



 **ROGERS** ARENA

TECHNICAL SERVICES GUIDE



DRESSING ROOMS & PRODUCTION OFFICES

- Four Visiting Team Dressing Rooms complete with benches, showers and washroom facilities, telephone, internet and power outlets. Average size is 900 sq ft.
- One Official's Dressing Room complete with private washroom and shower, telephone, internet and power outlets.
- One Studio Room that has multiple telephone and internet lines. This room is excellent for wardrobe or office use.
- Promoter Office, Show Office, Operation Boardroom, Video Room and three small offices are additional spaces with ample telephone and internet access.
- The Norm Jewison Media Room makes an excellent catering room and is equipped with television monitors, multiple telephones and electrical outlets.

PARKING

There is limited space available for on-site bus and truck parking. Please contact your Event Manager to reserve the Rogers Arena parking facilities or for assistance with bus and/or truck parking arrangements in the surrounding area.

SET-UP

We require complete set-up information including production schedule, floor plan and a rigging plot with weights at least one month prior to your set-up day.

There are two loading bays off Expo Blvd:

- Bay 1 @ 6 m (19.68') x 4.4 m (14.44')
- Bay 2 @ 7.2 m (23.62') x 4.4 m (14.44').
- Two Trailers can be detached from tractors and parked there.

Space is available in backstage corridors for case storage. Entrance to bowl is 3.3m (11') wide and 3.3m (11') to 3.9m (13') high

ELEVATOR

The service elevator services all 5 floors of the building:

- Capacity: 2270 kg (5005 lbs)
- Length: 2.59 m (8.49')
- Width: 1.83 m. (6.0')
- Clear Height: 3.66m (12')



AUDIO

L-Acoustics Sound System (Arena Bowl):

- State of the art L-Acoustics line source array concert sound system covers the bowl seating area with high quality audio.
- Designed to cover either end, either level or the entire seating area.
- Speakers in the scoreboard provide sound reinforcement to the on-ice area for optimum floor coverage. Coverage is determined by scoreboard height.
- The 165,000 Watt system is driven by L-Acoustics LA8 DSP - amplifiers which are controlled remotely by LA Network Manager on a 320 Channel Optocore dual redundant fibre optic ring.
- All signal processing such as equalization, compression, filtering and effects are built into the 96 Channel Soundcraft Vi6 digital mixing console
- Intercom is provided by a 128 channel Riedel Artist Digital Matrix intercom system and has the capability to interface with older analog 2 & 4 wire systems for communication throughout the building.

A full complement of in-house ancillary production equipment is available:

- Various professional grade microphones, stands and cabling.
- Twelve discrete Lectrosonics broadcast quality UHF digital wireless handheld mics and belt packs transmitters.
- Wireless Foldback with Lectrosonics in-ear monitoring (IFB).

Due to the technical sophistication of the in-house sound system, we require that Rogers Arena technicians set up and operate all in-house audio equipment. Rogers Arena technicians must also supervise any interface between outside and in-house systems.

Concourse and Public Address Sound Systems:

The 40,000 Watt public address system is accessible via several systems including the main bowl mixing console.

It's controlled through 4 dedicated BSS London Blu16 Digital Signal Processors. Separate locations covered include the level 100-300 concourses, gates, lobbies, elevators, offices and back of house areas.

Auxiliary Rooms:

The Captains Room is equipped with a modern AV system that has a full complement of event capabilities. This room can also be connected to other systems in the building making it ideal as a green room, VIP reception area or press conferences uses.

The Club Section, Club 500, The Center Ice Grill and The Norm Jewison Media Room all have separate sound systems and they can be outfitted for most types of AV requirements.



Portable Sound System:

Additional audio support is provided by a self-contained portable sound system.

Four Bose 802 speakers are driven by a Bose amplifier and a Mackie sixteen channel mixing console. This system contains a room equalizer as well as inputs for iPods and other media playback devices.

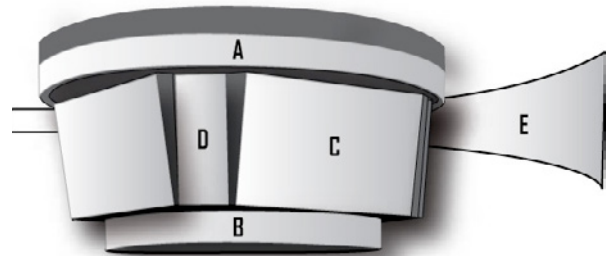
The preceding list is by no means complete and all AV and event services can be accommodated.

