



**CHILLIWACK  
HERITAGE PARK**  
*Events Happen Here*

# **User Services Manual**

Updated March 27, 2025



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HERITAGE PARK**  
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## **Section 1**

# **Chilliwack Heritage Park Policies & Event Information**

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## ADHESIVES

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Lessees are not permitted to affix any items to doors, beams or walls. Only approved poly tape may be used on the floors. Please see the administration office. Your display company will provide 'S' hooks for hanging items. Stick on decals, badges or signs may not be used in or around the facility

- **Please note that any cleaning or removal of non-approved adhesives by Heritage Park staff or repair of any damage will be billed accordingly.**

## ANIMALS

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Livestock, animals and pets, with the exception of service animals are not permitted in the facility except as part of an event approved by Chilliwack Heritage Park. All livestock, animals and pets must be on a leash or in an enclosed pen. It is the owner's responsibility to ensure that their animals and pets are under control at all times. If livestock and animals are part of an event, the facility, at the conclusion of each daily event, **MUST** be locked down with the Lessee's security personnel stationed in the building.

- If the Lessee leaves the facility unattended, the Operator will bring in its security company. The Lessee will be billed a minimum charge of 4 hours at the going rate.

The Lessee shall abide by all tests, documents, etc., as required by Government or Health Officials before the event is allowed to proceed.

## BALLOONS

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Helium balloons may not be distributed or sold. Under certain circumstances, helium balloons may be used as décor if they are securely affixed to a solid base. This may only be done with written permission from facility management. If balloons end up floating to the ceiling, a balloon retrieval cost will apply. If permission is granted, then all helium tanks must be secured as per WBC requirements.

## BANKING

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Chilliwack Heritage Park has 2 permanent on-site ATMs.

## BANNERS

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Banners **may** be suspended in some locations at Heritage Park. Advance notice is required and certain factors will be taken into consideration before approval is issued (factors include amount, size, location and material). Although Heritage Park staff will not hang the banners, if required, staff will operate the scissor lift to facilitate hanging them. Scissor lift charges will apply.

## BUILDING ENTRANCES

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Heritage Park has 3 main entrances. There are large, roll-up doors on each floor to facilitate move-in or move-out. There are roll-up doors between each floor.

## CAMPING

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Chilliwack Heritage Park has facilities for overnight event camping only. All camping fees are subject to applicable taxes. All Guests and Exhibitors that are camping overnight must register with the Event Coordinator.

### Electrical Hook-Ups

Chilliwack Heritage Park has limited electrical hook-up sites. These sites are to be reserved in advance and are allocated on a first come first served basis by the event coordinator.

- **Please note that the Sani-Dump facilities are located just outside the entry point to Chilliwack Heritage Park. The Sani-Dump facilities are open yearly from March 15 to November 15. Dumping fees apply.**

## CEILING HEIGHT

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The ceiling height at the centre of Floors 1, 2 & 4 is 30' and at the center of Floor 3 the height is 35'

## CONCRETE FLOORS'

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There are two concrete floors located at Chilliwack Heritage Park. If there are cars, RVs, motorcycles, or equipment of any kind parked on either floor, there must be protection laid to ensure that neither battery acid nor fluids of any kind leak, thereby damaging the floor. If damage occurs, the Lessee will be wholly responsible for the cost of any and all repairs.

## CUSTODIAL SERVICES

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Custodial staff is present during all shows and will ensure the cleanliness of the interior and exterior of the facility. This includes garbage removal, cleaning of washrooms and the maintenance of all public areas used by your event.

## DAMAGE TO FACILITY, PROPERTY AND CONTENTS

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A full inspection is done before and after each event. Any damage to Chilliwack Heritage Park or its property must be reported immediately to the facility staff. The Client is responsible for all damage caused to the facility and its property resulting from the event. Furthermore, the Client is to leave the facility at the conclusion of the Contract Period or the Move-Out Period, as applicable, in the same condition and state of repair as received by it.

### Overhead Door

Overhead doors are easily damaged; therefore, please ask facility staff for assistance.

## **DELIVERIES/FREIGHT**

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We request your support and cooperation in our efforts to regulate delivery of freight and goods to the facility.

Chilliwack Heritage Park will accept delivery of property addressed to the Lessee the week prior to the event. It is the responsibility of the Client to inform Chilliwack Heritage Park of any deliveries prior to the event.

