

The logo for Tribute Communities Centre, featuring the text "Tribute communities Centre" in a white serif font on a black circular background with a white border.

Tribute
communities
Centre

PROMOTER AND TECHNICAL GUIDE

tributecommunitiescentre.com/hostevents

OVG 360



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THINKING OF OSHAWA? GET TO KNOW THE DURHAM REGION.

Choosing a venue and a market for your event is a very important decision. At the Tribute Communities Centre we strive to make that decision easy for you. The Region of Durham is one of the fastest growing regions in Canada, with a population of more than 683,600 people, all within a 30 minute drive of Tribute Communities Centre. The City of Oshawa is the largest City within the region of Durham, boasting a vibrant population of more than 156,000 people and anchored economically by such employers as Lakeridge Health, Ontario Tech University and Durham College.

The Region of Durham and Oshawa have proven themselves to be a dynamic and distinct market wholly independent of the Greater Toronto and Toronto Markets. Events that once exclusively played Toronto now regularly and successfully play Oshawa. Such events include various concerts as well as Cirque du Soleil, Disney Playhouse Live, The Wiggles, WWE Live!, and the world famous Harlem Globetrotters. If desired, we have the ability to reach out to the Toronto and Greater Toronto Area to allow us to expand to some of the 10 million potential ticket buyers within the entire metropolitan Toronto area, all within an approximate two-hour drive to the facility.

DEMOGRAPHICS

- Durham Region Population - 699,460
- Durham makes up 9.3% of the Greater Toronto and Hamilton Area's (GTHA) almost seven million total population with Durham consisting of Oshawa, Whitby, Ajax, Pickering, Clarington, Uxbridge, Scugog, and Brock
- Oshawa population - 167,000
- Visible minorities 20.5% of total population
 - Black (7%); South Asian (5.7%); Filipino (2.0%); Chinese (1.5%); remaining minorities < (0.9%)
- Oshawa hosts four nationally and internationally recognized post-secondary institutions with a future estimated student population of over 25,000
 - Ontario Tech University; Trent University Durham GTA; Durham College; The LHEARN Centre (Lakeridge Health Education and Research Network)
- Durham Region average income per household - \$106,886
- Durham Region average individual income - \$49,018

Statistics as per The Regional Municipality of Durham; The City of Oshawa and Statistics Canada Census 2016.





OVG360 AND OUR TEAM

OVG360, a division of Oak View Group, is a full-service venue management and hospitality company that helps client-partners reimagine the sports, live entertainment, and convention industries for the betterment of the venue, employees, artists, athletes, and surrounding communities. With a portfolio of more than 200 client-partners spanning arenas, stadiums, convention centers, performing arts centers, cultural institutions, and state fairs around the globe, OVG360 provides a set of services, resources and expertise designed to elevate every aspect of business that matters to venue operators. Service-oriented and driven by social responsibility, OVG360 helps facilities drive value through excellence and innovation in food services, booking and content development, sustainable operations, public health and public safety and more.

KEY CONTACTS:

Vince Vella
General Manager / Event Bookings
vince.vella@oakviewgroup.com
905-438-8881 x101

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Assistant General Manager / Director of
Marketing and Sales / Event Bookings
william.balfour@oakviewgroup.com
905-438-8881 x121

Joshua MacDonald
Director of Events and Ice Programming
joshua.macdonald@oakviewgroup.com
905-438-8881 x117

Kim Ramsay
Executive Chef
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Karen Theis
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Director of Operations
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Merchandise
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LOCATION:

Downtown Oshawa - 99 Athol Street East, Oshawa

OWNER:

City of Oshawa

MANAGEMENT:

OVG360

OPENING DATE:

November 3, 2006

COST TO BUILD:

\$45 Million

VENUE:

Rink 1 - Main Event Bowl; Rink 2 - Community Rink

TENANTS:

Oshawa Generals Hockey Club (*Ontario Hockey League*)
Oshawa Sports Hall of Fame Museum

ARENA FLOOR DIMENSIONS:

200 feet x 85 feet

CEILING HEIGHT

The distance from the arena floor to the low steel is 43' and 63' to the high steel.

LOADING BAY AND PARKING

Two standard sized loading docks with dock levelers and one loading bay with a 14' bay door that is ground accessible, with ample show vehicle parking. Back of house is spacious and a short push to our west end stage location and approximately 140 feet or 43 metres to our Half Mode location.

VIDEO SCOREBOARD

The video scoreboard from media resources, boasts a resolution of 5.2mm on the main video screens as well as lower ring. the hd video scoreboard utilizes virtual scoring, it is centre hung and hangs no more than 12" below low steel when it is nested.

SOUND SYSTEM

A top of the line sound system was installed in 2019 to enhance the fan experience. The system provides better coverage throughout the building, discernibly clear audio, multi-layering and steering of all JBL speakers powered by QSC amps while providing the ability for all user groups to play audio of their choice over Bluetooth connection.

EVENT ACCESSORIES:

Stationary, full upstage black show curtain available in two locations (West end and Section 103). If any variations of this curtain is necessary, a curtain package will be required at an additional cost.

- Stage Right Staging (60'x48'x5' max size) - stationary 4'x8' decks.
- Event Chairs (1,500)
- Mojo Barricaded (100')
- Clear Com (5)
- Full Event Subfloor Decking

FOOD AND BEVERAGE

Our in-house F&B team can fulfill any of your catering needs or show riders. You will be blown away by not only the quality of food but also by our presentation and attention to detail. The in-venue restaurant, Prospects Bar & Grill provides fans the opportunities to enjoy a meal in the two-tiered restaurant prior or during an event and has a 400 seat capacity.

