



PINNACLE HOTEL
AT THE PIER



Our Outlook on Forever
All Inclusive Wedding Packages 2017

Executive Chef ~ Joel Green

With our compliments to the Bride & Groom

Share your forever with us & we will take care of the details...

For a Wedding party of 75+ guests ~ the Bride & Groom will receive:

- 🍷 One night accommodations in a deluxe king harbor view room with private balcony
- 🍷 Chilled sparkling wine & chocolate dipped strawberries upon arrival
- 🍷 Personalized monogrammed bathrobes (Min. 100 guests)
- 🍷 Preferred guest room rates for family & guests
- 🍷 Menu tasting for 4 guests (Plated dinner selections only)
- 🍷 Private consultation with Catering Manager
- 🍷 Ceremony rehearsal based on availability
- 🍷 Complimentary overnight parking



Add our Decor Package to your special day and tick another item off your list...

Pinnacle Ballroom Decor Package @ \$11 per person (Provided by Chair Décor – you choose!) **Minimum 50 Guests**

- 🍷 Floor Length Specialty Linens
- 🍷 Chair Covers with Accessories
- 🍷 Coloured or Textured Napkins
- 🍷 Specialty Chair Covers with Accessories
- 🍷 Floor Length High Top Specialty Linens (up to 6)
- 🍷 Votive Candles & Table Numbers
- 🍷 Head Table Package (value \$150)

****Over 100 guests no drop off and pick up charge for linens.**

****Under 100 guests additional \$50 & under 50 guests additional \$75 charge.**

Crystal Plated Dinner

\$86

*\$97 with decor package

Passed Sparkling Wine upon Arrival

Hors d'oeuvres

Hand Passed Appetizers (3 pieces per person)

Grape Tomato and Bocconcini Skewers, Balsamic Glaze

Alberta AAA Beef Carpaccio, Truffle Aioli, Fresh Shaved Parmesan
with Rocket Greens and Crostini

Smoked Salmon, Capers, Shallots & Cream Cheese toast

West Coast Crab Cake, Old Bay Aioli

Pan Seared Teriyaki Chicken Skewers

Elegant 3-Course Plated Dinner

First Course

(select one)

Roasted Carrot & Brie Soup

Curried Cream of Cauliflower & 'Pink Lady' Apple Soup

Mixed Organic Greens, Passion Fruit Vinaigrette

Okanagan Goat Cheese Crouton on Fraser Valley Greens with
Raspberry Vinaigrette

Second Course

(select two)

Herb Dijon Crusted Free Run Chicken Breast, Caramelized Honey

Thyme Sauce, Roast Yukon Gold Potatoes and Seasonal Vegetables

Wild B.C. Salmon with Citrus White Wine Cream Sauce, Basmati Rice

Pilaf and Market Vegetables

Grilled Alberta 6 oz AAA Filet Mignon, Herb and Emmentaler Potato
Gratin, Seasonal Vegetables

Vegetarian Option

(select one)

Spinach, Artichoke & Ricotta Cannelloni

Wild Mushroom Ravioli in Truffle Cream

Third Course

(select one)

Dulce de Leche Cheesecake with Caramel Sauce & Strawberry Coulis

Chocolate Decadence with Raspberry Coulis

Tiramisu with Chocolate Sauce & Strawberry Coulis

All dinners served with Assorted Filone Rolls
All menus include Freshly Brewed Los Beans Organic Coffee
& a Selection of "T" brand Teas & Herbal Infusions
Prices subject to 18% service charge & applicable taxes ★ Prices are subject to Change

\$105
*\$116 with decor package

Passed Sparkling Wine Upon Arrival

Hors d'oeuvres

Hand Passed Appetizers (3 pieces per person)

Grape Tomato and Bocconcini Skewers, Balsamic Glaze
Alberta AAA Beef Carpaccio, Truffle Aioli, Fresh Shaved Parmesan with
Rocket Greens and Crostini
Smoked Salmon, Capers, Shallots & Cream Cheese toast
West Coast Crab Cake, Old Bay Aioli
Mini Chicken Wellington