Chilliwack Heritage Park will not be liable for any loss, damage or injury to such property and the Lessee will indemnify and hold harmless Chilliwack Heritage Park for any loss or damage to such property in the receipt, handling, care or custody of such property at any time.

The Lessee further indemnifies Chilliwack Heritage Park from any claims from any third party for loss or damage to property while at the facility during the time covered by the Contract.

Chilliwack Heritage Park will NOT accept COD deliveries.

## **DEPOSITS**

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To reserve the facility in part or in whole, a deposit is required. A contract will then be issued. If an event is cancelled for any reason by the Client, any and all deposits made are wholly non-refundable and the Client shall reimburse Tourism Chilliwack Inc. for all additional costs or losses incurred by Tourism Chilliwack as a result of the cancellation.

## **DISPLAY COMPANIES**

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The preferred Chilliwack Heritage Park display supplier is Show in Motion.

All Display Company employees must be covered under Work Safe BC.

All Display Companies must comply with Chilliwack Heritage Park policies and procedures.

Set-up and tear-down by the Display Company is to be completed on the dates and schedules outlined in your Contract Agreement, otherwise additional charges may be incurred.

Any equipment rentals, damages or other costs incurred by Display or Labour Contractors are the responsibility of the Client.

## **ELECTRICAL SERVICES**

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Electrical Services are supplied exclusively through Show in Motion. Contact Show in Motion for all your electrical service needs.

All electrical equipment used and offered for sale or displayed must be labeled CSA Approved. It is the responsibility of the Client to ensure that the exhibitors comply with Local/Provincial/Federal Electrical Safety requirements and approvals.

All electrical cables must be secured and matted to conform to electrical/safety standards. All electrical cables are subject to inspection at any time. It is the responsibility of the Clients and Exhibitors to protect their electrical equipment from possible power surges.

## EQUIPMENT OPERATORS

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Chilliwack Heritage Park welcomes private equipment and operators at the facility provided that they conform to Work Safe BC regulations. We must be notified in advance.

### Forklift Operators & Forklifts

Lessees are permitted to bring in their own forklift to facilitate their event. Current, valid certification is required for all forklift operators.

- **Although Heritage Park forklift is not available for the Client to use, the forklift and operator is available for rent at an hourly rate and must be pre-arranged.**

## FIRE REGULATIONS

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All floor plans require approval from the City of Chilliwack Fire Department at 604-792-8713.

All of the sidewalks, entries, passages, concourses, lobbies, halls or stairways, or public spaces of the facility or of the venue must be kept clean and free from obstruction. Fire lanes in and around the facility must remain clear and unobstructed at all times. All decorations and decorative material must be flame retardant. All decorative materials will be approved by the City's Fire Inspector, prior to installation.

The following are not allowed within the facility without the prior written consent of the Operator:

- Any engines or motor or machinery
- Oils, burning fluids, camphene, kerosene, naphtha, acetylene, gasoline, or any other agent other than electricity for illuminating the facility
- Trailers or vehicles with propane tanks

## FIREARMS DISPLAYS

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Firearms for the purpose of display are permitted at Chilliwack Heritage Park. It is the responsibility of the Exhibitor to have all relevant permits displayed at the event. It is the responsibility of the Show Management to provide security 24 hours per day while firearms are within the facility

## FIRST AID

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Chilliwack Heritage Park has First Aid rooms located at the entrance of the facility. It is the responsibility of the Show Management to arrange for qualified First Aid for their show, attendees and staff. All accidents/incidents must be reported to facility management.

## FLOOR LOADS

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The maximum load capacity of Heritage Park's concrete floors is 250lbs/sq. Ft

## FLOOR PLANS & EVENT CHECKLIST

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Floor plans and checklists are provided to you at the time that a contract is issued. Comprehensive plans for your show must be submitted to the administration office at least two weeks prior to set-up. Fulfilment of last-minute requests may not be possible.

**Floor plans are attached for your convenience.**

## FLOOR MARKING

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It is acceptable to use Lowry yellow lane marking tape, sidewalk chalk, chalk line and electrical tape to mark the concrete floors. **Please note that any cleaning or removal of non-approved adhesives or products by Heritage Park staff will be billed accordingly.**

## FOOD & BEVERAGE SERVICES

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The Operator shall have and does hereby reserve the right to operate and maintain its regular concessions on the required floor space.

