

# REVELSTOKE.

— BRITISH COLUMBIA, CANADA —

## TOURISM REVELSTOKE EVENT PLANNING GUIDE

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

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## INTRODUCTION.

This guide has been developed to help community groups and event planners in Revelstoke. In this manual, you'll find information on general event planning considerations generally as well as information specific to our community.

Tourism Revelstoke's goal is to enable event planners to succeed to create remarkable experiences for our community members and for visitors. Please reach out to [events@seerevelstoke.com](mailto:events@seerevelstoke.com) if you have any questions or would like to touch base regarding your event.

## HOW TOURISM REVELSTOKE CAN HELP.

Tourism Revelstoke may be able to help you with your shoulder season community event by way of promotional support, planning assistance, and in some cases, financial support. We recognize the value that events bring to our community, and we want to empower community groups to deliver great events.

The Media and Events Coordinator will be able to assist community groups, but will not have the capacity to take on a significant role in events. They will be able to help in an advisory and support capacity only.

Please provide a completed "Event Details Form" (<http://bit.ly/EventsSupport>) to [events@seerevelstoke.com](mailto:events@seerevelstoke.com).

## Support we can provide:

### Direction and foundational support:

- Initial meeting for guidance and direction.
- Calendar review to ensure the date selected is optimal and doesn't clash with other events.

### Logistical support:

- Provide contacts for services and rentals.
- Provide event manual for planning.
- Review event planning and identify potential difficulties.

### Financial support:

- Suggestions and contacts for potential sponsors.
- Suggestions for grants and potential funding.
- In some cases, financial support for marketing.\*

\*This is a separate application process, please use the Event Funding form at <http://bit.ly/EventFunding>.

### Marketing support:

- Share content and promote event on Tourism channels.
- Review marketing plan and provide feedback.
- Suggest target markets and help align your event marketing with our strategies.

## What we can't do for you:

- Assist on event day.
- Liaise with or obtain sponsors.
- Manage or handle specific tasks, eg creating posters or advertising material.
- Coordinate volunteers or staff.



## TIMING AND CALENDAR.

Part of Revelstoke's Destination Tourism strategy is to support shoulder season events (being April - June and September - November). During these quieter months, you'll find that more venues are available and your event won't have as much competition for attendees.

We encourage event planners to touch base with Tourism Revelstoke in the early stages of event planning. We can help you schedule your event to minimize conflicts with other community events, and provide you with strategies and direction.



# BUDGETING .

Your budget should be one of your first considerations when you are planning. You'll want to consider your funding sources, expenses, and revenues to ensure that your vision is plausible.

As you build your budget, consider:

- Making your budget as your first planning step, and re-visit it often to keep your event on track.
- What are your spending priorities? For example, do you want people to remember the amazing food, or the incredible atmosphere?
- Are you under projecting to try and make your budget look good? Be overly realistic, it's better to come out of your event with a pleasant surprise than have a dream-worthy spreadsheet while you're planning.
- Ensure your costs can be covered by 50% of tickets sales. Any sales above that level can be considered a bonus and may cover unexpected costs.
- To budget for your unexpected costs add 15% to your lowest budget number.

Find a customizable event budget template here: <http://bit.ly/RevelstokeEventsBudget>



# VENUE SELECTION.

Revelstoke has a number of venues, indoor and outdoor, that are available for events. Depending on your choice of venue, you may have to secure additional licensing or insurance, and consider additional logistics.

As you're considering which venue to use, it can be helpful to consider the following:

- Location, parking and accessibility - Is there ample parking nearby? Can attendees with different mobility needs easily enter and exit with ease? Will your attendees require shuttle service?
- Ideal and projected capacity - Does the venue fit 400, but it's realistic that your event will sell only 150 tickets? Selecting a space that positions your event as a success because of the feel of a full room is key.
- What additional costs will be connected to this venue choice? Will you have to carry your own insurance? Rent your own equipment? Are there fees for going over your rental time, or for damage to the property?
- How will this venue choice support sales? - Can this venue provide hard copy ticket sales? Will they put up posters in the venue promoting your event?
- What tech support will your attendees, presenters and team need? - For example, does the venue have WIFI? Audio Visual support? Microphones and sound systems?

For a list of Revelstoke venues, please see: <http://bit.ly/VenueGuideRevy>.