Wine

Per Table of 10 guest

1 bottle of House Red Wine
1 bottle of House White Wine

Elegant 3-Course Plated Dinner

First Course

(select one)

Wild Mushroom Soup, Truffle Cream
Lobster Bisque with Cognac & Fresh Chives
Butter Lettuce, Roasted Pears, Candied Walnuts & Danish
Blue Cheese with Sweet Onion Vinaigrette
Organic Baby Spinach, Honey Toasted Walnuts, Crumbled Goat's Feta
Cheese

Second Course

(select two)

Herb Dijon Crusted Free Run Chicken Breast, Caramelized Honey
Thyme Sauce, Roast Yukon Gold Potatoes and Seasonal Vegetables
Wild B.C. Salmon with Citrus White Wine Cream Sauce, Basmati Rice
Pilaf and Market Vegetables
Grilled Alberta 6 oz AAA Filet Mignon, Herb and Emmentaler Potato
Gratin, Seasonal Vegetables
Roasted Haida Gwaii Halibut Filet with Saffron Tomato Fondue,
Butternut Squash Risotto Cake and Seasonal Vegetables

Vegetarian Option

(select one)

Spinach, Artichoke & Ricotta Cannelloni
Wild Mushroom Ravioli in Truffle Cream

Third Course

(select one)

White Chocolate Cheesecake with Strawberry Coulis
Chocolate Decadence with Raspberry Coulis
Tiramisu with Chocolate Sauce & Strawberry Coulis

All dinners served with Assorted Filone Rolls
All menus include Freshly Brewed Los Beans Organic Coffee
& a Selection of "T" brand Teas & Herbal Infusions
Prices subject to 17% service charge & applicable taxes ★ Prices are subject to Change

EMERALD BUTTER DINNER

\$88

*\$99 with decor package

Passed Sparkling Wine Upon Arrival

Hors d'oeuvres

Hand Passed Appetizers (3 pieces per person)

Grape Tomato and Bocconcini Skewers, Balsamic Glaze

Alberta AAA Beef Carpaccio, Truffle Aioli, Fresh Shaved Parmesan with
Rocket Greens and Crostini

Smoked Salmon, Capers, Shallots & Cream Cheese toast

West Coast Crab Cake, Old Bay Aioli

Mini Chicken Wellington

Dinner Buffet

Salads

Mixed Organic Greens, Passion Fruit Vinaigrette

Caesar Salad, Rustic Croutons, Parmesan, Lemon

Asian Noodle Salad

Tomato Artichoke and Olive with Basil Croutons & Balsamic Vinaigrette

Spinach, Arugula, Frisée, sauté mushrooms in truffle vinaigrette

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Steamed Basmati Rice

Roast Potato with Lemon & Rosemary

Seasonal Market Vegetable Medley

Vegetarian Option

(select one)

Spinach, Artichoke & Ricotta Cannelloni

Wild Mushroom Ravioli in Truffle Cream

Penne Pasta, Grilled Vegetables, Fresh Basil, Vine Ripened

Tomato Sauce and Parmesan

Entrees

Roast Chicken Breast with Caramelized Honey & Thyme Jus

Grilled Wild B.C. Salmon Lemon Shallot Tarragon Sauce

Dessert

'Petit Fours' Assorted French Pastries, Chocolate Decadence Cake,
Tiramisu, Pear Pistachio & Chocolate Orange Mousse, Cheesecakes,
Almond Flan, Fresh Baked Okanagan Apple Pie & Pecan Pie served
with Belgian Chocolate Sauce & Strawberry Coulis

All dinners served with Assorted Filone Rolls
All menus include Freshly Brewed Los Beans Organic Coffee
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RUBY BUFFET DINNER

\$106

*\$117 with decor package

Passed Sparkling Wine Upon Arrival

Hors d'Oeuvres

Hand Passed Appetizers (3 pieces per person)
Grape Tomato and Bocconcini Skewers, Balsamic Glaze
Alberta AAA Beef Carpaccio, Truffle Aioli, Fresh Shaved Parmesan with
Rocket Greens and Crostini
Smoked Salmon, Capers, Shallots & Cream Cheese toast
West Coast Crab Cake, Old Bay Aioli
Mini Chicken Wellington

