762-1740

E: [Jean-Marc.Stelter@Encoreglobal.com](mailto:Jean-Marc.Stelter@Encoreglobal.com)

[Katie.BainesMinty@Encoreglobal.com](mailto:Katie.BainesMinty@Encoreglobal.com)

Audio-visual Equipment

Easels, flip charts



## STORAGE/DRAYAGE AT THE HOTEL

Fairmont Banff Springs Hotel is not responsible for storage or material handling for exhibitors. Please ensure that you have made prior arrangements for storage and box handling with GES before any shipment of materials. As Banff is not a major city center, overnight courier is not typically available and weekend delivery may fluctuate with each courier company. Please allow extra time for delivery, GES will guide accordingly. Storage space is limited at the hotel.



## **FLOOR, LIFT LOAD AND ACCESS**

The maximum capacity of the exhibit floor is approximately 130 pounds per square foot. A display approaching this maximum must be cleared by the Head of the Engineering Department prior to confirmation.

The maximum capacity of the hydraulic lift (located on dock of conference center) is approximately 30,000 pounds. A display approaching this maximum must be cleared by the Head of the Engineering Department prior to confirmation. There is a freight elevator to access Mezzanine 2 in the main hotel.

Dimensions of displays larger than what can be accommodated at a 10' x 10' booth need to be provided to the GES/Hotel in advance to ensure they will fit through entryways.

## **LIABILITY**

We bring to your attention the fact that exhibit space in the hotel is being allotted to you upon the understanding that Fairmont Hotels and/or the Fairmont Banff Springs Hotel is not to be held responsible for the loss of, or damage to exhibits or other property while they are on the Fairmont Banff Springs Hotel property for the purposes of your convention and/or exhibition, and that you will accept full responsibility for any damages caused by the exhibits or other property, by the members of your organization or by your exhibitors and will indemnify and save harmless Fairmont Hotels and/or the Fairmont Banff Springs Hotel from and claim against such loss or damages no matter how caused.

## **SET UP AND TEAR DOWN**

It is the responsibility of the organization, and not the hotel, to ensure all exhibitors are made aware of load-in/set up and tear down/load-out times. GES works with the hotel on these details and provides an exhibitor package to applicable delegates, outlining arrival and departure details, map, etc.

It is necessary for exhibitors to provide their own labour and equipment for the unloading from trucks, taking exhibits or displays to and from the Convention floor and/or display room, spotting and erecting the same, and also to dismantle and remove them from the hotel. GES may be hired to provide these services. The hotel does not have labour on site to assist in these operations.

Any exhibits or related items left after the contracted move out time has terminated, will be removed at the expense of the organization and/or exhibitor by the appointed supplier or drayage company.

It is the expectation of the Fairmont Banff Springs that the area(s) being utilized by our clients and/or their suppliers are left in the same condition they were found in. Should damage occur to our property or additional clean-up be required, the client and/or supplier will be billed accordingly.

## **SIGNAGE**

The hotel does not allow signs or posters to be placed on walls or any floor of this Property, without permission. GES can offer branding suggestions that are allowed and rents poster boards for poster sessions. Convention/conference/exhibit signage is not permitted in the main lobby or on guest room floors. Any signage used on the Convention floor should be of professional quality.

## **LOADING DOCK AND VEHICLES**

For larger shows (upwards of 30 displays), a dock Marshall is mandatory and can be provided by GES with an applicable charge, if not provided by your exhibit company. It is the responsibility of the dock Marshall to ensure that exhibitors load-in and load-out in a timely and organized manner and that freight is not left on the loading dock for extended periods of time.

At no time should freight or materials be left on the loading dock for an extended period of time. The hotel will not be held responsible for any freight or materials that is damaged or lost due to having been left on the loading dock.

Whether a dock Marshall has been arranged or not, it is the policy of the hotel that no vehicles are allowed to remain behind the Conference Center or at the loading dock area for an extended period of time. Vehicles are only allowed in this area strictly to load-in or load-out freight or materials. Parking is strictly prohibited behind the Conference Center and vehicles will be ticketed and towed at the owner's expense.

