

BIV MAGAZINE

MEETING PLACES

MEETING AND EVENT PLANNING | 2022

UNCONVENTIONAL
CONVENTIONS TO
COME BACK SLOWLY

TEAM BUILDING
CORPORATE RETREATS
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MESSAGE FROM MPI BC

MPI BC | WHEN WE MEET, WE CHANGE THE WORLD



Meeting Professionals International's (MPI) global vision is as true today as ever: "When we meet, we change the world."

While the "why" of meetings and events has not changed, the how, where and when are different from

what any of us could have ever imagined. And the change didn't just happen once. Eighteen months ago, we all started to do things to "pivot," and we haven't stopped evolving since. In the words of Ferris Bueller: "Life moves pretty fast."

This coming year at MPI BC, we are thrilled to get back and re-connect in a way we all so badly miss: live and in-person. However, we're also keen to continue what we started: connecting virtually in meaningful and efficient

ways to people both near and many miles away.

We look forward to connecting, learning and growing with our members and industry this coming year.

Adam Radziminski

2021-22 chapter president
MPI BC



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MESSAGE FROM ILEA

ILEA | KEEPING THE COMMUNITY CONNECTED



This next year is going to be a year of transition as our province starts to reopen to the world. We recognize that the last year and a half has been tough for many, but we remain hopeful that the tourism and events industry will continue to grow and remain strong as the year progresses.

The reality is that many have experienced disruptions, loss and transitions

over the last year. These changes can be both exhilarating and terrifying. One moment you find yourself ecstatic and excited for the future – ready to move forward and get on with life. And then the next moment, you’ve dropped to the floor, exhausted and crying. You’re doubting your decisions and the world is constantly changing with hurdles popping up like the marmots in Whistler. This is normal and to be expected.

As the world reopens, we are going to continue to experience this rollercoaster of emotions. But you can count on the International Live Events Association (ILEA) to support you through these

moments. Over the last year, we have shown that we are a community that show s up and helps one another. We have remained strong as a chapter and look forward to collaborating with our other local associations to support all of those in the events industry. We are excited for the year ahead, and look forward to offering opportunities to keep our community connected.

Gillian Wallis

2021-22 chapter president
ILEA Vancouver

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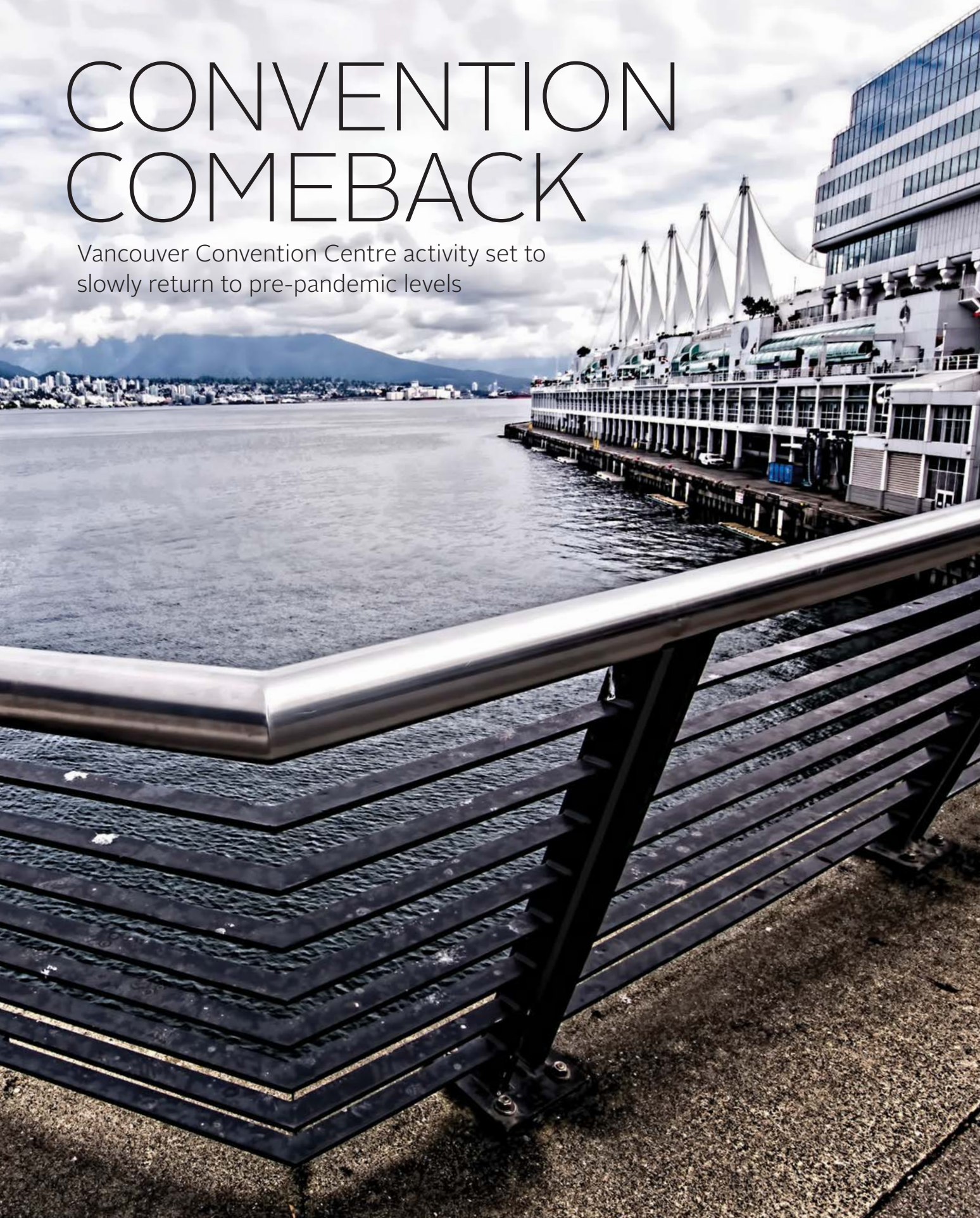
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CONVENTION COMEBACK