No one is permitted to bring into the facility concessions of any kind without the prior knowledge, written permission and the consent of the Facility Manager. It is the responsibility of the Client to contact Marianne, Heritage Hut Manager at 604-614-0506 to arrange for food services at each event.

Exhibitors and show management are **NOT PERMITTED TO BRING FOOD, BEVERAGE AND/OR ALCOHOLIC BEVERAGES** into the facility.

Chilliwack Heritage Park has a Liquor Primary License. As such, we can arrange liquor services at your event, from weddings to receptions, to dances and anything in between. It is the responsibility of the Client to contact Heritage Parks' Bar Manager at 604-824-9927 for events that require alcohol service and to review policies and procedures.

It is the responsibility of the Client to ensure that all exhibitors comply with all local health and safety regulations. Approved food service exhibitors may hand out samples at their respective booths. The samples are limited to 4 ounces of liquid and 1 ounce of food portions.

## GARDEN SET-UPS

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Clients or exhibitors who set-up garden displays using soil, bark mulch or other natural materials **MUST** place plastic sheets or tarps underneath the displays to protect the floor. It is the responsibility of the Client and/or exhibitor to remove all products from the building during the time period as established on the contract. If there is extra cleaning required to remove stains or any damage to the floor as a result of these set-ups, the entire cost will be billed to the Client accordingly.

## GARBAGE & MANURE REMOVAL

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The current cost for each 4-yard garbage bin to be removed is **\$100** plus GST. **Cardboard** removal is available for a charge as well. For shows requiring manure removal, a 30-yard bin is available which will be billed to you upon the conclusion of your event. The charge includes delivery of bin(s), loading and dumping of manure waste. All manure must be completely removed from the site and depending on the amount of waste, this could involve multiple bins. For your convenience, a large, concrete manure bunker and strategically placed yellow manure barrels are provided for the quick removal of manure from the grounds.

**Please note that any cleaning of manure from our grounds (grass or gravel) by Heritage Park staff will be billed accordingly. Additionally, manure must not be placed in garbage cans not must garbage be placed in manure cans as extra charges will then be applied.**

## GROUND PREPARATION

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It is the sole responsibility of the Client to communicate footing requirements to Chilliwack Heritage Park at least one month prior to rental. Ground preparation charges will apply.

## HOURS OF OPERATION

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Chilliwack Heritage Park office is open 8AM – 4PM, Monday to Friday.

Additional opening hours may occur due to special event bookings that are pre-arranged during opening hours.

## INSURANCE

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It is the responsibility of the Client to obtain and maintain in force during the Move-In Period, Contract Period, and Move-Out Period the following insurance coverage in a form satisfactory to the Management of Chilliwack Heritage Park:

- Comprehensive General Liability insurance with bodily injury to, death of, or property damage to, third parties, and property of the Operator and of the City of Chilliwack not in the care, custody and control of the Lessee and such policies of insurance shall include Tourism Chilliwack Inc. and the City of Chilliwack as Additional Insured's.

Failure to provide the required insurance will render the contract null and void.

Written evidence in the form of a certificate or certified copy of an insurance policy issued by the insurer shall be delivered to Chilliwack Heritage Park seven (7) days prior to the event.

The Client shall ensure that all personnel engaged by or on behalf of the Client shall be covered by Work Safe BC insurance, or equivalent, where required by law.

It is the responsibility of the Client to insure their property whilst such property is on or about the facility and that if the Client omits to so insure its property, it shall do so at its own risk and the Operator shall not be liable to any loss or damage to the Clients property no matter how or by whom caused. Any insurance policies obtained by the Client for its own property shall contain a waiver of subrogation in favour of the Operator.

Public open riding guests must sign a Waiver of Liability form and provide proof of BC Horse Council membership. Further, riders **must check in at the office prior to riding.**

## INTERNET

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Free basic internet service is available on site (3–15-minute sessions; ***will not support video or sales transactions***). You can also purchase a premium day pass that will support sales transactions for \$21 per day (includes GST), per device (your connection will not switch between devices).

## KEYS

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If your event requires a renter key, then you may sign one out through Heritage Park administration. Keys must be returned upon the conclusion of the event. Failure to return keys will result in a replacement charge of \$250.

## LICENSES

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The Client is responsible to procure at its own expense all licenses, permits and health and safety approvals from municipal, provincial or federal authorities which may be required to operate or conduct the event and to pay all fees and taxes levied against it as a result of, or in connection with, the event.

