



THE ULTIMATE **GUIDE**

TO PLANNING A SUCCESSFUL EVENT
AT THE SHAW CENTRE



CONGRATULATIONS

on selecting the Shaw Centre!

Trust that you're in expert hands with our event professionals who are well-versed in every aspect of our venue, from its architectural marvels to the intricacies of event logistics. As a recipient of the AIPC APEX Award for Best Convention Centre in the World, as rated by our clientele, we're dedicated to ensuring your event is nothing short of spectacular. Planning an event can be a daunting task, but fear not! This guide is designed to streamline your planning process, covering everything from food and beverage arrangements to parking logistics and security measures. Let's embark on an in-depth exploration of all things Shaw Centre!

THE VENUE



Situated in the vibrant heart of downtown Ottawa, the Shaw Centre offers more than just stunning views of the iconic Rideau Canal and scenic downtown. Our venue's commanding presence and convenient location, make it the perfect setting for your attendees to fully experience the charm of Canada's capital city.

Spanning over 192,000 square feet across four levels, our venue boasts 28 meeting rooms, along with the versatile Canada Hall, which can be divided into three spaces totaling 57,740 square feet. Additionally, our exquisite Trillium Ballroom offers a breathtaking 180-degree panoramic view of the Rideau Canal and Parliament Hill, providing an unparalleled setting for your event.

THE BOOKING PROCESS



When planning an event at the Shaw Centre, it's essential to understand our booking and space allocation process. With a mandate to provide economic impact to the City of Ottawa, the Shaw Centre gives priority to convention sized business. These events span a minimum of 3 days, with a minimum of 250 delegates per day, and a total of 200 contracted room nights with a minimum of 100 on peak. Smaller meetings or local catering events may be booked within a 12-month window of the event date.

We advise starting the planning process for conventions at minimum one year in advance, some conventions book three to four years ahead to secure space and allow for proper planning due to their complexity. Your event services manager will oversee the rest of your event planning until the event date, after which our operations and culinary teams will execute the event. Understanding the nuances of space allocation is key.

Our experienced sales team stands ready to assist in aligning your event requirements with our venue offerings. When booking, it's crucial to account for setup, event duration, and teardown, considering the logistics involved for various suppliers. Given the multifaceted nature of event planning, securing adequate time is paramount to ensure a seamless execution.

As well, please take the time to review [what's included in your space](#), as inclusions differ for events with food and beverage and those without.

For large city-wide convention pieces, we recommend reaching out to our partners at [Ottawa Tourism](#), who can help provide additional planning resources.

MOVING IN



Located just off Daly Avenue, the [Shaw Centre's loading dock](#) provides convenient access for event setup. Access to the loading dock is scheduled to ensure efficient operations. We boast four standard loading bays equipped with dock levelers, capable of accommodating vehicles up to 77 feet in length, including cabs. It's important to note that these loading bays are designated for temporary pick-up and delivery only. During the planning phase of your event, please coordinate with your Event Services Manager to confirm the availability of loading bays/areas. Keep in mind that these areas may be shared for other deliveries and events, so timely communication is key.

For larger-scale events necessitating extensive load-in and load-out procedures, [GES](#) will collaborate with you to offer an on-site loading dock manager to oversee the process.

Within the loading dock, we offer two freight elevators capable of accommodating up to 24,000 pounds each. Scheduling an Elevator Operator, through GES, is necessary for the operation of the freight elevators. Additionally, we provide two service elevators dedicated to material moving, with a capacity of up to 9,000 pounds each, ensuring smooth logistics for your event setup and breakdown.