Vancouver Convention Centre activity set to slowly return to pre-pandemic levels



CONVENTION COMEBACK

GLEN KORSTROM

Back in 2018, Chris Fairclough was excited to start organizing the World Lottery Summit, set to take place at the Vancouver Convention Centre (VCC) in October 2020.

The British Columbia Lottery Corp. director of social purpose and engagement headed a team of organizers that arranged logistics and hotel bookings, as well as content and speakers for the global spectacle.

The World Lottery Association hosts the event in cities around the globe once every two years, and Fairclough was delighted that his hometown of Vancouver was chosen to host the 1,400-to-2,000-attendee forum and trade show.

The COVID-19 pandemic then descended and created a world of havoc.

Health restrictions banned large gatherings across B.C. – and many parts of the world – but instead of cancelling the event outright, Fairclough and World Lottery Association representatives decided to postpone the event until October 2022. They nixed plans to hold a banquet.

Instead of having a fancy event with large round tables that would seat eight or 10 people, the new plan was to have a stand-up reception in an expanded ballroom space.

People will be able to spread out more, and be in smaller groups, Fairclough says.

Cleaning and sanitation is enhanced, he adds.

“For the trade show, as well, we expanded the footprint so people could be spread out more,” he says. “At the end of the day, if no one is comfortable with these tactics, the conference will just get cancelled in Vancouver.”

Fairclough plans to survey potential attendees in early spring, and make a final decision in March or April 2022 on whether to go ahead.

The World Lottery Summit is one of dozens of conventions, and more than 100 events, that were cancelled or postponed at the VCC due to the pandemic.

“It’s been a really, really tough time for us,” VCC general manager Craig Lehto says.

His facility held no conventions in 2020 after March, nor were any held through most of 2021.

Some solace came from being able to host the Imagine Van Gogh exhibit, which drew well in excess of 300,000 people.

The pandemic itself prompted some bookings.

The B.C. government owns the VCC and it manages the building through its Crown corporation, BC Pavilion Corp.

The result is that government money spent on health-related bookings at the VCC trickled from one department’s set of books, to another.

The VCC used a vast space to create an essentially unused, makeshift hospital, with 271 temporary hospital beds, ready for emergency need.

The VCC also hosted a large vaccination clinic, a contact-tracing office and a processing lab.



Wall Centre regional director of sales and marketing Sean

Antonson expects that his company will swallow extra sanitation costs, and not pass them onto clients • CHUNG CHOW

Lehto told *Meeting Places* in late August that 47 conventions had been booked for 2022, with an additional 30 conventions set for 2023. Of those 77 events, 21 are set to include more than 5,000 attendees each.

Some good news is that those numbers for future conventions are slightly above what Lehto looked forward to in August 2019, when he pondered 2020 and 2021 bookings.

Including corporate events and other meetings, the VCC at the end of August has 156 confirmed bookings for the 2022



Vancouver Convention Centre general manager Craig Lehto is seeing many clients who had postponed conventions

rebook space • CHUNG CHOW

and 2023 calendar years.

"We've got a real mix of groups," Lehto says. "Some are new commitments, and some were booked up to five or six years ago."

Most events at the VCC take place with little notice, which is why, pre-pandemic, the facility tended to host a total of about 500 events per year.

"We pick up a lot of small events as we go: small meetings, different things on the plaza outdoors – lots of different events that add up to our total of 500 per year," he explains.

Exactly how busy the VCC and other venues will become post-pandemic is anyone's guess, with much of that activity depending on how much executives in the future deem business travel a worthwhile expense.

"There's no doubt that the event business is going to change," says Destination Vancouver CEO Royce Chwin.

"We are hearing of some companies that are cutting their corporate travel budgets significantly over the next couple of years because they realized, like many businesses, that there is a degree that they can do remotely, through video communications."

He expects that business travel spending will decline by approximately 20%, compared to pre-pandemic levels, once it becomes safe to resume travel.

"We're all trying to figure out what's in the crystal ball," adds Wall Centre regional director of sales and marketing, Sean Antonson.

He oversees the 746-room Sheraton Vancouver Wall Centre hotel downtown, which has 55,000 square feet of meeting space, as well as the 188-suite Westin Vancouver Airport Wall Centre hotel, which has 8,800 square feet in which to host events.