SEATING CAPACITY:

Hockey:	6,158
Basketball:	6,418
360 Mode:	6,847
270 Full Mode:	5,363
240 Full Mode:	5,162
180 Full Mode:	4,884
Three Quarter Mode:	4,065
Half Mode:	3,484
One Third Mode:	2,619
One Quarter Mode:	1,747

Seating configuration maps are provided on the next pages.

ABOUT TRIBUTE COMMUNITIES CENTRE

The Tribute Communities Centre is a state of the art sports and entertainment facility which opened its doors in November 2006 and was initially known as the General Motors Centre. Since then, the venue and the market have continued to grow by leap and bounds making the Tribute Communities Centre one of Ontario`s most active and successful secondary market facilities; and Oshawa and the Durham Region one of the most vibrant markets in Ontario.

OVG360 announced in October 2021 that they have earned the WELL Health-Safety Rating for the Tribute Communities Centre through the International WELL Building Institute (IWBI). The WELL Health-Safety Rating is an evidence-based, third-party verified rating for all new and existing building and space types focusing on operational policies, maintenance protocols, stakeholder engagement and emergency plans to address a post-COVID-19 environment now and into the future. For venue updates surrounding COVID-19, please visit our Together AGAIN! page on our website.

The Tribute Communities Centre was the 2014 winner of the "Major Facility of the Year under 8,000 seats" at Canadian Music Week and continues to be nominated every year since. The venue was ranked 4th in Canada for VenuesNow 2018 Canada Top Stops report for venues 5,001 to 10,000 capacity. It has also ranked among the top 100 venues for VenuesNow Social Media Power 100 for numerous reports with a SMP Score that is higher than some of the 10,001 to 15,000 capacity venues listed. The Tribute Communities Centre was also ranked 200th in the world by Pollstar Magazine for their 2018 Year End Worldwide Ticket Sales report. On the local level, OVG360 received the 2015 Business Excellence Award from the Greater Oshawa Chamber of Commerce.

We greatly appreciate your interest in our facility and our market and pledge that we will work extremely hard to ensure your every need is met and your event is as successful as possible. We pride ourselves on our ability to deliver and take great pride in the fact that we may not be the biggest sports and entertainment facility in Ontario, but we are confident that we are one of the best. At the Tribute Communities Centre our mission is not to meet your expectations but to exceed them!

SEATING MAPS

*Curtain and truss package required for these configurations to move curtain to upstage edge.

270 FULL MODE
CAPACITY: 5,363



THREE QUARTER MODE*
CAPACITY: 4,065



HALF MODE
CAPACITY: 3,484



ONE THIRD MODE*
CAPACITY: 2,619



ONE QUARTER MODE
CAPACITY: 1,747



HOCKEY MODE
CAPACITY: 6,158



BASKETBALL MODE
CAPACITY: 6,418



LACROSSE MODE
CAPACITY: 6,158





HOW TO RENT THE TCC

RENTAL INFORMATION

All booking inquiries are evaluated on a number of criteria. To inquire about booking an event at the Tribute Communities Centre, please complete the form at www.tributecommunitiescentre.com/rfp or contact:

Vince Vella

General Manager

vince.vella@oakviewgroup.com

William Balfour

Assistant General Manager

william.balfour@oakviewgroup.com

PUTTING A DATE ON HOLD

In order to facilitate an orderly Event Calendar, dates are generally put on hold when a prospective promoter specifically requests that this action be taken. Under no circumstances does an inquiry into the availability of a given date itself constitute a hold being put on that date. Once the hold is placed on a given date, the date of the hold will be entered onto the event calendar, along with the promoter's name and relevant information. Once the feasibility of the event is approved and the terms agreed upon, a contract will be issued which must be signed and returned with the appropriate non-refundable deposit in a timely fashion to guarantee your date.

PROTECTION WINDOW POLICY

For shows considered to be competing for specialized markets, a show may request that the Tribute Communities Centre implement a reasonable clearance period/window on either side of the existing event or any event competing for essentially the same special market. This will be done at the sole discretion of the Tribute Communities Centre.

CHALLENGING A DATE CURRENTLY ON HOLD

Inquiries and requests to put a date on hold are regularly received for event dates at the Tribute Communities Centre. When a promoter is prepared to confirm an event but other promoter holds exist in front of the confirming promoter, a "challenge" for the date must be issued. Because an event date is not considered confirmed until an executed copy of the contract is issued and appropriate deposit is obtained, a promoter may challenge the original hold put on a date through the following procedure:

- The prospective promoter must notify the General Manager or Assistant General Manager of their intention to confirm their event and challenge the original hold.
- The General Manager or Assistant General Manager will then notify the promoter(s) holding in front of the challenge that their hold is being challenged.
- The other promoter(s) are given the opportunity to secure their date by executing the contract within 48 business hours of the challenge. If multiple holds exist the first hold is given the first right of refusal on the date and if they do not confirm then each subsequent hold is contacted and given a 48-hour window to confirm.
- If a promoter initiating the challenge lose their date to a previous hold; then any deposit will either be returned to the prospective promoter or applied to another date.
- If all the pre-existing holds clear then the date can be confirmed and any deposit will apply to contract terms.

Upon execution of a License Agreement, the event is assigned to the Event Manager, who will be responsible to be the main point of contact for all operational details of the event from move-in, event performance to move-out. The Event Manager is the Licensee's operational liaison with Tribute Communities Centre staff and will provide you with all necessary information to coordinate your event.