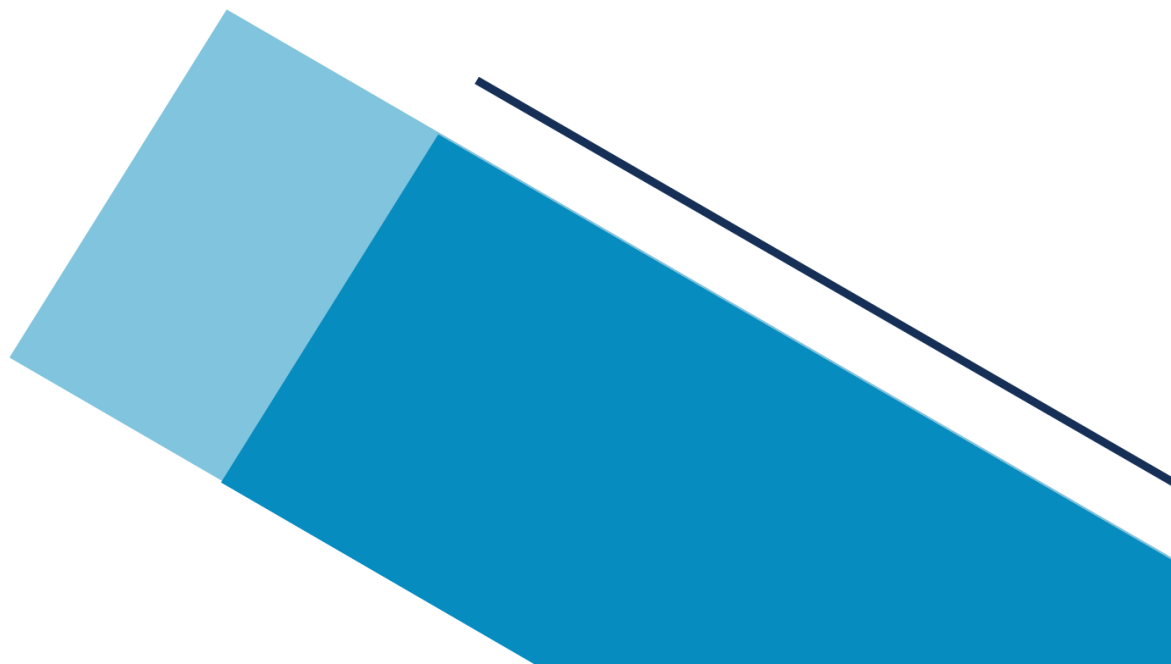
PARKING

There are two indoor parking garages located beneath the Shaw Centre and CF Rideau, managed by REEF Parking, offering a total of 1,500 paid parking spaces. For details regarding host parking options or general inquiries, please contact REEF Parking directly at **613-234-6526**.

SECURITY & SAFETY

Our security department is manned by security officers 24 hours a day. They can be reached via multiple means: by dialing 636 on a house phone, activating the 'Security' service phone function on a Crestron panel, or utilizing the security intercom in an Area of Refuge. Events undergo thorough evaluation by the Shaw Centre security manager who, in cooperation with the event organizer and the event services manager, will determine the necessary security measures based on the event's nature and areas in use. In some cases, clients may need to arrange event-based security at their expense, ensuring compliance with Shaw Centre guidelines and Ontario regulations. All security personnel must be licensed to operate in the province and adhere to clients' insurance policies and instructions.

While the Shaw Centre's in-house security department provides 24/7 post and patrol security services for the building, its assets, and perimeter, clients are encouraged to engage event security services to address specific event needs.



FOOD + BEVERAGE SERVICES & TIMELINES



We take pride in offering innovative menus that highlight rich local ingredients and cuisine rooted in the philosophy of “Think Global-Dine Local,” [our menus](#) are meticulously crafted with a focus on inventive culinary creations and captivating presentation. It’s important to note that all food and beverage offerings must be prepared and presented exclusively by the Shaw Centre’s culinary team.

To ensure a seamless and successful event, we kindly request that food and beverage specifications be provided in writing at least 45 days prior to the event date. Upon receiving these specifications, your dedicated event services manager will provide you with a written confirmation, including an event order, no later than 35 days prior to the event.

In order to accommodate all dietary preferences and restrictions, we ask for a comprehensive list of allergies and dietary requirements for all breakfast, lunch, and dinner functions. The preliminary list should be submitted 14 business days before the event, with the final list due six business days prior to the event, allowing our culinary team ample time to prepare and tailor the menu to your guests’ needs.



OUR PARTNERS

We work simultaneously with top-tier technology, presentation, and transportation specialists to transform your event vision into reality. Through our partnerships with [Encore](#) and [GES](#), we offer a wide array of services to guarantee the success of your event.