Wine

Per table of 10 Guests
1 Bottle of House Red Wine
1 Bottle of House White Wine

Dinner Buffet

Salads

Mixed Organic Greens, Passion Fruit Vinaigrette
Caesar Salad, Rustic Croutons, Parmesan, Lemon
Rotini with Broccoli, Cherry Tomatoes, Bell Peppers &
Spinach in Herb Dressing
Pemberton B.C. Red Nugget Potato Salad with Dill Pickle & Fresh
Scallions
Spinach, Arugula, Frisée, sauté mushrooms in truffle vinaigrette
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Steamed Basmati Rice
Roast Potato with Lemon & Rosemary
Seasonal Market Vegetable Medley

Entrees

Roasted Herb Dijon Chicken Breast with Fresh Rosemary & Cabernet
Sauvignon Demi Glace
Grilled Wild B.C. Salmon Lemon Shallot Tarragon Sauce

Carving Station

Roast Alberta AAA Prime Rib of Beef
Horseradish Sauce, Dijon Mustard, Au Jus

Vegetarian Option

(select one)
Spinach, Artichoke & Ricotta Cannelloni
Wild Mushroom Ravioli in Truffle Cream
Tri-Colored Tortellini Primavera

Dessert

Fresh Fruit Platter, Seasonal Berries & Vine Ripened Red Grapes
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'Petit Fours' Assorted French Pastries, Chocolate Decadence Cake, Tiramisu, Pear Pistachio & Chocolate Orange Mousse, Cheesecakes, Almond Flan, Fresh Baked Okanagan Apple Pie & Pecan Pie served with Belgian Chocolate Sauce & Strawberry Coulis

Celebration Brunch

(Minimum 25 Persons)

\$79

*\$90 with decor package

Passed Sparkling Wine or Mimosas on Arrival

Chilled Fresh Orange Juice & Apple Juice

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Selection of Fresh Baked Scones, Croissants, Muffins and Rolls

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Mixed Organic Greens and Fresh Beets with Assorted Fruit Vinaigrette
Caesar Salad with Homemade Croutons and Freshly Shredded Parmesan

Spinach and Frisée with Wild Mushroom and Sweet Onion Truffle Vinaigrette

Grilled Mediterranean-Style Vegetables with Mixed Olives and Marinated Bocconcini

Smoked Salmon, Poached Prawns & Steamed Mussels with Sweet Onion Vinaigrette

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Scrambled Eggs

Classic Eggs Benedict with Hollandaise Sauce

Cinnamon French Toast & Pancakes served with Fresh Strawberries and Crème Chantilly

Double Smoked Bacon, British Bangers

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Roasted and Steamed Seasonal Vegetable Medley

Herb Roasted Pemberton Red Nugget Potatoes

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Fraser Valley Slow Roasted Dijon Herb Chicken Breast with Cabernet Demi Glace

Pan Seared Wild B.C. Salmon with Citrus Beurre Blanc

Spinach & Ricotta Ravioli in Wild Mushroom Tomato Sauce

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Fresh Fruit Platter, Seasonal Berries & Vine Ripened Red Grapes

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'Petit Fours' Assorted French Pastries, Chocolate Decadence Cake, Tiramisu, Pear Pistachio & Chocolate Orange Mousse, Cheesecakes, Almond Flan, Fresh Baked Okanagan Apple Pie & Pecan Pie served with Belgian Chocolate Sauce & Strawberry Coulis

All dinners served with Assorted Filone Rolls
All menus include Freshly Brewed Los Beans Organic Coffee
& a Selection of "T" brand Teas & Herbal Infusions
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Ice Cream Sundae Station

(Minimum 30 people)

Enjoy Local Gelato & Sorbet:
Vanilla Bean, Chocolate, Mango
Served with toppings:
Strawberry and Chocolate Sauce, Smarties, Jellybeans, Gummy
Worms, Assorted Sprinkles, Mini Marshmallows & Roasted Peanuts.
\$15.00 per person