"People want to meet," he says. "That's what we keep coming across."

Countless Wall Centre bookings were cancelled or postponed when COVID-19 descended. Many of those are now being rebooked, and Antonson says his team works closely with clients.

If health orders force cancellations, he does not charge extra fees. The bookings are never simply a set fee for an allotted amount of space, he explains, but rather a partnership where hotel staff work with the clients to provide the best experiences for attendees.

Cleaning and sanitation costs have increased, but so far Antonson has no plan to pass those expenses on to clients.

"I was at a doctor's office, where I saw a PPE (personal protective equipment) charge for something," Antonson says. "I just don't think we're going there, but time will tell." 🐼

IT'S BEEN A REALLY,
REALLY TOUGH
TIME FOR US



Craig Lehto
General manager
Vancouver Convention
Centre

A photograph of a modern, multi-story wooden house with a prominent covered deck. The house features large windows and doors, and is surrounded by tall evergreen trees. The text "RETREAT TO REBOOT" is overlaid on the image.

RETREAT TO REBOOT

If remote work is straining office cohesion,
maybe it's time for a bit of fun

NELSON BENNETT

Mentioning culture in a company's core values or mission statement isn't enough to create a corporate culture where employees thrive.

Good employers put a lot of effort into nurturing shared values, team building and fostering a collaborative work environment. Many of them now rightly fear that the new realities of work imposed by the pandemic could erode the culture they worked so hard to nurture.

Rebecca Paluch, an associate professor who specializes in organizational behaviour and human resources at the University of British Columbia's Sauder School of Business, says corporate culture can generally be defined as "rituals, practices and norms within an organization that help build a shared mindset about the organization."

She says recent research suggests there have been declines in the way people relate and share information within organizations, due to the remote work environment that has been imposed on so many companies and organizations. A company is like a mini society, after all, which implies social interaction.

So how do you maintain water-cooler camaraderie or foster team building when a third of your team is working from home? And even if most employees do eventually return to the office, employers may be thinking about how to reconnect workers who may not have seen each other in person for more than a year and a half.

Maybe it's time for a bit of fun.

Aaron Smith, spokesperson for Loon Lake Lodge and Retreat Centre, which hosts corporate retreats, says there was a spike this summer in companies and organizations holding retreats and team building exercises – a sign of a pent-up demand for extra-curricular getaways.

"We have been doing mainly corporate retreats, and it's been a very unusual perspective to see these people come back and why they're coming back," Smith says.

"I think the savvy organizations still feel, 'We've got a company culture that we're trying to keep – it's that culture that drives our business.' So they're finding ways to get that culture going again. And Zoom's been great in many instances, but it's not the same."

He says there has been a big demand for some of the lodge's outdoor team building activities, like

canoe races and "bubble archery" (think paintball battles, but with bows and arrows fitted with nerf-type arrowheads).

The 160-bed retreat, located on a private lake near Golden Ears Provincial Park, offers a range of team-building activities – from outdoor obstacle courses to an indoor "Houdini" escape room challenge. It has amphitheatres for outdoor presentations and indoor break-out rooms for workshops and seminars.

While team-building exercises are ostensibly designed to encourage teamwork and problem solving, it's really more about having fun and bonding with co-workers.

"A lot of people will try to attribute some sort of tangible value to team building, which is a hard thing to do," says Datis Mohsenipour, director of marketing for Outback Team Building and Training, which also offers location-based team-building exercises, as well as a range of virtual ones.

"We hear all the time that employees will have a really fun time," Mohsenipour says. "They will connect with each other and learn things about each other that they didn't know before, and they'll be buzzing for weeks after the activity."

Even before the pandemic led about 32% of all Canadian workers to start working mostly from home, Outback Team Building had been seeing more and more use of its virtual team-building activities, like TV game show trivia games, Clue murder mysteries

THEY'RE FINDING WAYS TO GET THAT CULTURE GOING AGAIN. AND ZOOM'S BEEN GREAT IN MANY INSTANCES, BUT IT'S NOT THE SAME



Aaron Smith

Spokesperson
Loon Lake Lodge and Retreat Centre

OPPOSITE PAGE: Loon Lake Lodge hosts corporate

retreats with a focus on team building • JOEL KRAHN

RETREAT TO REBOOT



Corporate retreats at Loon Lake include health and fitness activities, like yoga • JOEL KRAHN

and code-breaking games.

While a company's "culture" may start with its core values, the nature of its business and upper management leadership, it also has a lot to do with employees and how they interact.

"Folks will think that ticking the culture box means having a foosball table, beer on tap and a weekly social at the office, which is I think a common misconception," Mohsenipour says. "I think it starts with employees, and tying it back to your core values. And when you do that, a culture is built, organically."

But that organic growth requires social interaction, and working remotely can seriously impede that interaction.

Even before the pandemic, Mohsenipour recommended that organizations encourage employees to use social media platforms, like Slack or Donut, for work. They are even more important now in the work-from-home era. It may not replace the lunchroom or water cooler, but it can help maintain what he calls "organic moments" between employees that help them simply get to know each other.