## WORKING WITH REVELSTOKE MOUNTAIN RESORT.

Revelstoke Mountain Resort is open to hosting events throughout the year. If you wish to host an event using the ski hill, bike trails, or other Revelstoke Mountain Resort facilities, please fill out their event application form available at [http://bit.ly/RMR\\_Events](http://bit.ly/RMR_Events).



## WORKING WITH PARKS CANADA.

Permitting for hosting events in Mount Revelstoke or Glacier national parks:

There are a variety of venues in Mount Revelstoke and Glacier National parks suitable for events. Parks Canada must issue a Special Event Permit for each event including more than 7 people. Anyone wanting to host an event should contact Parks Canada at [pc.mrg.information.pc@canada.ca](mailto:pc.mrg.information.pc@canada.ca) or 250-837-7500.

Things to remember when planning an event in Mount Revelstoke or Glacier national park, or Rogers Pass National Historic Site:

- National parks and national historic sites are protected for present and future generations to enjoy. All visitors are required to respect park regulations and to purchase a National Park Pass.
- It's a public place. If you decide to hold an event or get married at a day-use area or viewpoint, your activities or ceremony will be open to all visitors to watch.
- It's a natural place. Keep the weather in mind when you make your plans. Rain is part of summer in the mountains and large amounts of winter snow take time to melt. There's no guarantee that venues will be snow-free or accessible by car in the spring or fall.
- Parking is very limited in most areas of the parks and historic site and reserved parking is not available. Carpooling is encouraged.
- Parks Canada staff can help guide you to the most appropriate location for your group size, and advise on the best dates and times of day to avoid crowds and insects.

# MARKETING.

If your event is dependent on ticket sales to be a success, you'll want to have a succinct marketing plan in place. Including some of the following marketing mix can help get the word out and most importantly, get your tickets sold! While devising your marketing plan, consider your target audience and the digital and physical spaces they frequent most often.

## Branding

Having a great visual brand can help make your event stand out. If you invest in a strong and recognizable brand early, you will likely see return and increased profits. We have a number of graphic designers locally who will be able to help you create a logo, a strong website, and other branding to help your event succeed.

## Digital

Platforms like Facebook, Instagram and community websites have made it easier than ever to promote your event directly to the specific people that will be interested. Here are some digital marketing actions to consider:

- Consider whether you will want an event specific website, Facebook page, or Instagram account, or whether the event can be effectively marketed through an affiliate.
- Post your event on [www.seerevelstoke.com/revelstoke-events/](http://www.seerevelstoke.com/revelstoke-events/).
- Create a Facebook event and get all parties involved to invite their communities. Include your ticketing link in your event for easy sales.
- Post in local Facebook groups that have shared interest, and ask your friends and collaborators to share often.
- Allocate a portion of your budget for Facebook and Instagram advertising.

## Posters and Print

Getting your posters and handbills (small flyers) out in the hustle and bustle of daily life is a fantastic way to get the word out and remind potential attendees of how great your event will be. This medium is especially effective when paired with Digital and Radio advertising. Remember, the general rule of thumb that people need to see something 7 times before taking action. It's nearly impossible to over promote!

If you need an easy resource for creating posters, try Canva (<https://www.canva.com/>). Canva is a very user friendly and free online service.

There are many locations around town to display event posters, and it may be worth printing for advertising out of town.

Lakeside Printing	<a href="https://www.lakesideprinting.ca/">https://www.lakesideprinting.ca/</a>	(250) 837-3822
Signs Ink	<a href="http://www.signsinkrevelstoke.ca/">http://www.signsinkrevelstoke.ca/</a>	(250) 837-2633

## Radio

We have two local radio stations, Stoke FM and EZ Rock. Both stations are generally open to discussing community events and bringing on local event organizers to discuss happenings in town. Radio can be a great way to promote your event, and also to make residents aware of potential disruptions the event might cause.