Roast Alberta AAA Prime Rib

(Minimum 25 people)

Carved by one of our Chefs
Horseradish Sauce, Dijon Mustard & House Made Au Jus
\$19.00 per person

Omelette Station

(Minimum 20 people)

Create your Own Omelette with your Favourite Fixings
Free Range Egg & Low Fat Omelettes with Your Choice of:
Black Forest Ham, Turkey, Cheddar & Swiss Cheeses,
Wild Sockeye Smoked Salmon, Shrimp, Mushrooms, Onions, Peppers &
Tomatoes
\$17.00 per person

Ice Carving

Add an Ice Carving to your Buffet Starting at \$450.00

Domestic & International Cheese Board

(Platter serves 25 people)

B.C. Aged Cheddars, Emmentaler, Brie, Okanagan Chevre & Danish
Blue with Strawberries, Grapes, Baguette, Biscuits & Crackers
\$320.00

European Cured Meat & Sliced Cheese

(Platter serves 25 people)

Serrano Ham, Pamplona Salami, Genoa Salami, Bresaola, Soppressata,
Culatello, Mortadella Served with Baguette
& Fione Rolls, Mustards, Pickles and Selection of Mustards
\$370.00

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Bar

	HOST	CASH
"Your Signature Drink" ~ Name to be created	\$11.00	
Premium Brands		
Wyborowa Vodka, Beefeater Gin, Bacardi White/Dark Rum, Dewar's Scotch, Gibson's Whiskey, Jack Daniels Bourbon	7.50	8.50
Deluxe Brands		
Ketel One Vodka, Tanqueray Gin, Jose Cuervo Tequila Crown Royal Rye Whiskey, Dewars Izzy Scotch	9.00	10.25
Glenfiddich Single Malt 12 Years Old Scotch whisky, Courvoisier VS Cognac	12.00	13.75
House Wines – Local, BC (5 oz)	7.50	8.50
Sumac Ridge, VQA White & Red		
House Wines – Imported (5 oz)	8.50	9.75
Mondavi Wood Bridge Cab-Merlot & Sauvignon Blanc		
Domestic Bottled & Local Craft Beer	7.50	8.50
Alexander Keith's, Stanley Park, Phillip Blue Buck		
Imported Bottled Beer	8.00	9.00
Stella, Corona		
Non-Alcoholic Beer	4.50	5.00
Becks		
Juice, Soft Drinks, Mineral Water	4.50	5.00

Punch Station

Non-alcoholic Fruit Punch	\$ 95.00 per gallon
Alcoholic Fruit Punch	\$125.00 per gallon
Champagne Punch	\$125.00 per gallon

*Pricing is per gallon—each gallon serves approx. 25 people

Your Conference Services Manager is able to provide further details on additional beverage selections you may have.

A complimentary bartender is provided for both cash and host bars. If consumption is below \$350 net revenue per bar, the following labour charges will apply:

\$30.00 per hour per bartender for a minimum of 4 hours

\$40.00 per hour on statutory holidays for a minimum of 4 hours

Cashier labour charge with bars will be the same as above bartender charges

Please Note: Host Bar prices do not include applicable taxes and gratuities.

Cash bar prices include 5% GST & 10% Provincial Liquor Tax

Prices are subject to change.

Wine

Sparkling

Two Oceans, Sauvignon Blanc	SA	44.00**
Martini Prosecco	IT	45.00
Stellars Jay, Brut, VQA	BC	61.00

**Discount offered for weddings with 150+ guests

White

Sumac Ridge, Blended White, VQA	BC	36.00
Beringer, Chardonnay	CA	39.00
Sandhill, Pinot Gris, VQA	BC	40.00
Apothic, Blended White	CA	44.00
Masi Modello, Pinot Grigio	IT	44.00
Oyster Bay, Sauvignon Blanc	NZ	48.00