RENTAL STRUCTURE

The rental structure and expense estimate for a given event is based on established rates and a number of factors but not limited to the type and complexity of event planned, the portion of the facility being rented, the number of days required, anticipated attendance, seating configuration being used and security needs of the event. Pricing will vary and we recommend providing as much information as possible to our team to be able provide you a comprehensive estimate.

Note: Please refer to the map section on Page 6 to review seating configurations.

FINANCIAL SETTLEMENT

Typically at the conclusion of the event, the Promoter/Licensee will be responsible for settling all outstanding facility expenses. The Promoter/Licensee will be provided with a Box Office report outlining all sales, charges and ticket distribution and a full settlement package outlining expenses with appropriate back up. In the settlement, the Licensee will be presented with all available back up documentation for any facility expenses including but not limited to: rental balance, ticketing expenses, labour expenses, equipment rental, taxes, marketing and group sales expenses, and catering expenses. For specific events, a 15 percent non-resident withholding tax on gross gate receipts may be applicable unless a tax except letter from the province of Ontario is provided (105 waiver).

Once settlement is agreed to and signed off on by both parties a cheque for any outstanding ticket revenues due the Promoter/Licensee is provided or if requested a wire transfer of the funds can occur on the next business day.



INSURANCE REQUIREMENTS

The Promoter/Licensee shall obtain certification showing that adequate insurance coverage (minimum of \$5,000,000 single occurrence General Liability Insurance) has been secured.

Presentation of a valid insurance certificate naming Global Spectrum Facility Management L.P. and the Corporation of the City of Oshawa as additional insured is to be provided no less than 72 hours in advance of the event.

The Tribute Communities Centre can provide said insurance on behalf of the promoter for an additional fee per ticket which will form part of the settlement expenses. If a valid insurance certificate is not provided by the promoter, the Tribute Communities Centre reserves the right to cancel the event or secure the necessary insurance on the Promoter's behalf and the subsequent charge will be charged to the promoter in settlement.

DEPOSIT REQUIREMENTS AND CONTRACT EXECUTION

All arrangements for a rental are considered to be tentative until a signed contract is received. Prior to a contract being issued, Management and Ticket Office Representatives will work with the Promoter/ Licensee to determine scaling of the seating manifest and gross revenue potential.

The event contract must be fully executed and returned to the General Manager or Assistant General Manager along with the non-refundable deposit cheque prior to the event being announced and going on sale. An executed copy of the contract will be provided for the Promoter/Licensee's files.

The Tribute Communities Centre reserves the right to request advance payment in whole or in part of any/all facility expenses (staffing or otherwise) and/or marketing expenses (if the facility is used as the purchasing agent). The licensee would then be required to make additional deposits prior to the event. If such deposits are not made as agreed; the General Manager has the right to cancel the event which may result in forfeiture of the licensee's deposit. In certain cases, the Tribute Communities Centre also reserves the right to require an additional sum in advance as a damage and/or cleaning deposit, which is refundable after the event is settled and when a check of the facility has been completed.

Typically, the Promoter/Licensee will be billed for all charges (staffing, equipment, fees and technical services) at the conclusion of the event. These monies will be deducted from the ticket sales revenues and a cheque or wire transfer representing the balance will be issued as soon as possible once all parties have agreed to the settlement outcome.

TICKET SALES AND TICKETING INFORMATION



All ticket services pertaining to the event are performed through our Ticket Office, exclusively by Paciolan. All funds will be held in trust and releasing or advancing of funds to the promoter is not permitted prior to the execution of the event in order to guard against the associated liability should the event be cancelled or not occur for any reason. The cost of the Ticket Office services will form part of the house expenses (nut) and be factored into your rental and expense agreement. The Tribute Communities Centre is contractually obligated to sell all tickets to the event through Paciolan and therefore the use of an alternative ticket purchase service provider is not permitted. To ensure the safeguarding of all event sales revenue, should a promoter request consignment tickets, the face value of any tickets requested will be advanced to the box office to be held in trust. A mutually agreed upon return date will be agreed to by the ticket office and the promoter and any returned tickets will be credited on settlement and may be made available for sale to the general public through Paciolan.

COMPLIMENTARY TICKETS

The Promoter may be required to request a reasonable amount of complimentary tickets for use by themselves, the artist, record label and/or marketing. These tickets will be provided to the Promoter as requested and the value of such tickets will not form part of gross sales. It is also customary that the Promoter provide the venue with typically 20 complimentary tickets to each event or performance. These tickets would not be selected from the highest ticket price point and would be from a mutually agreeable location selected by the Venue and Promoter. All complimentary tickets are subject to all applicable taxes. All complimentary tickets will be clearly reported as part of the Ticket Office Ticket Report.

TICKET SURCHARGES

Tribute Communities Centre has implemented a ticket Capital Restoration Fund (C.R.F.) to be included in the price of each ticket. This covers the costs associated with funding the maintenance and upkeep of the facility. Please contact the General Manager to obtain the C.R.F. rate for the current operating season. C.R.F.'s can be flexible and typically will be set in accordance to the specific base ticket price. The maximum C.R.F. is \$2.50 per ticket. Events with lower base ticket prices (i.e. \$20.00 or lower), may have the C.R.F adjusted downward from the maximum.

Ticket Convenience Charges

Any tickets that are purchased through Paciolan by either phone or on line are subject to consumer convenience fees and handling fees. These fees are passed on to the ticket purchaser as a convenience fee or handling charge and are not charged to the promoter nor impact the gross revenue potential.