"I always recommend having a channel for random water-cooler talk, and just encourage people to post in there – post polls, post pictures of their lunch, post activities they've been doing on their own," he says.

Whatever a company may be planning to do in the way of team building or socializing, Mohsenipour recommends that employees be surveyed.

"As organizations are making this transition back into bringing people back into the office, I think one of the biggest things organizations should think about is talking to their employees first and getting a sense of what people actually want," he says. 🐦

I THINK IT STARTS WITH EMPLOYEES, AND TYING IT BACK TO YOUR CORE VALUES. AND WHEN YOU DO THAT, A CULTURE IS BUILT, ORGANICALLY

**Datis Mohsenipour**

Director of marketing
Outback Team Building and Training

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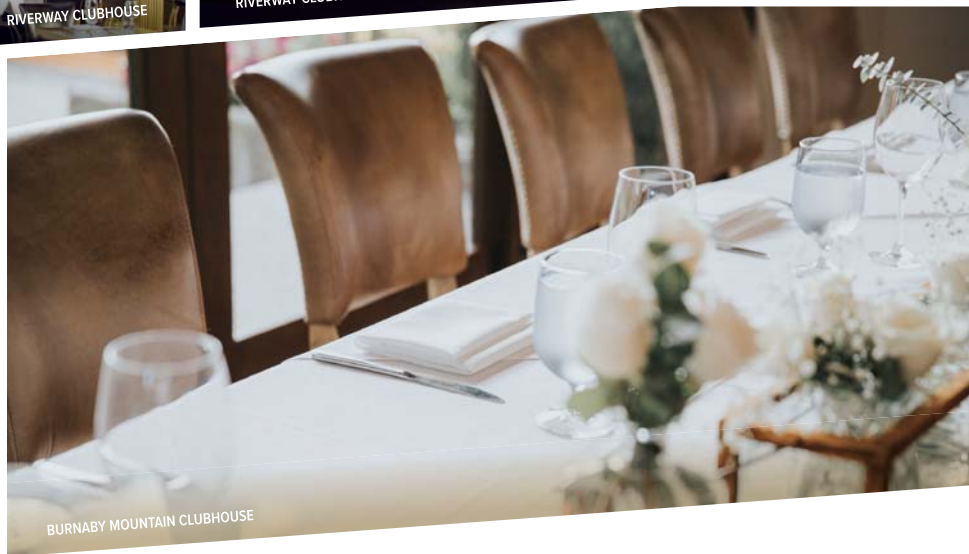
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A NEW VIRTUAL REALITY

Experts say VR meetings won't disappear even if in-person conferences return

TYLER ORTON

C OVID-19's upheaval of the business conference circuit was still in its infancy when the inaugural Global HR Summit was presented in virtual reality (VR) back in September 2020.

"Of the 60 speakers, 54 of them had never spoken in virtual reality in their lives," recalls Matt Burns, the conference's founder, as well as the chief innovation officer of BentoHR.

While it may have appeared daunting at first, Burns says organizers were able to train all the presenters, from unboxing the headgear to delivering a 45-minute keynote, in the basics of VR in a short period of time.

"And what we learned from that experience was that everyone goes through their own change curve. Some people picked it up right away, put it on and they were running around – it was great," according to the human resources executive, who describes himself as an immersive workplace architect.

"And some people needed some private sessions.... They needed a bit more of a handholding experience to get them to where they felt more comfortable with it. And that's OK. That's part of the journey of any new technology. When cell-phones first came out, people struggled with those. There's a path to adoption."

He sees future VR-based conferences becoming a mainstay – even if it's safe to resume large in-person events – if only for the fact that they can serve as an equalizer when it comes attendance.

"We can create an event that has an immersive-like element to it but opens up access to a greater number of people," Burns says, referring to the elimination of prohibitively expensive travel costs.

"I just see a world where, in the future, we're going to want that level of [in-person] connection but aren't able to make it happen for any number of reasons. And this is an alternative I think is far preferable to ... video conferencing, or email or even phone calls."



Photos of from the virtual Global HR Summit, the world's first digital transformation conference in virtual reality

* @GLOBALHRSUMMIT_/INSTAGRAM.COM

Last year's Global HR Summit relied on its 60 speakers to don Oculus Quest headsets and engage with audiences in an artificially rendered environment.

Attendees had the option of putting on their own headgear to watch speakers, who appeared as avatars they created for themselves, or to plug in via the less-immersive environment of a 2D computer monitor.

Ultimately about 25% of the 800-plus attendees opted for the VR environment, while the remainder watched the 2D



Matt Burns founded the Global HR Summit, which last year hosted speakers and guests in a virtually rendered environment • CHUNG CHOW

livestream.

"I'll be honest, I mean, watching a livestream more than five or 10 minutes for me is tedious. So we have to create an experience that is compelling and engaging, and that means lots of different variety with the assets and with the content," Burns says.

And if there are any silver linings associated with the pandemic, VR entrepreneur Dan Burgar says it's the swift adoption of technologies like VR that may have taken a few years longer to catch on.