Our collaboration with Encore ensures seamless coordination of all technology and communication requirements. From internet access to telecommunications, local area networking, and built-in video broadcast systems, Encore covers all your technological needs. Additionally, Encore's skilled technicians handle rigging services for specialty lighting and theatrical elements, while also providing safe temporary electrical services managed by certified electricians. Furthermore, Encore offers a full suite of audio-visual services, including presentation staging and simultaneous interpretation, to enhance the overall event experience.

Meanwhile, GES, our exclusive partner for material handling, ensures the smooth transportation and setup of event materials, along with integrated services for various event needs, including booth furnishings and exhibit transportation.

For a comprehensive list of our exclusive and preferred partners, such as beverage providers and décor services, please consult our [partners page](#).

PROMOTING YOUR EVENT

Making use of our facilities to brand your event presents an engaging method to captivate attendees and amplify brand visibility throughout your event. From adorning pillars, escalators, and elevators with your branding to leveraging diverse digital signage, including a 274" 4K LED screen, throughout the venue, you can effectively showcase your event and leave a lasting impression. Explore all branding opportunities by clicking [here](#).

Additionally, maximize exposure by featuring your event on our [public events](#) listing page on our website. This added visibility ensures broader reach and engagement with potential attendees.

ENHANCING ACCESSIBILITY



We prioritize inclusivity by employing a universal design approach, ensuring our facilities cater to a diverse range of needs. From the buildings project's inception, the design team meticulously considered the requirements of individuals with disabilities, including those with hearing impairments, visual impairments, developmental or learning disabilities, and people of all ages.

Our venue incorporates essential accessibility features such as automatic door openers, accessible washrooms, and spacious interior routes free of obstacles, fostering a welcoming environment for all patrons.

We've partnered with two accessibility advocates, [Whimble](#) and [Asign](#), to further enhance accessibility for our guests.

Whimble, known as the "Uber for personal care attendants," connects individuals with disabilities to experienced caregivers

for on-demand personal care assistance. Through this partnership, event organizers can access on-site attendant care services, ensuring delegates requiring assistance with personal care needs can fully enjoy their event experience.

Asign specializes in American Sign Language (ASL) and langue des signes québécoises (LSQ) interpreting services, ensuring clear communication for the Deaf community. Their interpreters, trained in event-specific subject matter, provide high-quality interpretation tailored to each event's unique needs. With flexible booking options and proactive assistance in preparing for effective collaboration with interpreters, Asign ensures a seamless interpreting experience for all participants.

COMMITMENT TO SUSTAINABILITY

We strive to make a positive impact in our community while fostering a sustainable workplace for our colleagues and clients. Through a range of initiatives, we aim to reduce our carbon footprint and enhance environmental stewardship. Our state-of-the-art Building Automation and Lighting Control Systems optimize energy usage, while the utilization of cisterns minimizes reliance on municipal water systems. Energy-efficient practices, such as preheating air in the winter and featuring a white roof to reduce heat island effect normally found around large buildings, further contribute to our environmental goals. Additionally, water conservation measures and a comprehensive waste management program underscore our commitment to sustainability. For more information on our sustainable practices, please contact info@shaw-centre.com.


CORPORATE RESPONSIBILITY INITIATIVES

At the Shaw Centre, we prioritize [corporate responsibility](#) and community engagement through a variety of impactful initiatives.

One such initiative involves our partnership with the Ottawa Mission, where we actively participate in efforts to combat food insecurity by donating surplus food from our events. This not only supports individuals in need within our community but also allows us to measure our environmental impact by reducing greenhouse gas emissions associated with food waste.

Furthermore, our Leave a Legacy program empowers event organizers to make a lasting impact by donating leftover goods, such as marketing materials or furniture, to benefit local Ottawa communities. Through this program, we aim to foster positive change and address pressing social needs in our area.

In addition to our local efforts, we are dedicated to supporting Indigenous tourism in Canada through our involvement in the [Indigenous Tourism Destination Fund](#) (ITDF). Event planners have the option to contribute an additional 1% of their total room rental to this fund, directly supporting Indigenous entrepreneurs, businesses, and communities in the tourism industry. This commitment reflects our broader commitment to inclusivity, ensuring that our events have a positive and meaningful impact on both local and Indigenous communities.



Shaw) Centre

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