Red

Sumac Ridge, Blended Red, VQA	BC	36.00
Masi Passo Doble, Malbec	AG	40.00
Apothic, Blended Red	CA	44.00
Sandhill, Syrah, VQA	BC	48.00
Masi Valpolicella Bonacosta	IT	48.00
Mission Hill Rootstock, Pinot Noir	BC	48.00

Selection of Wine is Subject to Availability
Prices are subject to change
Taxes & Gratuities are not included

Catering Policies

All banquet events are subject to the policies of the Pinnacle Hotel at the Pier. These policies are in effect for all event suppliers who deliver to, or work at, the Hotel, including lighting, sound, audio visual, decor, rentals, production, entertainment, disc jockeys, and bands. Please review these policies with all individuals employed within your event. We strictly enforce these policies in order to ensure that the comfort, ambience, safety, and security of our valuable guests and associates are upheld at all times.

CONDUCT

The Pinnacle Hotel at the Pier is a Luxury property. It is our expectation that guests, outside suppliers and contractors, musicians, disc jockeys, and technicians conduct themselves in a businesslike and respectful manner. Any conduct or communication that is determined to be unprofessional and disrespectful to Hotel Associates or guests may result in eviction from the property and future suspension.

FOOD & BEVERAGE

Final selections must be arranged 30 days prior to your event. In the event that any guest in your group has any food allergies, you shall inform us of the names of such persons and the nature of their allergies in order that we can take the necessary precaution when preparing their food. We can supply you with full information on the ingredients of any items served to your group upon request. Should you not provide the names of the guests and the nature of their food allergies, you shall indemnify and hold us forever harmless from, and against, any and all liability or claim of liability for any personal injury that does occur.

Menu pricing and room rental are subject to change. Food & Beverage prices are guaranteed for six (6) months from the date menus are distributed. Prices can be fixed up to one (1) year prior to your event with prior arrangements. Please anticipate a minimum increase of 5% in menu pricing for the period of 183 to 365 days in advance of your planned date.

Food and beverage attrition will apply should it become necessary for you to decrease the number of attendees to any and/or all events as listed in the contract. This will be calculated on the number of people in excess of the Attrition Policy for each meal period and then multiplied by the lowest retail price in that meal period.

Up to 120 days out No fee for reducing the number of people attending the event From 119 days to 72 hours A 10% reduction in estimated attendance will be allowed 72 hours prior to event No reductions will be allowed.

To maintain food and beverage safety and quality, all food and beverage served in the Hotel is to be provided by the Pinnacle Hotel at the Pier, with the exception of wedding cakes, for which a labour charge of \$2.50 per person will be applicable if you wish us to cut and serve the cake. No other outside food and beverage is to be consumed or brought in by any guests or contracted suppliers on Hotel property.

In accordance with B.C. liquor laws, all alcoholic beverages consumed in licensed areas must be purchased by the Hotel through the B.C. Liquor Distribution Branch. Liquor service is not permitted after 12:00 AM (Monday – Saturdays) and 11:00 PM on Sundays.

SERVICE CHARGES & TAXES

All food and beverage service is subject to a 17% service charge.

All audio visual technology services & equipment are subject to 17% service charge.

Government taxes are applicable as follows:

Food	5% GST
Alcoholic Beverages	5% GST+10% Liquor Tax
Miscellaneous	5% GST
Audio Visual Equipment	5% GST+ 7% PST
Service Charges	5% GST

EVENT GUARANTEES

Food and beverage choices, including menu options and wine selections, must be confirmed to the conference services team no later than thirty (30) days prior to event.

Total guests to be confirmed to conference services team no later than three (3) days prior to event.

Any reductions in guests within three (3) days will be billed in entirety. It is sole responsibility of the client to advise the final guarantee to the Hotel. In the event that the Hotel receives no guarantee number, the original contracted number will be charged, or the actual number of guests served, whichever greater.

The Hotel reserves the right to provide an alternate banquet room best suited to the group's size should the number of guests attending the event differ greatly from the original expected number.

