

VENUE RENTAL FAQ's

CAN I PUT A RENTAL SPACE ON HOLD? IF SO, HOW LONG?

Yes, you can place a complimentary hold on a rental space for your preferred event date. This date will be held for a three-week period. To place a room on hold, click [here](#) to provide us some details about your event and place you in contact with our rentals department. Note that, our holds are a courtesy and do not secure you the space. Until a deposit is received, all holds are subject to Museum programming requirements. If your date is challenged, then will you be required to proceed with a contract and deposit payment, or to release the date. If the three-week period passes with no action on your behalf, the hold expires without notice.

HOW FAR IN ADVANCE DO I NEED TO BOOK SPACE?

The Museum will not book events that occur less than two weeks before an event date. For this reason, we recommend booking a space as far in advance as possible. Peak periods book up quickly, and Museum programming needs also necessitates booking rooms as early as you can.

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

Yes, site visits can be arranged during the Museum of Vancouver's operational hours, by pre-booking only. To book a site visit, click [here](#) to provide us some details about your event and to place you in contact with our rentals department who will send you a link to schedule an in-person visit.

WHAT IS INCLUDED IN MY RENTAL COSTS?

Included with your rental is COV security personnel, an MOV event liaison, building services (custodial) staff, catering staging area, access to sink, fridge and counter space, and some (limited) storage for rental items for drop-off and pick-up. The facilities are wheelchair accessible, including all rental rooms, washrooms, and elevators. You also have access to 6-foot rectangular banquet tables (20 in the Joyce Walley, 15 in the Garden Patio & History Room), 110 contemporary black stacking chairs in the Joyce Walley, and 50 blue plastic folding chairs in the Garden Patio & History Room. Note that, if you choose to use these, *it is the renter's responsibility to set up and take down Museum-supplied furniture* - we cannot do this on your behalf.

DOES THE MUSEUM INCLUDE ANY OTHER FURNITURE?

We do not have any furniture other than the banquet tables and regular chairs MOV provides access to. Anything else will have to be rented or brought in by you. By working with The Peak of Catering or Edge, they can make arrangements for these items, or you can contact rental companies like Lonsdale Event Rentals, or A&B Rentals, directly.



WHO WILL SET UP FURNITURE?

It is your responsibility to arrange for the delivery, setup and removal of all furniture (including those MOV provides access to) and any other items needed for your event. Make sure to include the time you require for setup and take down during the booking process to ensure the period of the room rental is sufficient for your plans.

WHAT AUDIO VISUAL EQUIPMENT IS INCLUDED?

The Joyce Walley Room is our only rental space that includes audio visual components. Included in this space is a podium with built-in microphone plus one additional audio channel (which can be connected to via aux cable, Bluetooth, XLR or ¼” cable), in-ceiling speakers, a projector and large projection screen. Additional A/V components can be brought in from the supplier of your choice, but must be set up and struck during the period of the rental booking. The Garden Patio & History Room has no A/V components included, however, we do have a projector available to rent.

CAN I SERVE ALCOHOL AT THE MUSEUM?

Provided you have obtained the proper license, yes, it is possible to serve alcohol at the Museum of Vancouver. Our facility is not a licensed venue, so you would be responsible to obtain a Special Events Permit. Caterers are also able to facilitate liquor licensing under certain conditions. You can find out more information about Special Events Permits here : [Apply for a Special Event Permit - Province of British Columbia \(gov.bc.ca\)](https://www2.gov.bc.ca/gov/content/spevent/permits)

CAN WE BRING IN OUR OWN ALCOHOL AND BARTENDERS?

Your Special Events Permit License will set forth conditions related to the service of liquor during your event. Generally speaking, clients who have obtained their liquor license are free to purchase the products of their choice. The Peak of Catering can also assist in the selection of products, or with providing service staff, as do many caterers. The Museum does not charge a corkage fee, nor does the Museum provide bartender staff. If you are self bartending, please remember the Liquor License holder should hold a Serving It Right certificate from the Province of B.C. and may not drink during the event. Should the License holder become intoxicated your liquor service will be halted and offending person(s) asked to depart for the safety and security of the facility.

HOW LATE CAN MY EVENT END?

