

FAQ

Can I bring in my own Food & Beverage?

- No, Uptown Chef's Catering & Events is the Premiere Caterer at the Coast Kamloops Hotel & Conference Centre, as such they have exclusive catering rights within our facility.

Can I bring my own Alcohol?

- Yes, limited to wine only during dinner. There is a corkage fee of \$16.00 per bottle plus service and tax. Wine must come from a BC Winery or BC Liquor store. Proof of purchase must be supplied when delivered for storage and or chilling.

Do you offer WIFI?

- Complimentary wifi is offered through out the Conference Centre.
- Password – wireless

Where do I park when I am there?

- We offer ample free parking.

What are your regular business hours?

- The Sales office is open from 8:00 am to 5:00 pm Monday through Friday. Individual coordinators have varying hours. If you require access to the building outside of these hours, please speak with your coordinator directly.

What's included in a basic room rental?

- A basic room rental includes use of the space for the designated time. Full setup of tables & chairs, flatware, china, glassware, tablecloths, & teardown of the room.
*Room rentals do not include access to the space for set up the night before your event.

Do you have a restaurant on site?

- Yes, Romeo's Kitchen & Spirits is located 1 level up from the main Conference Centre Level. Romeo's is a fully licensed restaurant offering breakfast, lunch and dinner. Menus & reservations can be made by visiting www.romeoskitchen.ca

Is you AV company exclusive?

- They are not exclusive; however, they are our preferred vendor and we do hope you will use them. They know our building best.

Do you have a business centre?

- No, however, during office hours we can provide last minute print jobs and faxing when necessary. A nominal fee will apply.

Do you have a loading bay?

- No, we do not. Anything arriving on a truck must be in a truck with a lift gate.

Will I have access to a forklift?

- This is not a service the Conference Centre provides, as such you are permitted to bring your own.

Incoming and Outgoing Shipments:

- The Conference Centre will not accept freight shipments on behalf of exhibitors before scheduled move-in times. The Conference storage space is limited and any delivery arriving before scheduled move-in may be turned away and asked to return at the appropriate time. Any fees associated with this, will be at the client's expense.
- All exhibits are to be brought into the Conference Centre via the main Conference Centre entrance. Please do not deliver freight or unload at hotel entrances or elevators. Please bring your own tools, ladders, and dollies etc to build or transport your exhibit.
- Please ensure all your customs documentation is completed prior to shipping your freight, if coming from outside Canada. We strongly recommend the use of an international freight forwarder and customs broker.
- You must pre-arrange for pick up with your own preferred courier. You must package all goods to be shipped, fill out the shipping label and call your preferred courier for the pickup. Please ensure that all items are picked up by end of day on the last day of your event. You are responsible for making all transportation arrangements for your items. The Conference Centre does not offer post show storage.

I left something behind after an event, how do I reach the lost & found

- Please email kamloopsbqtcap@coasthotels.com or call 250.372.5312 x111, please include the date you believe you left the item, the name of the room you were in, a description of the item and your contact information. Items found following events at the Conference Centre will remain in Lost & Found for 30 days, after which time they will be donated to one of our designated charities.

Am I allowed to bring my pet with me?

- Animals or pets, with the exception of Service Animals are not permitted in the Conference Centre.

Would the Conference Centre Consider sponsoring my event/cause?

- We receive many sponsorship requests. While we review all requests to determine if there is a fit for our participation, we are unable to support every request. As part of our Corporate Social Responsibility program, we have partnered with several remarkable local charities supporting communities in Kamloops.