Credit Card and Debit Card Charges

The Promoter/Licensee shall pay, if and where applicable, credit card and debit service charges, based on gross credit card revenues, including applicable taxes, of 3% for transactions. These fees apply to sales at the Tribute Communities Centre Ticket Office only and these fees can be passed on to the ticket purchaser by blending the anticipated charges into the base ticket price or may be charged to the promoter and deducted at settlement. The credit card and debit charges will form an expense in final settlement and will be reflected in the box office ticket sales report.

TICKET ON SALE PROCEDURE

Once an event is contracted through the General Manager or Assistant General Manager (AGM), the next step is to build the event. The Promoter/Licensee is responsible for providing all pertinent information and show riders to the General Manager or AGM so a CAD map of the seating layout can be constructed by the Event Manager. The Ticket Office will then hold an on-sale date for the ticket sales with Paciolan, as requested by the Promoter. Upon approval of the map, manifest and ticket scaling of the event, the event will be built in the OVG360 system by our ticket office staff. The Promoter/Licensee is responsible for providing the Director of Ticketing, General Manager or AGM with all event information (scaling, prices, kills, holds, presales, ticket header info, show times, etc...) prior to the event going in pre-sales. Staging or production requirements affecting sight-lines or killed seats must also be detailed prior to the pre-sale dates. This information can be faxed or emailed. Event promoters will be provided with an audit of ticket sales (ESR) on a daily basis so they may track ticket sales. At no time will tickets be placed on sale unless a contract is signed and record of deposit in on file.

TICKET OFFICE OUTLETS

Tickets are available at the Ticket Office or by phone at 905-438-8811. Hours of operation vary seasonally but are typically open six days a week (closed on Sunday unless it is an event day). Generally, the Ticket Office remains open one hour after an event begins. Fans can purchase tickets at anytime online at tributecommunitiescentre.com.

MARKETING AND SALES



EVENT MARKETING

Advertising

The Tribute Communities Centre "In-House" agency can assist with the numerous details involved to successfully market your event. We can provide the production and placement of traditional and non-traditional advertising at the standard rate of 15% on gross advertising costs. For a negotiated fee (based on time, labour and expenses) OVG360 can also assist with promotions, public relations and publicity needed to ensure ticket sales through our Centre Advertising Program. Our Marketing and Sales team is available to assist you in target marketing, group sales, selection and placement of media, and event promotions to increase your ticket sales locally within your advertising budget. Our team can put together an advertising plan that will successfully reach your demographic and will be cohesive amid your marketing mix.

- Signs, posters or advertising that promote or advertise events at Tribute Communities Centre require prior written approval from your Venue Marketing representative, to ensure correct logo usage and typeface, thus ensuring our corporate branding.

In-Arena Assets

OVG360 has created a package that leverages our in-arena assets to ensure your event is properly supported. The Centre Advertising Program include digital signage, venue website, in-game advertising opportunities (when available), poster distribution to local community partners and more. If the Promoter does not wish to proceed with the Centre Advertising Program, they will receive only the complimentary assets associated when booking their event. For further information, please speak to your Venue Marketing representative.

Website

OVG360 launched a redesigned tributecommunitiescentre.com in late 2020 which focuses on event exposure and ease of navigation, while implementing the relevant portions of the World Wide Web Consortium's Web Content Accessibility Guidelines 2.0 Level AA as its web accessibility standard. The website was designed in a manner to highlight our events while also providing a cleaner and more organized look on the event's specific page so that we can highlight groups and special packaging, suites and more.

Social Media

The Tribute Communities Centre is very active on social media and is constantly looking for new ways to engage interaction with their large fan base through interesting facts, contests, and more. The venue has more than 37,000 followers on Facebook, 10,000 on Twitter and 11,000 on Instagram.

Cyber Club

The Backstage Pass Cyber Club has a membership of over 60,000 subscribers and as part of membership, members are (whenever possible) given access to presale event tickets during a 12-hour window (10am to 10pm) the day before the public on sale. The combination of Premium Seating and cyber club presales has formed the foundation for strong presale numbers and has greatly contributed to the overall success of our events.

The BSPC can be utilized when the promoter purchases the venue's Centre Advertising Program for their event and can be done so by contacting the Director of Marketing.

PREMIUM SEATING

The venue is contractually obligated to provide season ticket/premium ticket holders with the first right of refusal on their seats for events and should not form part of promoter/artist seat holds. The Tribute Communities Centre has entered into various seat licenses and/or club agreements with respect to certain seats located in the arena to persons who, in turn, are given rights in connection with those seats for certain events. The venue has the right to offer all Club Seat Holders the first right to purchase their club seats for the event or seats that are comparable if the event's configuration does not allow them to utilize their seats. In the event that any Club Seat Holder does not purchase tickets to their designated club seats within a stated period of time, such club seats shall be made available for sale to the general public. Typically, the Tribute Communities Centre will conduct a 48-hour presale opportunity to Club Seat Holders just prior to the public on sale.

GROUP SALES

Our Group Sales Department would be happy to implement a group sales program for your event, at a commission rate of 10% of the overall group dollars (plus reimbursement of direct expenses). If applicable, our Group Sales department can be utilized to access our extensive network of local businesses to offer group pricing to traditional groups or through our SuperGroup program to once again maximize any possible ticket sales for your event. We can also create special packaging opportunities to provide fans with a unique and memorable experience for your event.