"We're all sick of online Zoom/Teams events. The fatigue is real and the issue with most of these events is that networking and connection piece. A lot of conferences I would mostly go to meet people. Some of my best connections were at the parties or networking events, and I find that difficult," says Burgar, president of

the VR/AR Association's Vancouver chapter and the founder of Shape Immersive.

"But in VR, I can have those same experiences as real life. And you won't be limited to a boring conference room at the Marriott. You can host these events on the moon."

Burns also believes businesses should be prepared to operate blended workplaces, in which employees work in a combination of offices and from the home. That means having the ability to tap into immersive – or virtual – environments for team meetings, training sessions or job interviews.

"I believe that in-person conferences/events will always have a place and will never fully be replaced by VR," echoes Burgar.

"Much like the hybrid model for work, we'll see a mix between in-person and virtual." 🐦

I JUST SEE A WORLD WHERE, IN THE FUTURE, WE'RE GOING TO WANT THAT LEVEL OF [IN-PERSON] CONNECTION BUT AREN'T ABLE TO MAKE IT HAPPEN FOR ANY NUMBER OF REASONS



Matt Burns

Chief innovation officer
BentoHR

POST-PANDEMIC OPTIMISM

Luxury hotels are key pieces in a pair of developments proposed for Metro Vancouver

FRANK O'BRIEN

The emergence of British Columbia's hotel industry from its most brutal year is showing signs of momentum with at least two major hotels planned, one each in Richmond and Coquitlam, and both by blue-chip developers.

The emergence of British Columbia's hotel industry from its most brutal year is showing signs of momentum with at least two major hotels planned, one each in Richmond and Coquitlam, and both by blue-chip developers.

The pandemic-induced shutdowns started more than a year ago and continue to devastate the hotel industry.

"COVID-19 has proven to be far worse than the 2008-09 global financial crisis, SARS outbreak in 2003, 9/11 and the Gulf War combined," noted Colliers International's 2021 *Canadian Hotel Investment Report*.

The report, released in May, found that two-thirds of total hotel rooms across Canada sat empty in 2020.

The hotel occupancy rate in B.C. has fallen to the 30% range, the lowest ever recorded and the revenue per available room, a key industry metric, has plunged 60% from pre-pandemic levels.

Earlier this year Ingrid Jarrett, president and CEO of the

BC Hotel Association, said her \$3.2 billion industry has been ravaged and warned that, without substantial government assistance, nearly half the hotels in the province were in danger of closing.

Virtually the only B.C. hotel properties sold in the past 12 months have been those bought by government to house the homeless and others in need of emergency housing.

Yet, Colliers and other analysts are expecting a robust rebound in the hotel industry post-pandemic.

Developers are betting on that outlook being prophetic.

On June 7, Landa Global Properties announced it plans a major hotel as a keystone of a giant mixed-use development on a 3.5-acre site near Richmond's Oval Village waterfront.

The concept is for a three-tower development that will include the hotel, along with retail and residential homes.

This is also Landa's first hotel and a first collaboration with Studio Munge, the designers behind Vancouver's



Renderings of Landa Global Properties's giant mixed-use development in Richmond, which includes a major hotel

• LANDA GLOBAL PROPERTIES

Rosewood Hotel Georgia and the JW Marriott Parq. In July, Landa announced it will be working with Arno Matis Architecture and Rafii Architects on the project.

According to Landa, there will be an elaborate clubhouse amenity for hotel guests and residents, with design elements influenced by high-end Asian hotels.

“Rooms and residences will feature large outdoor living spaces and balconies to improve liveability and to comply with any post-pandemic needs. Landscaping will feature extensive garden spaces for hotel guests and residents,” according to a company statement.

Meanwhile, developer Marcon and QuadReal Properties have released plans for a 150-room hotel “comparable to a Hilton or Marriott,” as part of a large mixed-use proposal in Coquitlam Town Centre on Pinetree Way and Lougheed Highway.

The plan, which also includes residential and office towers, still needs City of Coquitlam approval.

If all goes well, both hotels could open in 2023 or 2024, which, according to Colliers, will be the “first full years of stabilized demand post-COVID with occupancies approaching pre-pandemic levels.”



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INFLUENTIAL HOTELIERS

Recognizing the leadership and influence of hospitality industry leaders

Earlier this year, *Business in Vancouver* published BC500, which recognizes some of the most influential leaders in the province, across a wide range of sectors.

The inaugural issue spans more than 50 industries, and celebrates a number of leaders whose work relates to meeting places in B.C. Some manage some of the most iconic venues in the province, while others lead services that help make events and meeting places that much more memorable.

In this issue of *Meeting Places*, we feature the six individuals who were named to BC500's industry category for hotels and hoteliers. Longer profiles and more information on all of the leaders featured in this year's BC500 can be found at bc500.biv.com.



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TOM GAGLARDI

*President
Northland Properties Corp.*

Tom Gaglardi is president of Northland Properties, which comprises brands such as Sandman Hotel Group, the Sutton Place Hotels, Moxie's Grill & Bar, Chop Steakhouse & Bar, Denny's Restaurants and Northland Asset Management Co. Gaglardi is the owner and governor of the Dallas Stars Hockey Club.