CANCELLATION POLICY

Upon receipt of contract, the arrangements will be protected on a definite basis. In the event of cancelling, the following cancellation schedule will apply:

90 days to 31 days prior to arrival 25% of estimated banquet revenue & full room rental,

30 days to 15 days prior to arrival 75% of estimated banquet revenue & full room rental,

14 days prior to arrival 100% of estimated banquet revenue & full room rental.

Cancellation must be provided in writing

PAYMENT & DEPOSITS POLICY

Payment may be made by certified bank draft or cheque, cash or credit card. We also require a credit card for our files as guarantee. We accept applications for credit, which can be arranged through your Catering Manager. Minimums of three (3) weeks are required for processing the credit application.

Full payment is required 14 days in advance of the function and will be based upon estimated attendance, including the estimated total of all hosted beverages, both alcoholic and non-alcoholic. Adjustments to the account will be either taken off credit card on file or refunded after the function. Reconciliation of final bill must be settled within seven (7) working days of event.

The deposit is non-refundable once received by the Hotel.

SECURITY

Security arrangements must be contracted by the Hotel. Any events for persons under the age of 19 years must have one security officer per 100 guests, for the duration of the event, including 30 minutes prior to start and 30 minutes after function ending time. The Conference Services Manager will arrange security on your behalf at a rate of \$45.00 per hour, minimum 4 hours per guard. All security personnel are expected to present Personal Identification, as well as present themselves in a clean, professional attire. Company uniform is required while on Hotel property.

LABOUR RATES

Breakfast, Lunch and Dinner events with twenty (20) guests & under \$60.00. For revisions to contracted event setup after room setup is complete \$50.00 (minimum charge \$50.00 or \$50.00 per hour per person required)

A complimentary bartender is provided for host & cash bars. If consumption is below \$350 net revenue per bar, the following labour charges will apply:

Host Bar Bartender \$25 per hour per bartender for a minimum of 4 hours (\$35 on stat holidays)

Cash Bar Bartender \$25 per hour per bartender for a minimum of 4 hours (\$35 on stat holidays)

Cashier \$25 per hour per bartender for a minimum of 4 hours (\$35 on stat holidays)

Additional labour charges on Canadian Statutory Holidays

\$5.00 per guest per meeting

\$5.00 per guest per meal

Hosted Coat Check (minimum of 4 hours) \$30.00 per hour

1 attendant per 200 guests

Cash Coat Check \$1.50 per coat

*Revenue must cover attendant labour or a charge will be levied

HOTEL NAME & LOGO

Use of the Hotel name and logo in advertising is prohibited without prior approval.

NO SMOKING PROPERTY

The Pinnacle Hotel at the Pier is a non-smoking property. There is to be no smoking in event rooms, guest rooms, foyer areas, The Lobby Restaurant & Lounge, the fitness level and no smoking within 6 meters of all entrances to the Hotel. This is in accordance with the City of North Vancouver By-Laws.

SIGNAGE

The hotel reserves the right to remove signage that is not prepared in a professional manner or deemed unsightly and untidy. Signs are strictly prohibited in the main lobby unless pre-approved by the Conference Services Manager. Signage placement and location is at the discretion of the Hotel according to business levels and appearance.

To maintain the condition of our property for the next customer, the Hotel does not permit any article to be fastened onto walls or electrical fixtures. The usage of tacks, tape, nails, screws, bolts or any tools which could mark the floors, walls or ceilings is prohibited. The organizer is responsible for any damage to the premises by their invited guest(s) or independent contractors during the time the premises are under their usage.

SOCAN FEE

All live or taped entertainment/music is subject to SOCAN FEE (Society of Composers, Authors & Music Publishers of Canada and Re-Sound) as follows:

Room Capacity (seated & standing)	
1 – 100 guests	\$29.81 (without dance floor)
1 – 100 guests	\$59.64 (with dance floor)
1 + 100 guests	\$42.86 (without dance floor)
1 + 100 guests	\$85.80 (with dance floor)

SECURITY

The Hotel is not responsible for articles left unattended in Banquet Rooms, and will not assume responsibility for any loss or damage to items and material brought into the Hotel.