SUITES AND LOUNGES

Our 23 licensed Private Suites (201-223); each have a maximum capacity of 18 guests. Suites are located throughout the upper level within the arena and are leased to Suite Holders who, in turn, are given the rights to use their respective suites for all ticketed events. The Suite Holders shall receive 10 complimentary tickets to all events in accordance with their specific suite license agreement. These tickets will not be included in the ticket manifest or in gross receipts calculations as there is no revenue from Suite Holder tickets to be shared with the promoter.

PUBLICITY

We will assist with distributing your event's press release for the announcement of your event to our list of media contacts. We will also collect media requests for media coverage for the day of your event and escort them in-and-out of the venue following your events' protocols.

FILMING AND RECORDING POLICIES

Any sound recording, television, videotaping, streaming, filming or other electronic media exploitation of events at Tribute Communities Centre is subject to prior approval of OVG360 and may be subject to additional costs or commercial rates. The promoter should advise their event booking representative as early as possible of any such plans. There are no fees due for the approved legitimate press, but the press must observe certain rules and regulations.





FOOD AND BEVERAGE SERVICES

Our in-house food and beverage services are as personalized as one's taste. The Tribute Communities Centre's in-house catering team can accommodate any event. Our backstage catering, concession stands, restaurant and bar, are varied enough to suit every occasion and audience perfectly. The Tribute Communities Centre reserves the exclusive right to provide all food, beverage and catering services within the venue.

CATERING

Our in-house catering team is pleased to offer a wide range of catering menus to match your occasion. Whether planning an intimate affair for a group of 10 or a large convention for more than 1,000, allow our friendly and knowledgeable staff to assist you in planning and executing a successful and memorable event.

BACKSTAGE CATERING

Our team will work with you to fulfill the finickiest of show riders or provide a set menu within a specific budget and/or to satisfy specific tastes.

RESTAURANT AND CONCESSIONS

Located inside the Tribute Communities Centre, Prospects Bar & Grill offers a wide variety of meal options and is a two-level restaurant with a balcony overlooking the main bowl. There are five stationary concession stand locations and two satellite locations on the main concourse of the Tribute Communities Centre, providing a variety of food and beverage options. Fresh, quality foods at all our food locations and we are proud to partner with Pizza Pizza and Labatt as product suppliers. Our team take every opportunity to make your event memorable through unique guest experiences, menu specials, and themed specialty drinks.

SAMPLING

Your event booking representative or event manager must approve any sampling of food and beverage products to audience participants and/or the general public. This provision extends to any onsite activation presence where products and/or services target our guests.

ALCOHOL MANAGEMENT

Our facility's alcohol management policy has been designed to adhere to all provincial guidelines as established by the Alcohol and Gaming Commission of Ontario (AGCO) and to:

- Ensure our guests have a safe and enjoyable experience
- Encourage guests who consume alcohol to do so in moderation and not to drink and drive; and
- Ensure that our staff is trained to serve alcohol responsibly and deal with guests in an appropriate manner.

In keeping with local liquor licensing regulations, the consumption of alcoholic beverages must be strictly confined to designated areas. The sale of alcohol for any event is at the discretion of Tribute Communities Centre and governed by the AGCO. These regulations apply to move-in, event and move-out times.

Note: The Tribute Communities Centre is licensed, however a special occasion liquor license may be required in specific cases. All users are expected to strictly adhere to all house rules and direction regarding alcohol management.



HEALTH, SAFETY AND SECURITY



As required by the City of Oshawa and provincial regulations, employers, workers and/or event related personnel are required to comply with all applicable fire, health and safety regulations. The following section outlines specific health and safety requirements for the Tribute Communities Centre.

HEALTH AND CLEANING PROTOCOLS

OVG360 announced in October 2021 that they have earned the WELL Health-Safety Rating for the Tribute Communities Centre through the International WELL Building Institute (IWBI). The WELL Health-Safety Rating is an evidence-based, third-party verified rating for all new and existing building and space types focusing on operational policies, maintenance protocols, stakeholder engagement and emergency plans to address a post-COVID-19 environment now and into the future. For venue updates surrounding COVID-19, please visit our Together AGAIN! page on our website. We have also received the Safe Travels Stamp from the Tourism Industry Association of Ontario. The Tribute Communities Centre has put enhanced sanitation and air handling protocols in place to complement touchless services in order to maximize health and safety, and ensure a clean environment for all.

EVACUATION PROCEDURES

Tribute Communities Centre has established evacuation procedures for emergency situations. All OVG360 staff are trained to deal with such situations. In the event of an evacuation, we request full participation and assistance to ensure the safety of everyone.

FIRST AID / MEDICAL SERVICES

During a live event, the Tribute Communities Centre uses St. John Ambulance as the in-house first aid response unit. They are available during each event and remain stationary throughout the concourse and First Aid room. The purpose of these first responders is to provide first contact services for the general public and their costs is contained in the House Nut (staffing costs).

Additional medical services can be arranged as required. Services such as massage therapy, chiropractic and advanced EMS are some of the services we can arrange to provide. The cost of such services would be an event (additional) cost and included on settlement.

HOSPITAL EMERGENCY CARE

Tribute Communities Centre is located minutes away from Lakeridge Health Oshawa with 24-hour emergency care.

Lakeridge Health Oshawa

24-Hour Emergency Care
1 Hospital Court, Oshawa (905-576-8711)

SMOKING POLICY

Tribute Communities Centre is a smoke-free venue, including restaurant, suites and back of house areas. As per municipal by-laws, all smoking and/or vaping must occur outdoors no less than 20 metres (65 feet) from the facility.