Stoke FM	<a href="http://stokefm.com/">http://stokefm.com/</a>	(250) 837-7475
EZ Rock	<a href="https://www.iheartradio.ca/ez-rock/ez-rock-revelstoke">https://www.iheartradio.ca/ez-rock/ez-rock-revelstoke</a>	



## Writing Your Media Release

There are a few key factors that are essential for inclusion in any professional media release:

- Contact Info, Date & Location - Include the name, position, phone number and email of the media point person for your release. Also include the date, and the location of release (e.g. Revelstoke, British Columbia).
- For Immediate Release- This helps the journalist understand that you want your news to go public as soon as possible.
- Headline & Sub Headline - Think of the headlines you see in the newspaper when crafting your headline. How can you make the announcement of your event as catchy and story worthy as possible? What's the sub-headline that gives a little more enticing information?
- Essentials - This next section details the Who, What, Where, When & Why. Keep this section simple highlighting only the essential elements of your announcement.
- Summarize - How can you distill the most exciting aspects of your event into 3-4 sentences?
- Body - Here is where you'll deliver additional details. The first paragraph will succinctly describe what is about to happen with your event and the second paragraph will provide other details of note. This is not a place for opinions, just ready to publish facts.

## Photography and Film Coverage

For future promotion or as a value add for participants, you may want to hire your own photographer or videographer to capture your event.

There are a number of considerations you will need to make, including compiling a shot list and ensuring that you have media releases if participants' images will be featured. For a sample of a photo release, go to <http://bit.ly/CopyPhotoRelease>.

Filming on Crown land for commercial purposes requires a permit. See <http://www.frontcounterbc.gov.bc.ca/guides/crown-land/crown-land-tenure/overview/> for more details.





# PERMITTING AND BYLAWS.

Getting an early start on permitting and being aware of relevant bylaws increases the likelihood of your event coming to fruition on time and avoiding any last-minute interruptions or fees. Involving city officials can help you access further resources that can make your permitting process even easier.

Depending on where your event takes place, you may need to obtain a permit. If your event will take place on city property, you will need to obtain a permit from the City of Revelstoke. The permit application can be found at: <https://revelstoke.ca/Document-Center/View/4775/Special-Event-Permit-Package---Fillable>

If your event will take place on Crown land, you may need approval from the Province. Further information on Crown land tenures can be found at <http://www.frontcounterbc.gov.bc.ca/>.

It's essential to know about the Sound Bylaws in the area of your event to avoid incurring fines or damaging your reputation as an event producer. As a general, rule quiet hours are from 11pm to 7am in the Revelstoke Area, but these hours may vary on Sundays and holidays.

For the full bylaw see here: <http://bit.ly/NoiseBylaw>

# EMERGENCY PLANNING.

Regardless of the size, nature, or location of your event, having a concise emergency plan in place is an essential part a successful event. Ensure this plan is understood by all team members and easily identifiable by all attendees.

## Venue Emergency Plans

The venue you are using may have its own emergency plans posted around the event space. Take the time to familiarize yourself with this plan and amend it with your event's unique needs. Some emergencies to consider are:

- Medical emergency
- Fire or explosion
- Hazardous material
- Spill/gas leak
- Threatening or dangerous individuals
- Suspicious items
- Electrical failure
- Lost child/missing
- Structural fault

## Emergency Evacuation Plan

As you scout and decide on a venue for your event, make note of the following:

- Emergency exits
- Fire alarms
- First aid kits
- Fire extinguishers
- Alarms
- Signage posted in clearly visible locations

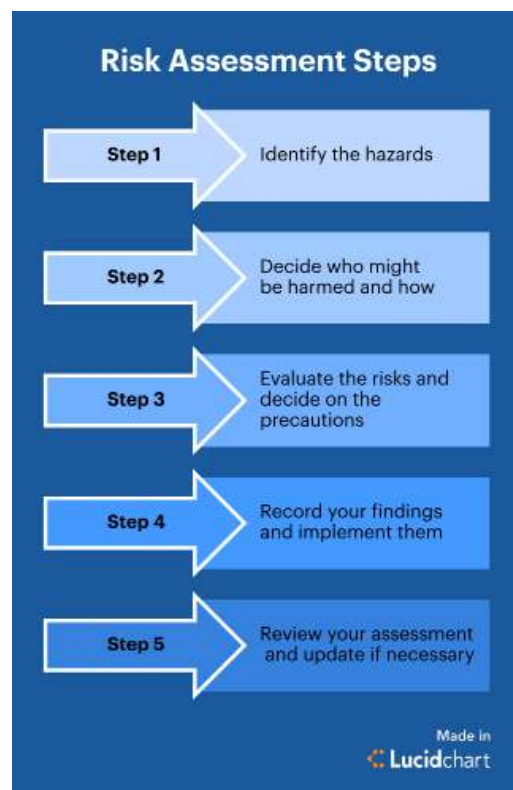
## Emergency Plan Implementation

The degree to which staff and volunteers are strained in emergency protocols will be the extent to which any evacuations will be handled smoothly. As you move forward with staffing your event, consider the following:

- Who will be the emergency lead?
- Who on your team is trained in First Aid?
- Who will perform a headcount on entry?
- Who will perform a headcount after an emergency exit?
- Who will host which muster point?
- Has your team been trained on a script to announce to keep attendees calm?

## Risk Assessment

A Risk Assessment is the process through which you identify the aspects of your event and venue that could harm individuals attending your event. Conducting a full Risk Assessment not only provides peace of mind and minimizes the likelihood of an issue, it bolsters your reputation as a serious event professional.



## Incident Reporting

A system must be put in place to record any incidents (injuries, offenses, near misses etc.) that happen during your event for record keeping and legal purposes. Having a structured template helps to ensure that pertinent details aren't overlooked and provide you and your team with a structure to safeguard against future challenges. Create an incident reporting template that includes:

- Name of reporter with contact information
- Date of occurrence
- Type of incident (e.g. accident, near miss, violence, health, safety)
- Outcome (e.g. harm, health, property damage)
- Corrective measures taken (measures taken to ensure this doesn't happen again)



# INSURANCE.

Some privately-owned venues will have existing insurance coverage that will cover your event. Others, both indoor and outdoor, will require you to carry your own coverage. It's standard to need between 2 to 5 million dollars in coverage. Ensuring you select the right amount of coverage will ease your mind should the unexpected happen. The general options you'll encounter when scouting insurance are:

## Annual General Liability Insurance

- Covers lawsuits, investigations and settlements
- Covers bodily injury and property damages resulting from accidents
- Property damage
- May cover associated other claims (e.g. copyright infringement in marketing materials)

## Event Liability Insurance

- One-time insurance to cover third party property damage or injury
- Cancellation Insurance
- Covers your event for various limited reasons

## Revelstoke Insurance Providers

RCU Insurance Services Ltd.	(250) 837-6291	<a href="https://www.revcu.com/">https://www.revcu.com/</a>
HUB Insurance	(250) 837-5211	<a href="https://www.hubinternational.com/">https://www.hubinternational.com/</a>

# HEALTH & SAFETY.

As with all aspects of event planning, creating a thorough health and safety plan with contingency options will provide your team and attendees with the resources and knowledge they need to enjoy a safe and successful event.

## Food Service

As the event organizer, it is your responsibility to mitigate the risks of food borne illness at your event. Educating any vendors or staff at your event on proper food handling techniques and ensure proper certifications and permits are in place is essential. This document from the Government of British Columbia provides more information on food borne illnesses and food safe practices: [bit.ly/GovBCFoodSafety](http://bit.ly/GovBCFoodSafety)

## Foodsafe

If you are serving food at your event, you must hold a FOODSAFE Certification or in your absence one member of your team must hold valid FOODSAFE Certification. Find information on acquiring FOODSAFE certification here: [bit.ly/BCFoodsafe](http://bit.ly/BCFoodsafe)



## First Aid

As you're creating your First Aid plan it's important to consider numerous factors:

- How will your First Aid needs change from daylight to sunlight hours?
- How will the weather affect your First Aid staffing needs?
- Will your event feature athletic endeavors that will increase the level of First Aid certification necessary?
- What is the travel time to the nearest hospital?

This handy calculator provided by the UK Saint John Ambulance can help you assess the number of team members you'll need with First Aid training for your event: [bit.ly/SJAFirstAidCalculator](http://bit.ly/SJAFirstAidCalculator)

The Canadian Red Cross provides information on the varying levels of First Aid training: [bit.ly/FirstAidLevels](http://bit.ly/FirstAidLevels)

If you wish to seek out first aid training locally, there are some providers who provide classes in Revelstoke:

Flexpeditions	<a href="http://www.flexpeditions.com">www.flexpeditions.com</a>	1 (866) 929-3539
Okanagan College	<a href="http://bit.ly/OkanaganCollege">bit.ly/OkanaganCollege</a>	(250) 837-4235

Consider hiring a first aid contractor to help make your event run smoothly. There are a number of services available, including St. John Ambulance, Canadian Outdoor Medical Consulting, and Rockdoc Consulting Ltd..