## LOST & FOUND

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Lost and found items are stored in the Administration Office of Chilliwack Heritage Park for 30 days. After that period, all articles are disposed of at the sole discretion of Chilliwack Heritage Park.

## MARKETING

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Chilliwack Heritage Park provides you with a variety of opportunities to promote your business or event. For more information concerning promotional opportunities please contact the office at 604-824-9927.

## MOTORIZED VEHICLES

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All motorized vehicles owned by Chilliwack Heritage Park are to be operated by authorized personnel.

Vehicles and trailers which are on display or located in the facility are subject to the following conditions:

- Battery cables must be disconnected
- Drip pans under vehicles
- Gas caps locked or sealed
- Gas tanks are less than ¼ full
- Keys to be left with event manager

The Operator has the right to refuse to allow any such material, substances, equipment or object to be brought into the facility and the further right to require its immediate removal if found at the facility.

## OUTDOOR ARENAS & MULTI-PURPOSE FIELDS

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Chilliwack Heritage Park offers the following outdoor arenas and multipurpose fields:

- Infield
- Rodeo arena
- 2 sand rings
  - Dressage (120 x 250)
  - General purpose (120 x 250)

## PARKING

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It is the responsibility of the Client to provide parking attendants to organize and monitor the parking of **participants**, vehicles, campers and trailers connected to the event.

When parking attendants are required to control **visitor** parking, Chilliwack Heritage Park will make arrangements with a local non-profit organization.

Parking is by donation.

## PROPANE

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Propane tanks are not allowed without prior consent from the facility management and the Chilliwack Fire Department.

## PYROTECHNICS

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All Pyrotechnics must be approved by Chilliwack Heritage Park management

Written approval from the local Fire Department must be provided to Chilliwack Heritage Park a minimum of 2 weeks prior to your event.

## RECYCLING

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Heritage Park has an aggressive, on-going recycling program and we are committed to reducing the amount of waste generated on-site. We have recycling containers set-out on all show floors for beverage bottles and cans. There are cardboard bins on site; all cardboard must be flattened and disposed of in these bins. **All** recycling will be disposed of in the required manner by Heritage Park staff

## SAFETY

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There is the expectation that all staff, clients, contractors, suppliers, exhibitors and guests fully comply with all WCB (Worksafe BC) health and safety requirements as well as all other regulations as set out by any and all governmental authorities and insurance underwriters.

## SECURITY

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Lessees must arrange for security in the specific area of their rental. Heritage Park staff locks down the building each night. If animals are left in the building overnight, the lessee's security personnel must be stationed **IN** the building (if the lessee leaves the building unattended, for whatever reason, Heritage Park will bring in security and the lessee will be billed min. of 4 hours. Heritage Park's admin office is open M-F from 8AM to 4PM and must remain accessible to the general public via the main entrance during this time.

## SHOW OFFICE

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There are 3 show offices on site. Heritage Park is pleased to provide you with a show office & ticket office, if required, at no additional cost to you (with a rental of a weekend event). You must arrange for the use of the show office through Heritage Park administration and it is on a first-come, first served basis.

## SIGNAGE

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Any and all event signage must be of professional quality. All signs must not be affixed to walls or doors. At the point of move-out, all signs and materials must be fully removed.

- **Please note that any cleaning or removal of signage by Heritage Park staff will be billed accordingly.**

## SMOKING

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As of October 1, 2015, the City of Chilliwack's new "Outdoor Public Spaces Smoking Regulation Bylaw, 2015, No. 4318" came into effect. **No smoking of any kind (including e-cigarettes and marijuana) is permitted at any public facility which includes Chilliwack Heritage Park.**

## SOUND EQUIPMENT

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Chilliwack Heritage Park has an in-house public address system. If there are urgent matters that need to be relayed to the general public, please contact on-site staff and they will ensure that the announcements are handled promptly and efficiently. For your use, we have mic and cords (on a first come; first served basis). These items are tied into our in-house system and can be isolated to specific rental areas. Please note your request on your Heritage Park checklist so that the item(s) may be left out for your move-in. If you require a cordless mic, comprehensive sound systems or any AV equipment, you must arrange for that separately. Please contact Mitchell Styba @ 778-809-3947.

## STAGING

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Chilliwack Heritage Park has a stage available for on-site rentals. The stage includes 20-4'x8' sections as well as 2 sets of stairs, back rails and skirting. To reserve the stage, contact the administration office. Rental rates apply.