HAZARDOUS MATERIALS

OVG360 reserves the right to restrict the use of certain chemicals and gases. The provisions of the Workplace Hazardous Materials Information System (WHMIS) Regulations shall be complied with. Appropriate information and material shall be provided to our Event Manager well in advance of the event.

All hazardous materials and/or use of pressurized gas must be inspected and approved by Technical Safety and Standards Authority (T.S.S.A.) prior to use for a show. All costs for said inspections and/or compliance is the responsibility of the Promoter/Licensee.

PYROTECHNICS AND SPECIAL EFFECTS

OVG360 requires advance notification of all special effects/pyrotechnics at least one month prior to your event. Approvals and permits must be forwarded to our Event Manager. This is in accordance with the by-laws and regulations of the City of Oshawa Fire Marshall's office and the Province of Ontario. All pyrotechnics are subject to inspection and approval by the Oshawa Fire Department.

All events are bound by municipal and/or provincial legislation and must comply as directed with any/all T.S.S.A., Fire, Police, Ministry of Labour and/or E.S.A directives prior to opening the facility to the public.

CONFETTI

The use of confetti is not permitted without prior written approval from the Tribute Communities Centre. A cleaning fee specific to the quantity and type of confetti used may be applied if approval for use is granted.

WORKING RULES

Loading bays, entrances, rigging areas, and back-of-house service areas are considered hazardous work zones. Extra precautions and awareness must be adopted when working in or around these areas. Throughout Tribute Communities Centre the following guidelines will be enforced for everyone's safety:

- Hard hats and safety boots are required for working in these areas.
- Consumption or being under the influence, of any alcoholic beverage is strictly prohibited.
- Smoking and vaping is strictly prohibited inside the Tribute Communities Centre at all times. Durham Region's by-law states you cannot smoke or vape on the outdoor grounds of a community recreational facility or any public areas within 20 metres of its grounds.
- Possession or use of any illegal drugs or any drug which affects work performance is forbidden.
- House equipment (forklifts, man lifts, etc...) and vehicles will be operated in a safe manner by licensed Facility Operators only.
- No gasoline, kerosene, diesel fuel or other flammable liquids shall be stored, permanently or temporarily, in any work area. Alternate storage facilities should be discussed with the Event Manager.
- No refueling activity of any kind is permitted. Refueling must take place a minimum of 50' beyond the exterior of the building.
- Keep trash, debris, water and breakage/spills off the floor.
- Everyone shall be advised of the procedure for summoning first aid.
- Report any safety concerns or issues to the Operations Manager or Event Manager immediately.

SECURITY AND CROWD MANAGEMENT

Tribute Communities Centre has its own in-house licensed security team and emergency communication system. With advance notification, it is possible for a security presence to be requested in whatever capacity is required for an event. Special and/or additional security services may be arranged through the Event Manager.

The Tribute Communities Centre will work with the Promoter to determine the appropriate levels of security staffing required at your Event to ensure that the event is professionally and safely staffed. All costs of event-related and crowd management security will form part of the event expenses and do not fall inside the House Nut (staffing costs) and as such are the responsibility of the Promoter/Licensee.

Our Recommendations:

- Security should be advised of any "high-risk" situations which might exist.
- Security should be advised of any problems you have experienced in the past with your event (other dates) which may be prevented with advanced planning.
- A visible pass system should be instituted for entry into various areas of your event. Please make all necessary arrangements to clearly identify all show/working personnel and review with the Event Manager so that we may better ensure the security of your event.
- A comprehensive list of staff, crew, volunteers and exhibitors should be provided to your Event Manager.

PROMOTER CONTACT

For efficient, effective communication, please assign one person as a Promoter Representative to be the liaison for your event or show. During the event, this person will be the primary contact for our Event Manager for all show and emergency related purposes. The Promoter Representative will be provided with a house radio for direct communication with our Event Manager.

KEYS

All required Tribute Communities Centre keys are available through the Event Manager and will be assigned according to appropriate personnel. All keys must be returned upon the conclusion of your event. Un-returned keys will result in a replacement, re-keying and/or distribution charge. Check with the Event Manager for details.

EVENT PASSES

Pass systems are the responsibility of the Promoter/Licensee. Tribute Communities Centre works with the Promoter's Pass system. If the event does not have an existing pass system in place, your Event Manager can be contacted to discuss the best possible pass system for your Event.

The Event Promoter is required to provide all identification passes for all event personnel requiring access to Tribute Communities Centre. The appropriate number of passes should be made available to Tribute Communities Centre staff working the event. The Event Manager requires a sample copy of this pass prior to event load-in.

BALLOONS, TAPE AND TACKS

Helium balloons are not permitted in the building. Only 'Painters' tape may be used to post signs, the cost of removing excessive tape and tape residue as well as any damage will be the responsibility of the licensee. Stickers and adhesive backed decals are not to be given out in or around the building. Nails and screws are not to be driven into the Venue floor or walls.

PROHIBITED ITEMS

For the safety and security of our guests, the following is not permitted inside the Tribute Communities Centre:

- Outside food and beverage, including alcoholic beverages not sold by Tribute Communities Centre
- Large bags or backpacks (must be checked at Fan Services unless Management approved)
- Bottles, cans, coolers, sticks or aerosol cans
- Large flags, banners (Dependant on whether or not it affects other guests ability to enjoy their FAN experience)
- Weapons (ie. knives, firearms) or fireworks
- Skateboards, rollerblades, scooters
- Illegal drugs and any other illegal substances
- Cameras, sound and/or video recording devices as per event restrictions but will not exceed standard point-and-shoot cameras. Cameras with interchangeable lenses are not permitted.