AZIM JAMAL

*Co-founder and CEO
Pacific Reach*

Azim Jamal co-founded Pacific Reach – a diversified investment company – in 2014. Acquisitions began in 2004 with the purchase of the 280-room Sheraton Vancouver Guildford Hotel. The company's other hotel and hospitality assets include the Rosewood Hotel Georgia, the Hilton Vancouver Downtown, Holiday Inn Express & Suites, 1927 Lounge and more.


INGRID JARRETT

*President and CEO
British Columbia Hotel Association*

The first-ever female president and CEO of the British Columbia Hotel Association, Ingrid Jarrett has spent the past three decades building B.C.'s and Canada's tourism sectors. She previously held leadership roles at Fairmont Hotels and Resorts and Watermark Beach Resort, and served on the boards of Tourism Victoria, Thompson Okanagan Tourism Association and Destination BC.


JENS MOESKER

*Regional vice-president
Pacific Northwest Fairmont Hotels*

Jens Moesker is regional vice-president of the Pacific Northwest region for Fairmont Hotels, and general manager of the Fairmont Pacific Rim hotel. Previously, he served as area manager and general manager of the Shangri-La Hotel Toronto.


WENDY LISOGAR-COCCHIA, O.B.C.

*CEO
Century Plaza Hotel & Spa*

Wendy Lisogar-Cocchia is CEO of the Century Plaza Hotel & Spa, Absolute Spa Group and Soluzione Spa Products. She served as chair of the Greater Vancouver Board of Trade (then the Vancouver Board of Trade) from 2011 to 2012 as the youngest female chair in the organization's 124-year history.


ROBERT PRATT

*President and CEO
Sandman and Sutton Place Hotels*

Robert Pratt has served as president and CEO of Sandman and Sutton Place Hotels since October 2018. Previously, he was president of One Lodging Management, a Vancouver-based hotel management company that managed contracts for 119 hotels under a variety of Marriott, Hilton, IHG, Wyndham, Radisson and Choice brands in 33 states and one province.



OPENING FOR BUSINESS

New hotels have opened in B.C. despite the pandemic

The pandemic has not been kind to hotels. Health and safety restrictions severely limited who they could host – and when, and how.

While some of those restrictions have been eased, a fourth wave of COVID-19 at home and abroad threatens to reinstate rules on how we can meet – and when, and where.

Despite the significant challenges faced by hospitality venues, there are some reasons to be optimistic. There are in-person events and conferences back on the books for 2022. In fact, meeting space is expected to be difficult to book in 2022 due to increased demand (and, less optimistically, because of a contraction in space supply due to bankruptcies and closures), according to the most recent Global Meetings and Events Forecast by American Express.

There is also the fact that the pandemic hasn't stopped new hotels from opening up over the past year. In Richmond, a new luxury boutique hotel opened its doors at the end of July 2021. An Indigenous-owned resort rebranded and reopened in the spring. In 2020, a new Hyatt opened in Kelowna, as part of a plan to significantly grow the global hospitality brand's footprint in Canada. And looking ahead, the Courtyard by Marriott is expected to open in downtown Nanaimo in the first half of 2022.

Here are some of the new B.C.-based hotels that are here, or on the horizon, and open for business meetings, gatherings and corporate events, where health and safety restrictions allow.



Hyatt Place Kelowna

Business travel in the Okanagan

Hyatt Place Kelowna opened its doors during that brief reprieve between first and second waves of COVID-19. The hotel is centrally located, and boasts three meeting spaces – which collectively encompass a total of 1,980 square feet. The largest space tops 1,000 square feet. The hotel can host a reception of up to 125 guests. It also offers a business centre for visitors travelling through the region for work.



Courtyard by Marriott

A conference centre complement

Expected in the second quarter of 2022, the nine-storey Courtyard by Marriott will sit adjacent to the Vancouver Island Conference Centre in downtown Nanaimo. According to the Marriott, the venue is the first major hotel brand in the area. It will help increase the local supply of hotel rooms for guests attending events at the conference centre, which opened in 2008.

OPENING FOR BUSINESS



Klahoose Wilderness Resort

A new Indigenous cultural experience

Under new Indigenous ownership, the Klahoose Wilderness Resort (formerly the Homfray Lodge) in Desolation Sound offers a chance to retreat, to regroup and to reconnect. The intimate and off-grid eco-resort has spaces that can be fully bought out for groups of up to 26 guests, who will have access to a variety of wellness and wilderness experiences during their stay. Groups can participate in immersive wildlife viewing, guided Indigenous cultural activities, kayaking, forest bathing, yoga, guided fishing and special programming with renowned speakers, artists and musicians.



The Versante Hotel

Luxury space close to YVR

Billed as Richmond's only luxury boutique hotel, the Versante Hotel anchors the city's new International Trade Centre, and offers versatile spaces to meet just minutes away from Vancouver International Airport. The hotel has more than 5,500 square feet of meeting rooms and other spaces, designed to accommodate groups of 10 to 180 guests. On offer are spaces that can be configured for a conference, banquet, cocktail reception, classroom session or theatre-style presentation. 🐦





THE MAIN ATTRACTION

Four unique places
to meet in Alberta

A geometric conservatory, an iconic Indigenous centre, an airplane hangar and a geometric conservatory.