All event organizers, caterers, vendors, attendees or other personnel must leave the facility premise no later than 12:00am (midnight). Any event occurring after Museum operating hours (5:00pm Sunday - Wednesday and 8:00pm Thursday - Saturday) is subject to a \$100 after hours fee. *Any overtime in the space will be subject to \$350, every 30 minutes of time gone over agreed rental period.*



DO I HAVE TO WORK WITH YOUR PERFERED CATERING OUR EVENT?

The Peak of Catering and Edge are our preferred caterers, however it is possible to use the services of an alternate caterer or self-cater your event at no additional fee. This does generally involve more coordination as the MOV does not organize catering on your behalf. Renters must make sure caterers follow all restrictions and protocols for the museum. We highly recommended a building walkthrough with any outside caterer.

CAN I BRING A DJ?

Yes, entertainment and music add-ons are acceptable. We kindly ask you to run by all confirmed entertainment items with our rentals department prior to your event. All DJ's or live entertainment are responsible for bringing all equipment. Please note: entertainment options may affect the capacity levels in your rental space based on your desired room setup. Also, amplified music cannot be played on the Garden Patio past 10:00pm in accordance to City of Vancouver bylaws.

CAN I BRING MY PETS?

Unfortunately, there are no pets allowed, at any time, inside the building. Pets are permitted on the patio, as long as they do not enter the building.

WHAT DOES THE EVENT LIASION DO?

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

WHAT DO COV BUILDING SERVICE WORKERS DO FOR MY EVENT?

Building Services Staff are City of Vancouver employees who will vacuum/sweep/mop the room once the event has ended and your items have been removed. They will not handle any setup or take down of furniture, or any garbage/recycling generated during your event, so make sure your plan includes garbage/recycling removal.

WHAT IS SETUP TIME? HOW MUCH TIME SHOULD I ALLOW FOR SETUP DURING MY EVENT?

Setup Time: The period at the beginning of your booking during which you'll load into the room and prepare for your guests. Setup includes any furniture, décor, catering, A/V setup and any additional entertainment options you would be arranging. We suggest an hour to two hours for setup to take place, though this varies greatly depending on each client's plans. Timing of the setup should be discussed at time of inquiry.



WHAT IS STRIKE TIME? HOW MUCH TIME SHOULD I ALLOW FOR STRIKE DURING MY EVENT?

Strike time: The period at the end of your booking, after your guests have departed, during which you will clean up and load out of the room. The strike would include all the items organized during the Setup Time, including removal of décor, catering and equipment (personal items or rentals), all furniture, and any entertainment that needs to be loaded out of the rental space. We suggest an hour to 90 minutes strike, though this varies greatly depending on each client's plans. It is highly recommended there you place someone in charge of strike, such as an event planner.

WHAT HAPPENS IF I NEED TO CANCEL AFTER I HAVE PAID THE INITIAL RENTAL DEPOSIT?

The rental deposit required at time of contract is a non-refundable 50 percent of the total rental costs. If you were to cancel, you would not get the deposit back.

WHAT ARE THE DEPOSIT AND FINAL PAYMENT REQUIREMENTS?

At time of contract, a non-refundable deposit of 50 percent of your total rental costs will be due. Final payment will be taken no later than within seven (7) days of the event and will be fully non-refundable once taken.

ANY ADDITIONAL FEES I COULD INCUR?

If you are playing music, live or recorded, of any kind (other than original compositions) during your event, you will be subject to SOCAN and Re:Sound fees (standard Canadian copyright fees for music). If your event occurs after the Museum's standard operating hours, you will be subject to \$100 after hours charge. Additionally, your credit card authorization is held up to seven (7) days after your event to cover any incidental damage to our facilities or possessions. *A charge will only occur if damage to our facility or possessions is found during or after your event.* The Museum also charges **\$350 in overtime charges every 30 minutes** you go over your booking's contracted end time, also to be collected no later than seven (7) days after your event.

WHAT TYPE OF PAYMENT IS ACCEPTED FOR RENTAL BOOKINGS

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

WHAT ABOUT PARKING?

The parking lot in front of the building is operated by EasyPark and requires payment. MOV is unable to provide discounted rates or parking support. You and your guests can pay by credit card at the two physical stations in the lot, or via phone with the Zipby mobile app.