## **TEMPERATURE (BUILDING)**

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Chilliwack Heritage Park is equipped with a gas fired, radiant tube heating system. To adjust the heat, show management must contact Heritage Park staff. Floors are equipped with ventilation fans and static louvers for air circulation. Our facility is not heated during move-in and move-out periods.

## **WARM WASH**

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Warm wash facilities are available on site at a cost of \$1.00 for 2 minutes.

A floor sink is available for cold water fill-up. It is located on the southeast side of Floor 2.

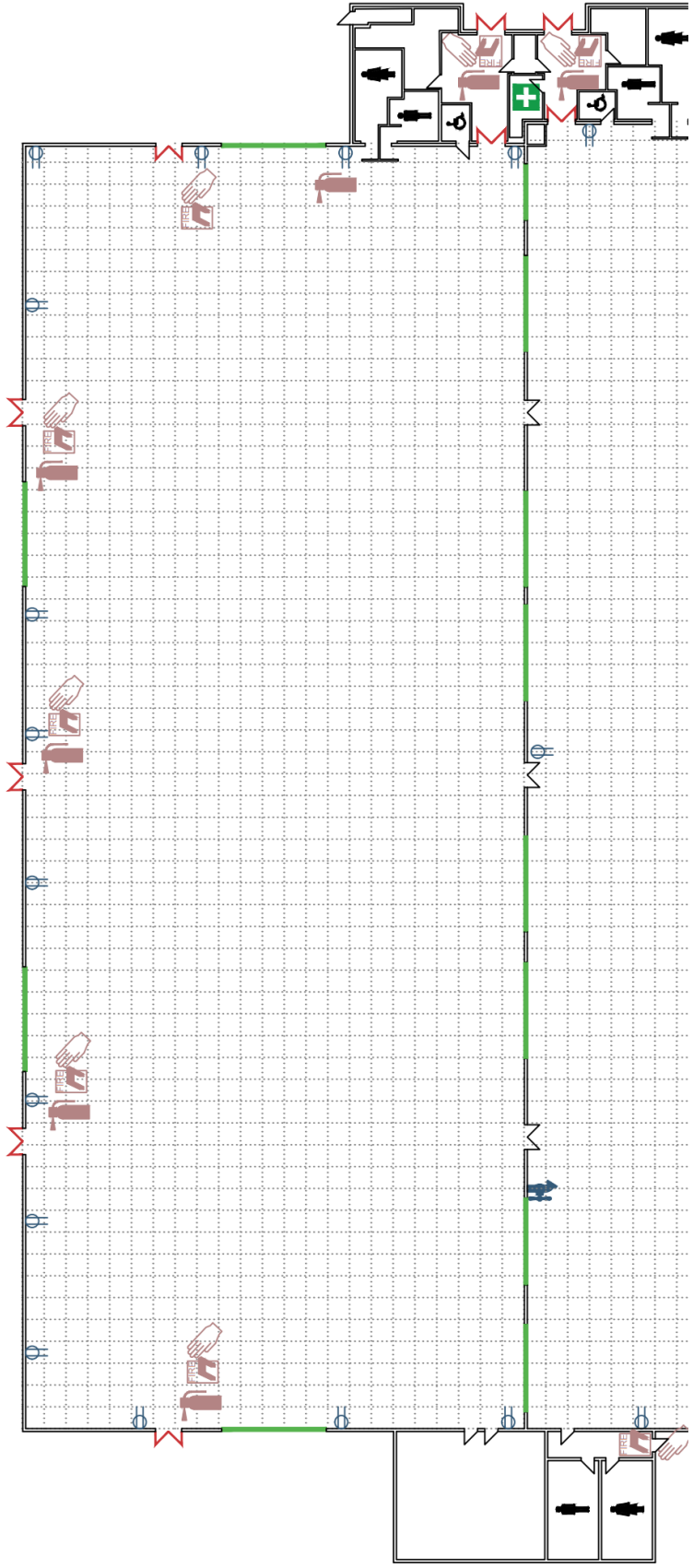


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## **Section 2**

### **Floor Plans**



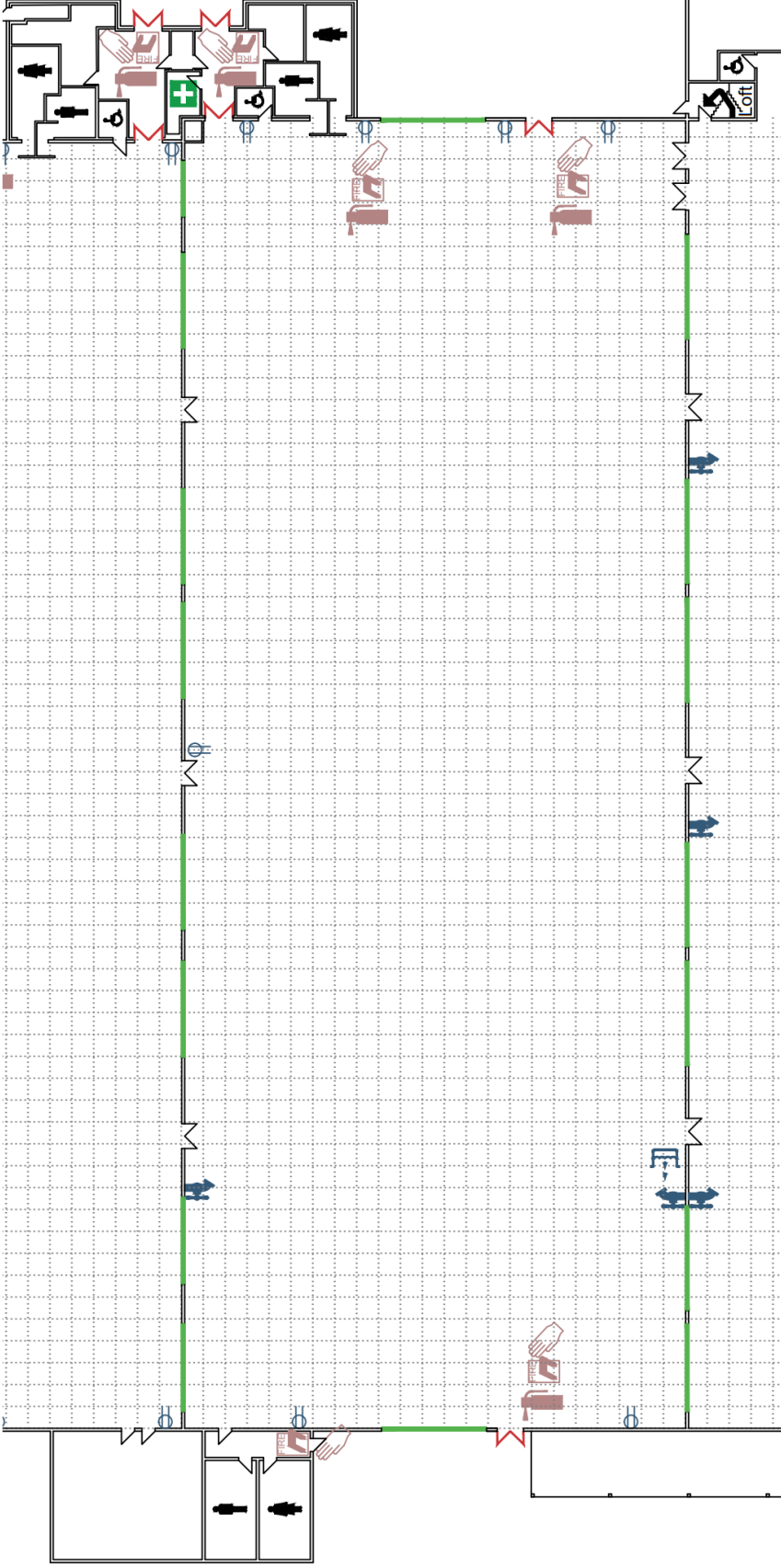
- FIRE ALARM PULL STATION
- FIRE EXTINGUISHER
- ELECTRICAL OUTLET
- HOSE BIB LOCATION
- ACCESSIBLE WASHROOM
- WASHROOMS
- FIRST AID STATION
- WATERING STATION
- OVERHEAD DOOR LOCATION
- FIRE DOOR LOCATION
- CURTAIN
- NORTH



# Floor 1

Scale : 1:400  
Grid : 5-0'

NOTE: THIS DRAWING IS INTENDED FOR GENERAL LAYOUT AND IS PROVIDED FOR CONVENIENCE ONLY. SYMBOLS ARE LOCATED GRAPHICALLY ONLY AND ARE NOT TO SCALE.