The following four venues are in and of themselves interesting attractions worth visiting when in Alberta for business, or leisure. They also make unique and engaging settings for corporate events, annual general meetings, networking receptions

and business meetings.

As businesses and associations look to schedule some in-person gatherings in 2022, here are four venues that promise to elevate an event and engage guests.

THE MAIN ATTRACTION

Space to enjoy

The Enjoy Centre

Memorable and one-of-a-kind, The Enjoy Centre offers a bright and beautiful setting to reflect, relax and reconnect. Corporate events and team training sessions set in the greenhouse will enjoy natural light and panoramic views. The centre's massive 15,000-square-foot Moonflower Room can accommodate 800 in a theatre setting, 650 at a banquet and up to 1,000 in a reception. The Glasshouse Bistro can seat up to 40 for a more intimate event. The venue even has an executive boardroom available for meetings.



Breath of fresh air

Muttart Conservatory

More than 700 species of plants – including tropical flowers, desert roses and other stunning greenery – can be found thriving in four glass pyramids south of the North Saskatchewan River. The Muttart Conservatory is Edmonton's premier horticultural attraction, and offers a central atrium that can host 150 in a banquet or reception setting.



First-class events

Shell AeroCentre

The Edmonton Shell Aerocentre at Edmonton International Airport offers unique spaces for galas, banquets, networking events and meetings. Guests can dine and celebrate among airplanes in one of two hangars, which look out onto the runway at YEG. The larger of the two can host up to 1,000 attendees. The centre also boasts two modern and comfortable lounges and boardrooms that can host 100 and 300 people for a banquet, or 130 and 360 people for a reception, respectively.





Centred on culture *Métis Crossing*

Métis Crossing is Alberta's first major Métis cultural interpretive centre, and a top destination for cultural events, education, gatherings and business development. The site, currently closed due to COVID-19, sits on 512 acres of land; a beautiful backdrop for events held at the venue. The new Cultural Gathering Centre offers opportunities to understand and appreciate Métis culture and heritage. Métis Crossing is set up to host a range of gatherings, from corporate events to annual general meetings. 🐾



The Bayside Oceanfront Resort An Ascend Hotel Collection

Iconic oceanfront property where all senses are indulged.
Newly renovated & fully equipped space to accommodate all of your meeting needs.



- Banquets
- Conferences
- Receptions
- Corporate trainings
- Executive meetings
- Promotional events

Full amenities and catering available on site

BR
THE BAYSIDE
OCEANFRONT RESORT

HELP WANTED

Prolonged pandemic deepens labour woes

NELSON BENNETT

Now that Canada is open again to U.S. and international travel and new vaccine passports are in effect, one would assume that B.C.'s beleaguered hospitality, tourism and recreation sectors could expect increased business this fall and winter.

But many of these businesses now face a different problem: a serious labour shortage.

Closing the borders to international travellers didn't just stop tourists from coming – it stopped workers as well. So it may be just as well that the return of tourists this fall and winter is expected to be a trickle, not a surge, because the industry might not be able to handle a surge.

A response from Sea to Sky Gondola to an emailed query speaks volumes about just how bad the labour crunch is for these sectors: "Due to unprecedented staffing shortages, we require up to 72 hours to respond to your email, and we kindly ask you not to phone us or leave a voice mail."

Capilano Suspension Bridge Park confirms it, too, is experiencing a "severe" staffing shortage. Attendance numbers at the park doubled in July and August, compared with the same period of 2020.

"With more open borders, we are experiencing increased numbers from the U.S.A., but it is too early to predict how other countries will be taking advantage of the open borders," said the park's communications director, Stacy Chala. "Like everyone in tourism and hospitality, we are experiencing a severe shortage of workers."

The hospitality industry relies on students and temporary

foreign workers – many of them young adults from Australia, New Zealand and the U.K. who work abroad – for front-line staff, many of whom come to Canada under a temporary foreign worker visa.

"With the pandemic, we saw a large percentage of our international employee base go home and then, with the borders closing, many of them not returning," said Barrett Fisher, president and CEO of Tourism Whistler. "Whistler has definitely been experiencing a labour challenge. It's been a crisis for the tourism industry."

"You can imagine coming off of a pandemic, when many businesses are holding on by a thread to keep economically afloat, and then to be hit with a labour shortage, where even when we're starting to see business coming back that they're not able to sufficiently support it."

Accommodations businesses in B.C. are "looking for employees in every position, with many hotels having to close wings or floors of their properties ... because they can't clean the rooms," said Ingrid Jarrett, president of the BC Hotel Association.

She added that even when hoteliers can find staff, there's nowhere for them to live due to another shortage: rental accommodations.

"This is tragic at a time when we need the revenue more than



ever before. We need the working holiday visa program to resume, which is a federal program, and we need the province to step up and support the [provincial nominee program] as quickly as possible.”

One B.C. recreational tourism subsector that may have a decent winter season, due to reopened borders, is hunting and freshwater fishing guide outfitters.