## **HOTEL PROPERTY**

The hotel does not permit any article to be fastened onto the walls or electrical fixtures. The use of thumb tacks, scotch tape, nails, screws, bolts or any tool which could mark the floors, walls or ceilings is prohibited. The hotel will hold the organization and/or exhibitor responsible for any and all damage to hotel property.

The hotel needs to authorize the removal of any items that may be deemed obstructive to an exhibitor (i.e. pictures on walls, chandeliers/fixtures) bearing in mind that some of these items may not be removable or that there will be an associated charge for removal.

## **CUSTOMIZED HOTEL KEY CARDS**

Please contact PLI Cards:

Sales Consultant

Phone 828-418-8390, Fax 828-407-4760 Email: sleal@plicards.com

Website: [www.plicards.com](http://www.plicards.com)

## **SAFETY AND SECURITY**

Fairmont Banff Springs reserves the right to dismantle any booth it deems a fire or safety hazard. All booths must conform to the following safety standards:

- No booth can obstruct fire exits or designated aisle space
- Fairmont Banff Springs resort & Conference Center is a NON-SMOKING facility. Any occupants of this area are asked to refrain from smoking inside the facility.
- Electrical equipment must be CSA and/or UL approved
- No flammable liquids of any kind are permitted
- All display materials, including banners, tablecloths, and decorations must be flame retardant and are subject to inspection by the Town Fire Department.
- Motorized vehicles must have the gasoline tank emptied and locked, and the battery disconnected
- All heavy machinery / motorized vehicles must ensure that every effort is made to protect hotel property by use of skids/drop cloths or plastic sheeting. The organizers will be held responsible for any damages.
- Smoke/fog machines, fireworks, cooking etc. may only be used pending prior approval from the Fairmont Banff Springs

It is the responsibility of the organizers to provide uniform security for the exhibit hall during the set up, tear down and closed hours of the exhibition. Security during the open hours will be optional. The hotel is not responsible for loss and/or damage to any items left unattended in the exhibit hall or function rooms.

## **SPILLET SECURITY**

Security Services

Dave Stick

P: (403) 762-6849

## **FOOD & BEVERAGE**

Due to hotel liability restrictions, any soft drink or food product company desiring to dispense samples to those attending the convention should approach the hotel and make arrangements for the purchase of said products from the hotel or discuss further with the Conference Services & Catering Manager.

## **GENERAL PROCEDURES**

Please discuss space booking with the Conference Services & Catering Manager well in advance to be sure space is held for appropriate times and/or 24 hours holds.

As you plan, please contact GES, Encore Global, Security Services as needed.

Register your tradeshow with Canada Customs, co-ordinate with a Custom Broker.

Be Safe - When shipping material for a conference that may contain hazardous or chemical material, by law, must be accompanied by a MATERIALS SAFETY DATA SHEET (MSDS) to ensure the safety of all handlers.

\*\*Discuss all arrangements with your Conference Services and Catering Manager as they will be able to provide insight and help accordingly for a smooth conference/exhibit.

# VENDOR COLLECTION

We are pleased to present our selection of trusted professionals, available to assist in planning your event at the Fairmont Banff Springs.