SCORECLOCK AND PROAD 360

The Score clock has 8 sides and an upper and lower ring screen. Rogers Arena is also equipped with the ProAd 360 led screen that spans the entire ring. For more information please contact Art Green, Game and Event Multimedia Producer. Art.Green@Canucks.com

- Score clock Anatomy

- (A)** Top ring – 48 X 2288 pixels / 3' X 149'
- (B)** Bottom Ring – 48 X 1600 pixels / 3' X 104'
- (C)** Video Board – 416 X 736 pixels / 14' X 24' (four sides)
- (D)** Corner Board – 208 X 80 pixels / 13'6" X 5' (four sides)
- (E)** ProAd 360 – 32 X 14592 pixels / 2' X 950'



- File Specs

- Animation** – Must be AVI format, no compression. No files larger than 1GB.
 - Stills** – In PSD or JPG. RGB colour space.
 - Artwork** – Please submit in EPS format whenever possible.
- Finished material should be submitted no later than one week prior to event.

Trim Height of the scoreboard when raised to maximum height is 19.96m (65.5ft) and is adjustable to any height below that.



BROADCAST

Canucks Sports and Entertainment can provide an HD video production facility that includes the following:

- Sony switcher MVS 8000G
- 4 Sony HSC300 cameras with CCU's and 1 Boxxwave RF transmitter/receiver for remote shooting in the bowl live to the switcher.
- One Fuji long lens 66 to 1
- Two XDcam 700's or two PMWEX3 HD cams available for Remote recording.
- Chyron HyperX -2
- EVS replays with XFile
- XDcam 1500 decks for recording and playback
- 360 Hard drive system for clip playback
- Riedel intercom system
- AVID editing for pre or post production
- Soundcraft VI-4 digital audio board
- Multiple FS1 frame synchronizers for up/down conversion

The control room is available partially or as a full system to produce live pictures to the video board or transmitted via fibre to anywhere in the world. Quotes are available upon request. All equipment must be operated by CS&E staff.

DISPLAYS

Rogers Arena has no restrictions on your choice of display companies as long as they comply with our policies. Names of local firms are available from your Event Manager. Work contracted to display companies may not include production labour or electrical hook-ups.

Prohibited materials include, but are not limited to the following:

- Helium Balloons
- Adhesive Backed Stickers and Decals
- Nails, Tacks, Most adhesives (Masking tape and funtak are the only acceptable adhesive that can be used to affix temporary signage to walls, etc.)



- Exterior signage (Small directional signage is allowed)
- *Although Glitter and Confetti are not prohibited, there is an additional cleaning charge*

Banners, overhead signs and special decorations may not be hung from the roof, ceiling or walls except by Rogers Arena personnel and with prior approval.

ELECTRICAL SERVICES

- All electrical services must be provided by a Rogers Arena electrician.
- Main Show power Distribution Panel – 1000 amps at 600/347 volts. Show power is located at the load-in end upstage left, approx 50' from end stage.
- Distribution is provided in step-down transformers via camlock breakouts ranging from 60 – 400 amps. These transformers can be situated anywhere on the event floor.
- Catwalk level distribution panel is 800 amps at 120/208 volts. Distribution is provided at 60 amps, 100 amps and 200 amps via pin & sleeve or camlocks connectors depending on amp capacity.
- Temporary power provided in 15amp increments.
- Power will be charged on a per amp basis.

FLOOR

Arena Floor:

- Width: 85 feet
- Length: 200 feet
- Capacity: 250lbs/ square foot (12 Kpa)
- Surface: Ice in – fibre board / Ice out – polished concrete
- Dashers: Removable

Level 100(Concourse):

- Capacity: 100lbs/ square foot (4.5Kpa)
- Surface: coloured concrete with sealer.



LIGHTING

Events:

- Complete dimmable 1000watt par can lighting system is available in the Arena.
- 16 Martin Mac 3 Profiles – 1500w moving head fixtures – programmable
- 6 Spotlights – Super Trooper II – 2000 watt zenon

Sport:

- Sport lighting system meets all NHL specifications for lighting levels on the playing surface and seating areas. The system can provide different lighting levels based on the requirements for your events. Black outs are possible.

Rigging:

- Rogers Arena requires your rigging plot thirty (30) days prior to your event for in-house approval. All rigging to be done by Riggitt Production Services.
- Floor to Low Steel 112' from concrete.
- Floor to High Steel 125' from concrete.
- Venue rigging map available upon request.

PYROTECHNICS/SPECIAL EFFECTS

The use of pyrotechnics and special effects are permitted in Rogers Arena with prior approval. Sixty (60) days' notice is required. Pyro technician must be certified by Natural Resources Canada.

All permits and insurance are the responsibility of the Event Organizer.

CURTAIN

- 120' W 65'H Full Curtain System - Black
Compact Curtain System consists of 12 black panels of 28'H and range from 12' to 20' W.
72 hours notice required for installation.