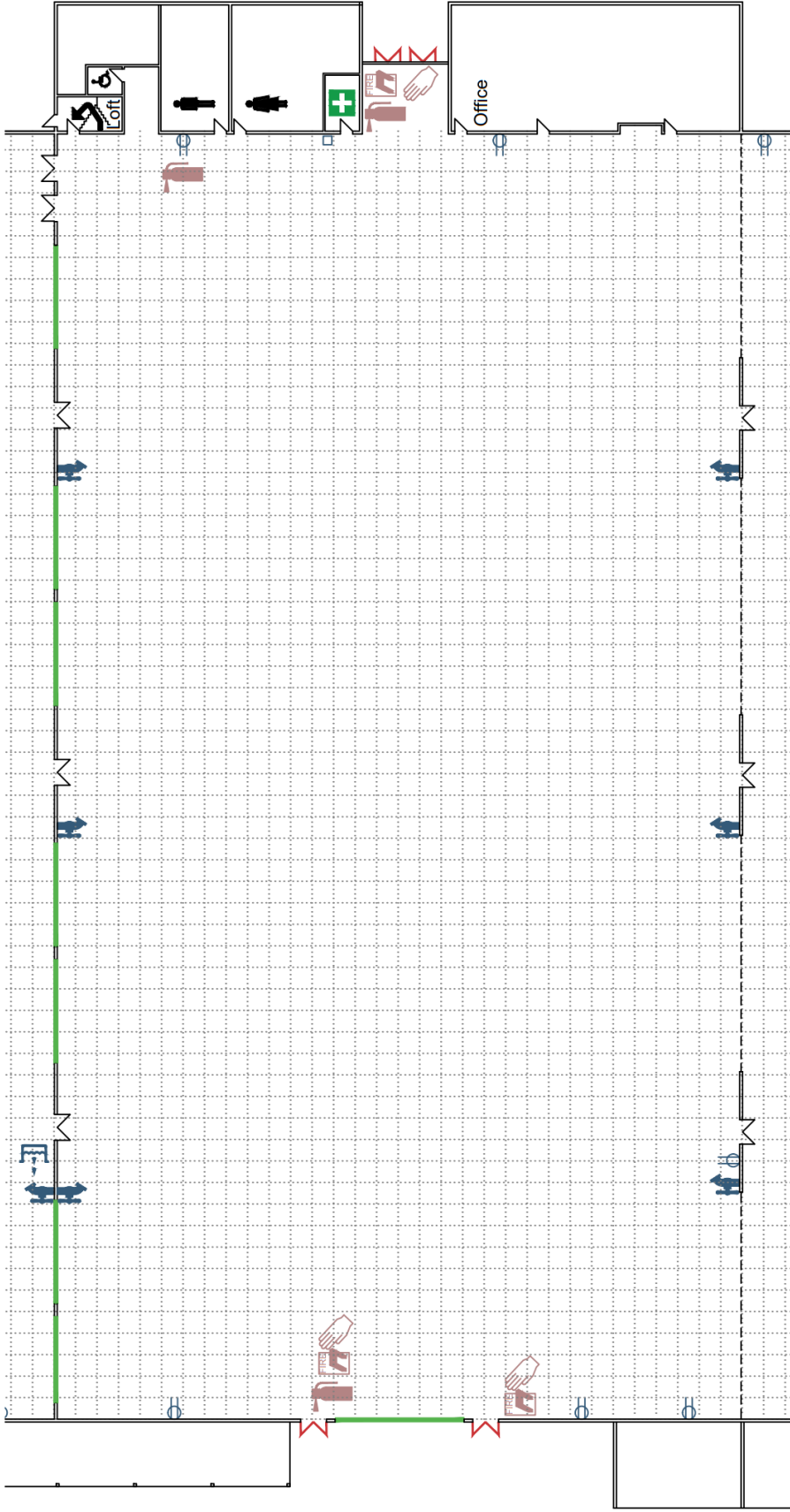
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-  ACCESSIBLE WASHROOM
-  WASHROOMS
-  FIRST AID STATION
-  WATERING STATION
-  OVERHEAD DOOR LOCATION
-  FIRE DOOR LOCATION
-  CURTAIN
-  NORTH













## Floor 2

Scale : 1:400  
Grid : 5'-0"



NOTE: THIS DRAWING IS INTENDED FOR GENERAL LAYOUT AND IS PROVIDED FOR CONVENIENCE ONLY. SYMBOLS ARE LOCATED GRAPHICALLY ONLY AND ARE NOT TO SCALE.