For a full list of prohibited items, please visit our prohibited items list in our A-Z Guide on our website at tributecommunitiescentre.com/PlanYourVisit.



EVENT SERVICES AND ACCESSIBILITY SERVICES



EVENT STAFFING

The Tribute Communities Centre will arrange all necessary event personnel and services to safely and professionally staff any event booked which will be at the expense of the Promoter/Licensee. This will include but is not limited to: all building staff, security, ushers, ticket takers, police, emergency medical personnel, conversions, housekeeping, ticket office staff, operations, and electrician with applicable Electrical Safety Permit.

The Tribute Communities Centre is a unionized facility employing unionized event personnel and I.A.T.S.E. Stagehands and as such are bound to adhere to the respective Collective Agreements. As a unionized environment use of volunteers in unionized positions is strictly forbidden although use of volunteers is permitted under specific conditions. For additional information please contact your Event Manager.

For public events, we offer an all-inclusive house expense package, which includes all the previously listed services. The package is based on the configuration and type of your event. For staffing, OVG360 managed facilities typically employ a ratio formula to determine appropriate staffing levels. Examples of such ratios include:

(a) 125:1 patron to staff for hockey, heavy metal/rap concerts and like sporting events, and

(b) 250:1 patron to staff for family and theatrical events

Note: The Tribute Communities Centre reserves the right to set staffing ratios as they see fit too safely and professionally staff an event. We will make every effort to staff in a reasonable, cost effective manner while endeavoring not to compromise customer service levels and life safety.

GUEST SERVICES

There is one Guest Services location at Tribute Communities Centre located at the top of section 102 on the concourse level, outside the West End of Prospects Bar and Grill.

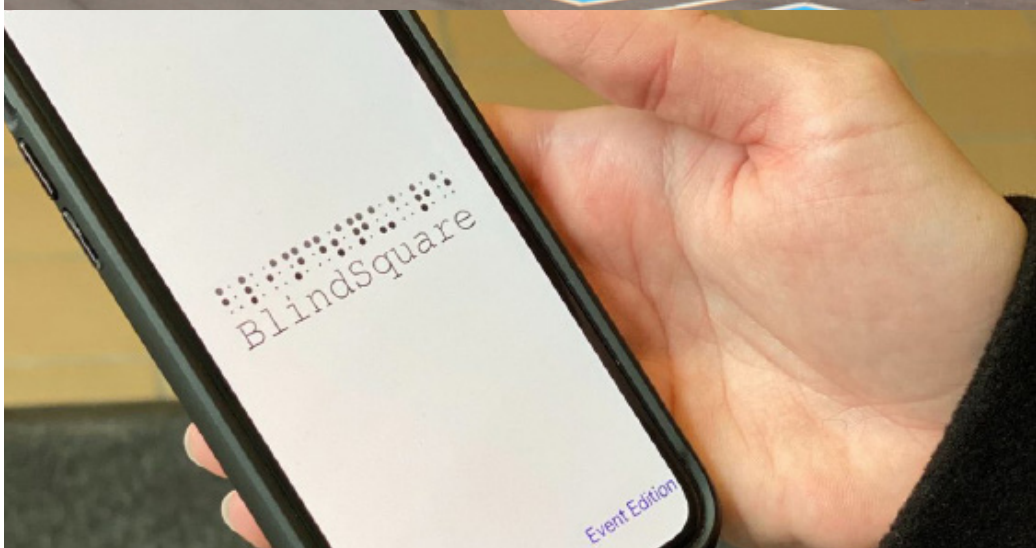
The Guest Services Department provides the following services:

- Respond to guests' questions or concerns through our Fan Support Text Line that is active during live events for texting and emails
- Registration of emergency messages
- Finding guests in case of emergency
- Dealing with ticket inquiries and seating difficulties
- Providing general information (i.e. transportation, seating, etc.)
- Assisting guests in obtaining first aid and accessible information or devices such as wheelchairs, hearing assistance devices, sensory kits, and more
- Providing a claim check area (i.e. cameras, video equipment, large oversized bags, luggage, wheelchairs, baby strollers, etc.)
- Upcoming event information and schedules
- Lost and found

ACCESSIBILITY SERVICES

The following services are available for Guests with accessibility needs:

- Gate 1 and 2 are accessible entrances with elevator access.
- Exterior drop-off is outside Gate 1 at Red Tilson Lane.
- Designated accessible parking spaces are available on Red Tilson Lane which is located on the West side of the venue and can be entered from Bruce Street. There are also accessible parking spaces on Bruce Street, Charles Street and Athol Street East surrounding the venue.
- Implementation of the relevant portions of the World Wide Web Consortium's Web Content Accessibility Guidelines 2.0 Level AA (WCAG 2.0 AA) as its web accessibility standard.
- Accessible seating at standard price levels throughout the facility for each event including floor seating for select configurations.
- All public washrooms are wheelchair accessible; there are also universal washrooms available for wheelchair users and their attendants on both suite and concourse levels.
- Wheelchairs are available from the Fan Services desk located at the top of section 102 on the main concourse level.
- All concession and ticket office counters are at accessible heights.
- Hearing assistance devices are available for sign out at the Fan Services Desk, for fans with hearing impairment (credit card deposit required).
- Braille and tactile signage is used throughout.
- BlindSquare beacons are located throughout the venue to assist those that are blind, deafblind and partially sighted.
- Sensory kits are available for sign out at the at the Fan Services Desk for guests that may find the visual or auditory environment at the Tribute Communities Centre overwhelming (credit card deposit required).