## Security

If your event attendance is growing beyond what you feel your team can safely regulate or has alcohol being served, you may want to consider providing security by hired professionals or trained volunteers. When devising your event security plan, consider:

- What are the factors that increase your attendee risk?
- How many areas will need supportive crowd control?
- Are there presenters or talent that may require additional security?
- Are there prohibited items and belongings that need to be inspected upon entry?
- Are you able to supply security staff that are female and male?

The Government of BC provides information about security personnel licensing here: [bit.ly/BCSecurityLicensing](http://bit.ly/BCSecurityLicensing)

## LIQUOR.

If you are hosting your event outside of a venue that normally serves alcohol (like a bar or restaurant), you will most likely have to acquire a liquor license and personally take on the additional responsibility that comes with serving alcohol.

Whether you are serving liquor at a public (free or ticketed) or private event, you'll need to acquire a Liquor Special Event Permit through the Government of British Columbia. This permit also dictates the maximum drink pricing you can charge patrons. The options for licensing are:

- Public Special Event: \$100.00 license fee per day/location.
- Private Special Event: \$25.00 license fee per day/location (includes family special event permits.)

Find more information on liquor licensing and permitting below:

Liquor Event Licensing: [bit.ly/LiquorEventPermit](http://bit.ly/LiquorEventPermit)

Liquor Event Permitting: [bit.ly/LiquorEventPermitting](http://bit.ly/LiquorEventPermitting)





## Serving It Right

If you are serving alcohol at your event, all those who are serving, and the event organizer must hold a valid Serving it Right Certificate unless the event is hosted within a private residence or licensed establishment. Serving it Right certificates can be obtained here: [bit.ly/ServingItRight](http://bit.ly/ServingItRight)

## CANNABIS.

While cannabis has become recreationally legal, it's important to be aware of the intricacies of the rules and regulations around its consumption and sale. Find specific laws around Cannabis use as it pertains to liquor licensing and special events below: [bit.ly/CannabisLiquorLicensing](http://bit.ly/CannabisLiquorLicensing)

- Patrons cannot consume cannabis within 7 meters from commercial and public building entrance ways, schools, parks, amenity areas, and transit stops
- Adults 19+ can possess up to 30 grams of cannabis in a public space
- Cannabis smoking and vaping is prohibited everywhere tobacco smoking and vaping is prohibited.
- <http://revelstoke.ca/1579/Cannabis>

## ACCESSIBILITY.

Taking the time to ensure your event is accessible to attendees with various needs helps build a strong, inclusive community and reflects positively on your diligence as an event producer. As you're planning your event, consider:

Visibility: Consider those with impaired sight.

- Is your signage clear enough to be read by those with impaired vision?
- Is the space well-lit?
- If using projection, is it visible from all areas of seating?

Acoustic: Consider those with impaired hearing

- Are your presenters appropriately amplified?
- Do you have a roving microphone for audience questions?
- Is there designated seating near presenter for lip reading?
- Is there a well-lit space for a sign language interpreter if required?
- Can you minimize background noise?

Mobility: Consider those with mobility impairments.

- Is there flat or ramped access into the venue?
- Are doorways and aisles wide enough to fit wheelchairs and scooters?
- Are walking areas clear from tripping hazards?

Technology: Consider those who may use adaptive devices.

- Are there outlets available for to accommodate personal support devices?

Service Animals:

- Consider supporting service companions
- Is there ample space for service animals to rest during the event?
- Are there toileting and watering facilities nearby for animals?

Allergies: Consider those with dietary and environmental sensitivities.

- If serving food, are all options clearly labeled?
- Is there signage declaring a 'Scent Free Zone'?

Implementation: Consider how you will accommodate onsite.

- Is someone designated to be in charge of accessibility arrangements onsite?
- Is this person trained in First Aid and/or has worked with patrons of different needs before?
- Will this person be available for the duration of the event?

Awareness: Consider how you will communicate your accessibility plan.

- Is your accessibility plan communicated somewhere in your marketing materials?
- Are the limits of your event and venue accessibility communicated in your marketing materials?