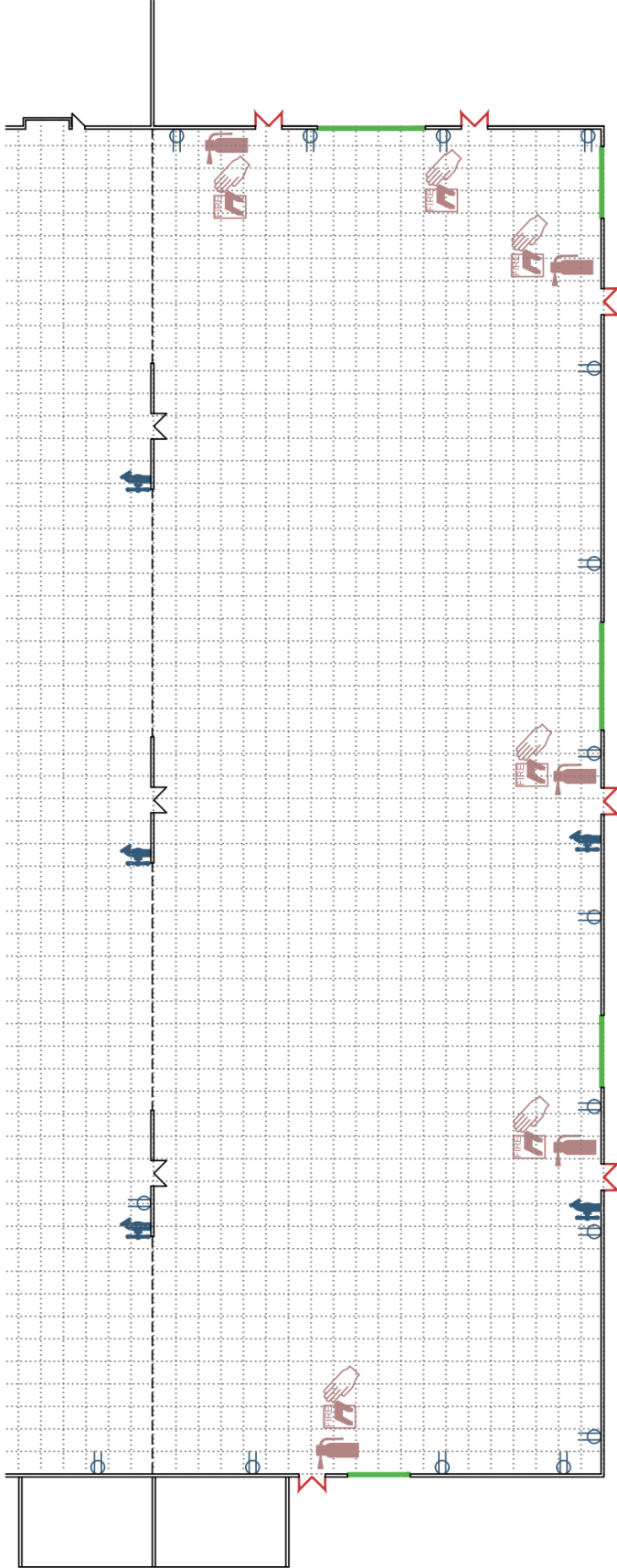
-  FIRE ALARM PULL STATION
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-  FIRE EXTINGUISHER
-  WASHROOMS
-  ELECTRICAL OUTLET
-  FIRST AID STATION
-  HOSE BIB LOCATION
-  WATERING STATION
-  OVERHEAD DOOR LOCATION
-  FIRE DOOR LOCATION
-  CURTAIN
-  NORTH



## Floor 3 - Fix Auto Chilliwack Arena

Scale : 1:400  
Grid : 5'-0"



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-  FIRE ALARM PULL STATION
-  FIRE EXTINGUISHER
-  ELECTRICAL OUTLET
-  HOSE BIB LOCATION
-  ACCESSIBLE WASHROOM
-  WASHROOMS
-  FIRST AID STATION
-  WATERING STATION
-  OVERHEAD DOOR LOCATION
-  FIRE DOOR LOCATION
-  CURTAIN
-  NORTH

## Floor 4

Scale : 1:400  
Grid : 5'-0"



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