STAGING

- Modular Stage Right System
- Maximum Stage Dimension is 60' X 40' adjustable from 4' – 6' h in 2 inch increments
- Wings - 2 – 8' X 16' at heights ranging from 2'6" – 6'
- Risers - 8'X4' sections available at 1' of 2' high
- Stairs - 4 sets
- Skirting available
- Mats are available for icy areas

BARRICADE

- Concert Barricade – 136' of 4' articulated units
- Bicycle Rack – 400' of 8' Interlocking Fence units

TELEPHONES/INTERNET

Connection points are conveniently located throughout the building. Wireless Internet is available throughout the building. There is an additional charge for the use of phone/internet. Our state of the art IP Telephone system makes it easy to set-up work spaces in many office locations.

WATER

Double sink available in Loading Bay 4 with hot and cold running water.

No Washer/Dryer available on site. Hook ups available at ice melting pit near Loading Bay 1.



MISCELLANEOUS

- Forklifts – 1 – 7,100 lbs, 3 - 6,000 lbs & 2 – 5,000 lbs with 1 set of extensions.
- Com type – Clearcomm system 4 sets available.
- Furniture – 4 suites available.
- Pipe and Drape – 300 feet of black available.
- Laundry – there is no in house service but can be outsourced upon request.
- Towels – available on request.
- Production Runners – available on request.

SAFETY POLICIES

Please note that all tour staff are required to wear PPE (Personal Protective Equipment) during load-in and load-out in accordance with provincial regulations in BC.

This means that all workers must wear CSA approved safety-toe footwear and high visibility reflective vests during the load-in and load-out while in Rogers Arena. They must also wear them during any overhead rigging.

If tour staff do not have their own PPE, Rogers Arena provides hard hats, safety vests, and steel-toe overshoes for their use, while on premises. These items can be found in large green storage bins located at loading bays 1 & 2.

HOSPITALITY

- In house catering provided by our own talented culinary team, led by award winning Chef Robert Bartley.
- Personalized service catering experience to suit “on the road” dietary needs while showcasing fresh and unique local ingredients found at local farmers markets and suppliers.
- Attention to detail to create a welcoming dining environment for crew members.

For more information on catering, please contact Catering Manager Sue-Yen Lee at sue-yen.lee@canucks.com or at (604) 899-7563.



PRODUCTION LABOUR

All in house production labour is provided by Riggitt Production Services. Refer to the Rate Card and contact your Event Manager to receive an estimate.

- Minimum Crew: Department Heads, Electrician and Supervisor
- Minimum Call: 4 hours
- Rates: Straight time for 1st 8 hours, time and a half for hours 8 – 11, double time after 11 hours.
- Show Call: Show call shall commence no less than thirty minutes prior to the start of the production.
- Meal Penalty: after 5hrs
- Coffee Breaks: after 2 hrs

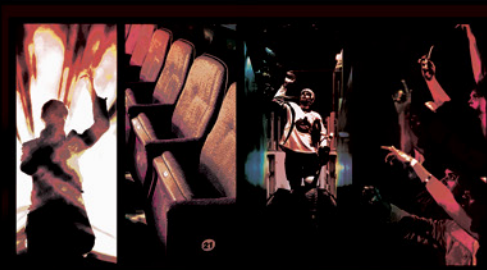
TICKETING

Rogers Arena operates in conjunction with Ticketmaster Canada to provide ticketing for all events.

MERCHANDISE

At Rogers Arena we provide premium retail kiosks for all your concert merchandise needs. We are flexible with locations and can accommodate most merchandise requests in order to ensure we maximize sales. We provide experienced sales driven staff and managers to ensure we are delivering exceptional service to our fans and hitting record sales!

For concert merchandise inquiries please contact Markus Karlsson - Retail Event Supervisor at 604-899-7821.



GOOD THINGS TO KNOW

- Information on Services for Guests with Disabilities can be found at:
<http://rogersarena.com/plan-your-visit/fans-with-disabilities>
- Curfew is 23:00.
- Doctor, Massage Therapist, Chiropractic care available on request.
- There is no weight room available.
- Police Escort - Vancouver City Police do not provide this service.
- Rogers Arena is a No Smoking building. There are no In and Out Privileges or smoking areas for guests.
- Rogers Arena has a full complement of highly trained staff and staffing services. All event staffing needs should be discussed with your Event Manager.
- During event times, First Aid is supplied by Saint John's Ambulance.
- Rogers Arena also has a full service restaurant and a brand new elite viewing area. For more details see our website <http://www.rogersarena.ca> where you can also request a tour of the building.

Contact Information

Rogers Arena
800 Griffiths Way
Vancouver BC
V6B 6G1

Main number – 604 899 7400

Main Fax Number: 604 899 7490

Deliveries:

c/o Gate 9 or Loading Bay

Contact Rogers Arena Event Manager to schedule all deliveries.