## SANITATION.

Depending on the nature and size of your event and venue, you may need to provide sanitation logistics yourself. Being diligent in the early stages of sanitation planning can save time, money and your reputation.

If your event requires you to provide additional sanitation needs, making a concrete plan for acquiring rentals is the first step.

This helpful document, [bit.ly/SanitationGuidelines](http://bit.ly/SanitationGuidelines) from the Government of British Columbia provide information to help you calculate the following:

- Necessary handwashing stations
- Risk assessment
- Sanitation and overnight camping events
- Toilet facilities required per number of attendees

Should you need to rent sanitation facilities, these companies can provide you with everything you need:

Revelstoke Equipment Rentals	<a href="http://www.revelstokeequipmentrentals.com">www.revelstokeequipmentrentals.com</a>	(250) 837-5144
Waste Management	<a href="http://www.bresco.ca">www.bresco.ca</a>	(250) 837-6650
Interior Portable Rentals	<a href="http://www.interiorportablerentals.com">www.interiorportablerentals.com</a>	1-888-410-5646

## Waste Management

Aiming to make your event produce as little waste as possible and handling that waste in the most efficient way requires just a little extra planning, produces a big payoff and can cut down on overall costs of the event.

Aside from the bins, bags and logistics of your waste management plan, consider the following:

- Educating your volunteers, staff and vendors on the Green aims of the event.
- Educating attendees beforehand on the Green aims of the event through your marketing efforts by letting them know recy-



cling will be available on site, or to bring a reusable mug or cup.

- Developing a green mission statement and include it in your marketing materials and post it around the venue.
- Setting measurable Green Goals (e.g. having enough waste stations, recycling bins and reducing by 10% annually)
- Reminding participants of waste reduction and other environmental opportunities.
- Designating a specific Green Team to help pick up garbage, educate on proper disposal and educate attendees on waste and recycling locations.
- Creating clear signage and receptacles to separate recyclables, returnable and garbage. Wherever there's a container for trash, also put a container for recyclables so your participants won't have to go to separate locations to separate their waste.
- Encouraging your vendors to use biodegradable cups, plates and cutlery.
- Providing cigarette ash stations to reduce toxic cigarette butt littering.

In your wrap up reporting, it can be interesting to note your Waste Diversion Rate, so you have a benchmark to assess future progress. This is found by dividing the total weight (or bags) of all recycling by the total weight (or bags) of garbage.

If you need to rent dumpsters, recycling bins or have waste or recycling picked up, contact Waste Management (contact above). Waste and cardboard recycling can be brought up to the Revelstoke Landfill (330 Westside Rd.) and refundable bottles and cans can be brought to the Revelstoke Bottle Depot (97 Cartier St.) for deposit.

## BEARS AND WILDLIFE.

Revelstoke has a large bear population and bears are attracted to garbage; please ensure that you limit and contain attractants. Revelstoke Bear Aware Society's mission is to reduce human / bear conflict through education, cooperation and active management initiatives in the community of Revelstoke and surrounding area.

Use a heavy duty container with a secure lid. This not only deters bears, but also ravens, dogs, and other animals that may get into your garbage.

Store your garbage in a secure location, and ensure it is odor-free. A secure location is not your carport or a flimsy shed that a bear could easily enter. A shed or garage with a door that closes securely, or the interior of your house is best.

For further recommendations, please visit [www.revelstokebearaware.org](http://www.revelstokebearaware.org).

Wildlife and bears are also present in our natural parks. Please refer to Parks Canada's wildlife guidelines at [bit.ly/ParksWildlife](http://bit.ly/ParksWildlife) and bear guidelines at [bit.ly/ParksBears](http://bit.ly/ParksBears).

## WATER.

Avoid bottled water and enjoy our locally produced, Greeley Creek fed tap water instead! Not only does bottle water come in single-use plastic bottles that will fill up your recycling bins but a number of resources are used to extract, bottle, and ship it. By providing tap water and avoiding individually portioned bottled water, you can help reduce the environmental impact of your event. Identify water access at event grounds, and if needed, arrange for a water service provider. For smaller events, consider organizing water stations offering free tap water in jugs. If your event is at a banquet, request that water glass aren't prefilled.