ARENA FLOOR DIMENSIONS:

Rink 1 and Rink 2 are 200 feet x 85 feet each.

CEILING HEIGHT:

The distance from the arena floor to the low steel is 43' and 63' to the high steel.

EVENT ACCESSORIES

- Stationary, full upstage black show curtain available in two locations (West end and Section 103). If any variations of this curtain is necessary, a curtain package will be required at an additional cost.
- Stage Right Staging - No Wheels (60'x48'x5' maximum size)
- Event Chairs (1,500)
- Mojo Barricaded (100')
- Clear Com (5)
- Full Event Subfloor Decking
- Interlocking Bike Rack (approx. 400')

FORKLIFT

One forklift with 3,950 lbs (1,800 kg) lifting capacity.

VIDEO SCOREBOARD

The video scoreboard from Media Resources boasts a resolution of 5.2mm on the main video screens as well as lower ring. The HD video scoreboard utilizes virtual scoring, is centre hung and hangs no more than 12" below low steel when nested.

SPOTLIGHTS

Four Gladiator II 2500w Xenon Follow Spotlights available for rent.

SOUND SYSTEM

A new top of the line sound system was installed in 2019 to enhance the fan experience. The system provides better coverage throughout the building, discernibly clear audio, multi-layering and steering of all JBL speakers, powered by QSC amps while providing the ability for all user groups to play audio of their choice over Bluetooth connection.

LOADING BAY

Two standard sized loading bays with dock leveler and one loading bay with drive in capabilities with a 14' bay door that is ground accessible.

WIFI

Wi-Fi is available throughout the facility, contact your Event Manager to secure the network name and password. Production offices and select dressing rooms have hard-wired connections available.

LABOUR PROVIDER - IATSE LOCAL 58

- Four person minimum at all times
- Minimum four hour call
- IATSE members must be fed after four hours or five hours
- Overtime applies before 8:00am, after 12:00am or after 8 hours
- Please contact our Event Manager in regards to holiday pay

ROOMS

- Two Referee Rooms
- Five Dressing Rooms (1-5) on Rink 1
- Six Dressing Rooms (6-11) on Rink 2
- Visitor Dressing Room (oversized)
- Multipurpose Rooms A and B
- Leisure Room (typically used for event catering)

TECHNICAL INFORMATION

RIGGING PLOT AND LOW STEEL

The total rigging weight for Full Mode configuration is 117,000lbs and 124,000lbs for Half Mode which is fully accessible via the catwalk. Rigging bays are 13' by 13' and arena rigging plans are available from the Event Manager. The venue has a comprehensive rigging grid with life lines which allows rigging points to be done from the low steel. A boom lift will be required to rent if points fall outside the existing network. Rigging from the catwalk is strictly prohibited. Should any points be identified as being rigged outside of the rigging grid, this gear must be noted and separated from the gear list when sending to the Event Manager prior to load in, as these weight loads may need to be verified by an Engineer and would be an additional show cost on settlement.



POWER CAPABILITIES: 1,600 AMPS OF CAMLOCK SHOW POWER

One x 600 amp lighting panel. One x 400 amp audio panel. One x 600 amp show power panel which can supply the following power configurations:

- 400amp, 200amp
- 400amp, 100amp, 60amp
- 200amp, 100amp, 60amp



LOCAL PRODUCTION

Local production is available and can be arranged through our Event Manager. Local vendor production inventory lists are available upon request.



RECOGNIZED CERTIFICATION MARKS

Products approved for use in Ontario will bear one of the following markings:



NOTE

Electrical components bearing these marks may have restrictions on their performance or maybe incomplete in construction, and are intended to be used as part of a larger approved product or system. The Component Recognition marketing is found on a wide range of products, including some switches, power supplies, printed wiring boards, some kinds of industrial control equipment and thousands of other products.

RECOGNIZED PANEL-ONLY* FIELD EVALUATION AGENCY MARKINGS:



RECOGNIZED FIELD OF EVALUATION MARKINGS:



NOTE

“PANEL ONLY” label identifies that the panel has been evaluated to the SPE-1000. It does not cover equipment that is added or connected to the panel.



PARKING

Tribute Communities Centre holds reserved parking on-site for Suite Holders. There are 6,000 additional parking spaces available for guests at the various public parking lots located throughout the downtown area.

On-Site Parking

Tribute Communities Centre on-site parking is located along Bruce Street at the South end of the facility. Loading docks/bay, Suite Holders, trucks and tour bus parking have limited availability in this lot also.

Event Parking

The Tribute Communities Centre can create a bike rack compound for show parking within their parking lot that is located on the South side of the Tribute Communities Centre along Bruce Street. Please speak to Event Manager for your parking needs. Parking is not allowed in front of Gate 1 at the Green Space unless authorized (sponsor vehicles).

Bus/Truck Parking and Shore Power

Tribute Communities Centre is equipped with two outdoor parking loading docks and one Loading Bay for event trucks or buses and provides two 50 Amp services for shore power for buses and/or trucks. There is limited space available for on-site bus and truck parking. Please speak with your Event Manager for assistance with bus and/or truck parking arrangements at the building and in the surrounding areas.

Accessible Parking

Parking is available for fans with disabilities in the South on-site parking lot as well as West of Tribute Communities Centre on Red Tilson Lane.



- LEGEND - 109 PARKING SPACES**
- TRIBUTE COMMUNITIES CENTRE (36)
 - OSHAWA GENERALS (10)
 - SUITE HOLDER PARKING (46)
 - ACCESSIBLE PARKING (17)

Tribute communities Centre

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