## AUDIOVISUAL

### Encore Global (On Site)

(403) 762-1740

Katie.BainesMinty@Encoreglobal.com

www.encoreglobal.com

## BUSINESS CENTRE

### DATA Business Centre

(403) 762-1757

banffsprings@datacm.com

## CHILDCARE

### Childcare Connection

(403) 760-4443

info@childcarebanff.com

www.childcarebanff.com

## DÉCOR & DESIGN

### Mountainscape Events

(403) 760-5436

www.mountainscapeevents.ca

### Mountain Event Rentals

(403) 762-2272

www.mountaineventrentals.com

### Lynn Fletcher Weddings

(403) 762-457-1324

hello@lynnfletcherweddings.com

www.lynnfletcherweddings.com

### Cory Christopher

(780) 447-3325

design@corychristopher.ca

corychristopher.ca

### Décor & More

(403) 262-9934

sales.calgary@decorandmore.com

www.decorandmore.com

## DESTINATION MANAGEMENT COMPANIES

Destination Management Companies can also organize both décor and entertainment

### Banff DMC Inc.

(403) 760-1904

imagination@banffdmc.com

www.banffdmc.com

### Discover Banff Tours

(403) 760-5007

info@banfftours.com

www.banfftours.com

### Cantrav West Services

(403) 678-9566

info@cantrav.com

www.cantrav.com/our-destinations/rockies/

### Pacific Destination Services

(403) 985-0022

info@pacificdestinations.com

http://pacificdestinations.com/destinations/banff-and-lake-louise/

### Rare Indigo Destination Management

(604) 732-6644

http://rareindigo.com/destinations/banff/

## ENTERTAINMENT

### Banff Entertainment Co.

(403) 678-0339

www.banffentertainment.com

### Jon Frolick—Suzie Q

(403) 678-1087

info@suzieq.com

www.suzieq.ca

### PM Gigs Inc.

(403) 276-4447

mcgannon@pmgigs.com

www.pmgigs.com

## ENTERTAINMENT *(cont.)*

**Harp Angel – Deborah Nyack**  
(403) 678-6509  
info@harpangel.com  
www.harpangel.com

**William Bryson – Magician (519)**  
719-4579  
www.magicthatwill.com  
magicthatwill@gmail.com

**Rick Climans Jazz Group**  
ricmic@telus.net  
403-606-2627

**Jazz Hutch & Friends**  
jim@jimhutchison.ca  
403-512-0191

Ben Miles / Livin' and Dancin' DJ  
<https://www.banffcanmoredj.com/>

## EXHIBITION SERVICES

**GES Canada (On Site)**  
**Kelly Courts**  
(403) 762-2828  
banff@ges.com  
www.ges.com

## FLORIST

**Forget-Me-Not-Flowers**  
(403) 762-4111  
banffflowers@gmail.com  
www.banffflowers.com

**Banff Mountaintop Flowers (403)**  
762-8600  
www.banffmountaintopflowers.com  
banffmountaintopflowers@telus.net

## LOCAL EXPERIENCES

**Pursuit**  
(403) 760-6913  
www.pursuitcollection.com

**Banff & Lake Louise Tourism**  
(403) 762-8421  
www.banfflakelouise.com  
info@banfflakelouise.com

**Ski Big 3**  
(844) 754-2443  
info@SkiBig3.com  
www.skibig3.com

## OFFICE SUPPLIES

**Bow Valley Basics**  
(403) 678-2728  
admin@bvbasics.com  
www.bvbasics.com

**R&S Business Equipment Ltd.**  
*Photocopies and Printers*  
(403) 251-5304  
info@randsbus.com  
www.randsbus.com

## PHOTOGRAPHY

**Banff Photography**  
(403) 522-3653  
info@banffphotography.com  
www.banffphotography.com

**Eric Daigle Photography (403)**  
707-8076  
edaigle@icloud.com  
www.ericdaigle.com

**Bonner Photography**  
(250) 702-2217  
john@bonnerphotography.com  
www.bonnerphotography.com

## **TRANSPORTATION**

### **Brewster Express**

(866) 606-6700

[www.banffjaspercollection.com/brewster-express/](http://www.banffjaspercollection.com/brewster-express/)

### **Banff Airporter**

(888) 449-2901

[www.banffairporter.com](http://www.banffairporter.com)

### **Highland VIP Chauffeur**

(800) 991-6571

[www.highlandvip.com/](http://www.highlandvip.com/)  
[info@highlandvip.com](mailto:info@highlandvip.com)

### **Alpine Limousine and Tours**

(403) 762-5558

[www.alpinelimo.ca](http://www.alpinelimo.ca)

### *Rental Cars*

#### **Hertz (at Fairmont Banff Springs)**

(403) 762-2027

[www.hertz.ca](http://www.hertz.ca)

#### **Avis Rent-A-Car**

(403) 762-3222

[www.avis.com](http://www.avis.com)

#### **Enterprise**

(403) 762-2688

[www.enterprise.ca](http://www.enterprise.ca)

#### **Budget Car & Truck Rental**

(403) 226-1550

[www.budget.ca](http://www.budget.ca)

### *Taxi*

#### **Banff Transportation Group**

(403) 762-0000

[www.banfftransportation.com](http://www.banfftransportation.com)