In your event promotions, ask attendees to bring a reusable water bottle or a mug to reduce the need for disposable cups you can let them know if there will be water fountains for refills. Our tap water comes from the Greeley Creek watershed just outside of town tap water is arguably some of the best drinking water around, and will save you money!

## POWER & ELECTRICITY.

If your venue doesn't provide adequate power for your lighting, sound or food service needs you may need to access supplementary power through generators. If you are supplementing power, ensure you communicate this to your insurance provider as there may be additional coverage needed to compensate for fire risk. If your event is happening on City Property, you may be able to access city power through your Special Event Permit.

Call FortisBC to get essential information about safely supporting your event site with supplementary power - 250-304-1440

Generator rentals are available locally at:

Revelstoke Equipment Rentals	<a href="http://www.revelstokeequipmentrentals.com">www.revelstokeequipmentrentals.com</a>	(250) 837-5144
VVI Equipment	<a href="http://www.vviequipment.com">www.vviequipment.com</a>	(250) 837-3994

## TRANSPORTATION & TRAFFIC.

With frequent highway closures in the winter and construction in the summer, transportation to Revelstoke for both attendees and performers can be a logistical challenge. Once in Revelstoke, safe transportation within town is an important consideration, particularly if your event will be outside of downtown. As you develop your transportation plan, consider the following:

- Can you provide simple public transit instructions for getting to and from your event?
- Will providing a shuttle service help to increase ticket sales and reduce liability?
- Is it possible to find a sponsor to assist with transportation costs?
- Can you reach out to taxi services to make arrangements?
- Can you provide carpooling or zero emission incentives?

### Transportation Services

There are a number of businesses that may be able to assist with transportation for your event.

Everything Revelstoke	<a href="http://www.everythingrevelstoke.com/transport">www.everythingrevelstoke.com/transport</a>	(250) 837-5044
Kelowna Limo	<a href="http://bit.ly/KelownaLimo">bit.ly/KelownaLimo</a>	(250) 448-4999
Revelstoke Mountain Transfers	<a href="http://www.revelstoke-tours.ca">www.revelstoke-tours.ca</a>	(250) 683-9188
R Taxi		(250) 837-4000
Johnnie's Taxi		(250) 837-3000
Howard's Taxi		(250) 683-2733







## Parking & Traffic Control

As you're making your site and staffing plans, consider the following:

- Are you relying on street parking? If so, do you need to provide signage on no-park zones to avoid irritating neighbors?
- Will you need to provide any extra lighting to make your parking area safe?
- Estimate that many attendees will arrive in a one person, one car ratio. Track this number against your capacity to see if you have enough space for all your vehicles.
- Do you have specific volunteers ready and trained on how to direct cars to park so anyone can exit at any time?

If your event will involve the use of or will impact highways, you must apply by submitting the following to the Province of British Columbia:

- Highway Use Application Form
- Certificate of Insurance
- Route map(s)
- Traffic management plan

The forms necessary to complete this process can be found here: [bit.ly/EventsOnBCHighways](https://bit.ly/EventsOnBCHighways)

## EVENT RENTALS.

There are a number of businesses in Revelstoke that rent supplies including tents, tables, chairs, and décor. Tourism Revelstoke has two 10x10 tents available for use by community groups and events, and other tents may be available through various community groups - check our event resources for available tents (<http://bit.ly/EventSupportDocuments>).

When renting structures for your guests, here are some general sizing and capacity guidelines to help you start assessing your needs:

- A 20' x 40' tent could accommodate 100 seated theater style (rows of chairs with an aisle up the middle) or 64 seated at round tables of 8.
- A 30' x 60' tent could accommodate 225 seated theater style, 144 seated at round tables of 8, or 180 seated cafeteria style (rows of 8' banquet tables).
- A 30' x 60' tent could accommodate 225 seated theater style, 144 seated at round tables of 8, or 180 seated cafeteria style (rows of 8' banquet tables).
- A 40' x 60' tent could accommodate 120 seated at round tables of 8 with a buffet, bar, large service table and dance floor

Revy Tent Rentals	<a href="http://www.revytentrentals.com">www.revytentrentals.com</a>	(250) 837-0008
RockIt Events	<a href="http://www.rockitevents.com">www.rockitevents.com</a>	(250) 814-3977
Imagine It Events		(250) 814-4864
Rotary Club Tent Rentals	<a href="http://portal.clubrunner.ca/835/page/tent-rentals">portal.clubrunner.ca/835/page/tent-rentals</a>	(250) 814-1000

## Fencing

For ticketed events, or events that require controlled areas such as beer gardens, you may want to consider renting fencing. There are a number of businesses that rent and set up event fencing.