DAMAGE

Repair or replacement cost will be the responsibility of the client should any damage or defacing of the hotel facilities, function rooms or any other venue that is serviced or catered to by The Pinnacle Hotel at the Pier.

Smoke machines and/or dry ice presentations are not allowed as they will set off the fire alarms, contravention of this policy will result in a \$500 dollar fine.

AUDIO VISUAL

Audio Visual services are provided by PSAV, our in-house operators, and may be arranged through the Conference Services Manager.

When outside Audio Visual is utilized, PSAV charges a one-time \$250 patch fee. This fee covers the pre-conference planning with the external audio visual supplier and the onsite integration of hotel in-house systems. This fee also covers the coordination of other in-house technical needs such as rig points, productions power drops and in-house audio and visual systems.

SOUND LEVELS FOR DJ's, LIVE BANDS & EQUIPMENT

Due to the Hotel's proximity to private residences and hotel guestrooms, noise regulations are in place for events that have entertainment. All music must be concluded by 12:00am as per local North Vancouver Bylaws.

PARKING

If you wish to host parking charges for your guests please advise your Conference Services Manager.

Daily parking \$18.00 per day or \$3.00 per hour (including taxes)

*Group Valet Services available – ask your Conference Services Manager for details, recommended for more than 20 vehicles.

DELIVERIES

Please ensure proper labelling of all deliveries couriered to the hotel. Labelling should include the name of the group, Hotel contact and date of the event. Deliveries must be checked in with the Front Desk. Small deliveries may come through the loading dock. Larger deliveries for equipment rentals and decor should be delivered through the Esplanade Street entrance on the north side of the Hotel. Please inform your Conference Services Manager should you require access through Esplanade; the receiving entrance doors are locked at all times. All suppliers are expected to provide personal identification when using the back entrance, and their own carts and/or dollies to move equipment.

Deliveries with equipment are not permitted through the Hotel front door entrance, parking elevators, or Hotel Guest elevators. Please use the service hallways for transport of equipment.

Exceptions must be approved by the Conference Services Manager. Should you require assistance with freight; a service charge will be assessed at \$25.00 per staff per hour, 1 hour minimum. The hotel will not receive or sign for COD shipments and is not responsible for shipments left behind.

Vehicles that are parked on Esplanade for longer than the 30 minute allotted time are subject to City fines at the owner's expense. Pay parking is available beneath the hotel with the parking metre located in the Hotel lobby.

Please arrange with the shipping company to have your shipment picked up from the Hotel on the last day of your meeting. To assist you, the following is a list of courier companies:

NOVEX	604-278-1935
Air Canada Cargo	604-231-6800
DHL Worldwide Express	604-278-3984
Federal Express	1-800-463-3339
Greyhound Courier Express	604-523-3600
Loomis Express Courier	1-877-456-6647
Nova Express Courier	604-278-1935
Purolator	1-888-744-7123
Rush Courier	604-520-9444
UPS	604-273-0014

SAFETY

The Pinnacle Hotel at the Pier complies with all WCB Regulations to Safety in the Workplace. All outside contractors and suppliers providing services to the hotel must also comply with above-mentioned regulations. In situations where the services provided include the moving or setting up of any equipment and displays, or the use of ladders or other like equipment, the hotel requires a copy of your written safe work procedures, and your WCB account number for our files. The Hotel has the right to issue stop work orders in the case where no procedures are available or service providers are not trained in safe work procedures.

Unsafe acts by service providers will result in immediate cancellation of service agreements. Safety in the Workplace is an important issue, which protects both the hotel and service providers. Please contact your Conference Services Manager should you have any questions or require further information on any safety procedures.

GREEN KEY INITIATIVES

The Pinnacle Hotel at the Pier is focused on being an environmentally friendly hotel and is proud to have achieved a 4 key rating through the international Green Key program. We have worked hard to meet the standard for environmental achievement in the areas of policy, action plans, education, and communication.

THANK YOU

We look forward to working with you in orchestrating a superior event and experience for your guests.