Score Fencing	<a href="http://www.scorefencing.com/">www.scorefencing.com/</a>	(250) 837-4500
Riteway Fencing	<a href="http://www.ritewayfencing.com/locations/kelowna/">www.ritewayfencing.com/locations/kelowna/</a>	1-800-425-5121
Super Save Fencing	<a href="http://www.supersave.ca">www.supersave.ca</a>	1-800-665-2800

## CATERING.

Providing delicious culinary options for your attendees helps to put them at ease, gives them even more to rave about and helps your event become a rich and memorable experience. As you peruse the local options for catering, consider:

- How important is the food served to the success of your event? This will help you decide where to rank catering in your overall event budget.
- Asking for tastings, so you can be sure what to expect when your caterers arrive.
- Inquiring about the caterers' cancellation policy. Unexpected occurrences happen and you must project for cancellation costs.
- Inquiring about staffing. Does the pricing you're being quoted include service staff or do you need to provide your own?
- Ensuring you get the agreement in writing so you and your caterer can be clear if expectations are not met.

For a list of caterers in town, please head to the Tourism Revelstoke website: <https://seerevelstoke.com/revelstoke-dining/catering/>.



# VOLUNTEERS.

Acquiring a strong team of volunteers not only lightens the workload for your event, it creates a strong community of folks who are likely to become your most passionate supporters. There are a variety of volunteer scheduling software options available for managing larger teams but using simple schedule in a spreadsheet and a Google Form for applications is sufficient for smaller teams (for a sample Google Form go to <http://bit.ly/VolunteerRecruitmentForm>).

When recruiting and managing volunteers, here are some best practices to follow:

- Open applications or hand pick your volunteers well in advance of your event so your volunteers can clear their schedules and you can adequately assess your volunteer needs.
- Plan a sequence of emails that will span the time before your event that update your volunteers to important details like role, shift schedule, and remind them a week before your event of their commitment and any pertinent changes.
- Especially if you're hosting a multi-day or higher priced event, taking a deposit for the price or part of the price of your ticket can provide incentive for your volunteers to show up for all the shifts.
- Let your volunteers clearly know the length of shifts and the responsibility within each role. If you have specific expectations for volunteers like not spending time on their phone, greeting each attendee or checking ID, ensure you communicate these clearly and consider posting them for reference.
- Don't be afraid to be redundant in your training and communications, always letting your volunteers know where to find support and information.
- Gratitude goes a long way when people are volunteering their time. Feeling appreciated can help bring your volunteers back year and after year and create a strong network of enthusiastic supporters.

# TICKETING.

Providing both physical and digital tickets available to your attendees has become the industry standard in event sales. Many of Revelstoke's venues will provide ticket sale service if you are hosting your event with them. In addition to these venues, it's common practice to approach a local business and ask them to provide in kind sponsorship in regard to your ticket sales; the business selling tickets to your event for inclusion in your marketing material.

When choosing a digital ticket provider for your event, there are a number of factors to consider beyond the fee structure. What kind of built in analytic tools does the service provide? Is their ticketing page easy to navigate? Does the platform integrate smoothly into social media? Check online reviews to see the general consensus from others using the platform.

Eventbrite	<a href="http://www.eventbrite.ca">www.eventbrite.ca</a>
Tickit	<a href="http://www.tickit.ca">www.tickit.ca</a>
Showpass	<a href="http://www.showpass.com">www.showpass.com</a>
Big Cartel	<a href="http://www.bigcartel.com">www.bigcartel.com</a>



## CONCLUSION.

Tourism Revelstoke is thrilled to support community events, both for our residents and for visitors to town. Well executed, carefully planned events help our community thrive. Thank you for your contribution.

We would be happy to work with you to help make your event a success. For more information, or to discuss your event plan, email [events@seerevelstoke.org](mailto:events@seerevelstoke.org).

For access to the resources referred to in this document, go to [bit.ly/EventSupportDocuments](http://bit.ly/EventSupportDocuments).



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