Most customers who hire hunting and fishing guides in B.C. are American or European. Hunting guides in B.C. have “several hundred” clients booked for the fall hunting season, said Scott Ellis, executive director for the Guide Outfitters Association of BC.

The hunting season in B.C. varies, depending on species and area, but generally runs from August to about mid-November.

“We lost our spring season, but our fall season, we expect all our guys to be full,” Ellis said.

Freshwater fishing this summer was hit with closures, due to wildfires, heat and low stream levels. Those closures have since started to lift. The Skeena River is now open for steelhead fishing, for example, and the Fraser River is open for sturgeon.

Borders reopened to U.S. travellers on August 9 and to other international visitors on September 7. The return of American tourists has been a slow trickle so far.

Fisher does not expect reopened borders will result in any significant surges in international tourism this fall, though it could pick up for the winter ski season. She expects B.C. and the rest of Canada to provide the bulk of visitors this winter.

Despite borders reopening to non-essential travel, there are still barriers. One is the requirement of pre-flight and post-flight

Even if reopened borders result in a surge in tourists this winter, hotels and ski hill operators may have a hard time finding front-line staff • MIKE CRANE/

TOURISM WHISTLER

screening tests, which adds to costs and uncertainly for travellers. Some chaos remains within the airline industry, which is also struggling with staffing shortages.

While there may be some hard-core skiers who can’t wait to book a ski holiday in Whistler this winter, Fisher expects many would-be travellers will postpone travel this year.

“There is going to be a volume of people where there’s pent-up demand, and they’ve just been waiting for those borders to open up, and that’s the good news,” Fisher said. “Then there’s going to be mix of those who choose to wait a season. We don’t believe that we’re going to see any major surges throughout the fall. We’re maybe more hopeful when we look forward to winter.”

Any uptick this winter is expected to come first from B.C., then the rest of Canada, followed by the U.S. and the U.K.

Fisher said the federal government is aware of the hospitality and tourism industry’s labour shortage problem. The Whistler Chamber of Commerce has been lobbying Ottawa to speed up international worker visa processing, she said.

“We are starting to hear some encouraging signs from some of our hoteliers who are able to secure some workers for the upcoming winter,” Fisher said. “But this has been a tough summer for us because we have been short-staffed.”

BIGGEST DESTINATION RESORTS IN B.C.

RANKED BY | Number of guest rooms 2021

Rank '21	Resort	Top local executive(s)	Year founded	Peak-season room rates	No. guest beds '21	No. guest rooms '21
1	Resort Municipality of Whistler 4325 Blackcomb Way, Whistler V0N 1B4 P: 604-932-5535 F: 604-935-8109 whistler.ca	Jack Crompton , mayor, Whistler, Virginia Cullen , chief administrative officer	1975 ¹	NP	NP	8,000
2	Big White Ski Resort Ltd 5315 Big White Rd., Kelowna V1P 1P3 P: 250-765-3101 F: 250-491-6122 bigwhite.com	Michael Ballingall , senior vice-president	1963	NP	NP	2,285
3	Silver Star Mountain Resort 123 Shortt St., Silver Star Mountain V1B 3M1 P: 250-558-6043 F: 250-558-6090 skisilverstar.com	Ken Derpak , general manager, Brad Baker , director of operations	1957	NP	NP	1,500
4	Sun Peaks Resort 1280 Alpine Rd., Sun Peaks V0E 5N0 P: 250-578-7222 F: 250-578-7223 sunpeaksresort.com	Darcy Alexander , vice-president and general manager	1992	NP	NP	1,165
5	Mount Washington Alpine Resort 1 Strathcona Pky., Mount Washington V9J 1L0 P: 250-338-1386 F: 250-338-5493 mountwashington.ca/discovermountwashington.com	Dean Prentice , general manager	1979	NP	NP	650
6	Panorama Mountain Resort 2000 Panorama Dr., Panorama V0A 1T0 P: 250-341-3033 F: NP panoramaresort.com	Steve Paccagnan , president and CEO	1962	NP	NP	400
7	Harrison Hot Springs Resort 100 Esplanade Ave., Harrison Hot Springs V0M 1K0 P: 604-796-2244 F: 604-796-9374 harrisonresort.com	NP	1926	NP	NP	342
8	Delta Hotels by Marriott Grand Okanagan Resort² 1310 Water St., Kelowna V1Y 9P3 P: 250-763-4500 F: 250-868-5605 marriott.com	Joseph Clohessy , general manager	1992	NP	NP	324
9	Penticton Lakeside Resort & Conference Centre 21 Lakeshore Dr. W., Penticton V2A 7M5 P: 250-493-9777 F: 250-493-0607 pentictonlakesideresort.com	Elizabeth Cucnik , general manager	1982	NP	NP	273
10	Spirit Ridge Resort - Unbound Collection by Hyatt 1200 Rancher Creek Rd., Osoyoos V0H 1V0 P: 250-495-5445 F: 250-495-5447 spiritridge.hyatt.com	Daniel Bibby , general manager	2005	NP	NP	226
11	Copper Point Resort 760 Cooper Rd., Invermere V0A 1K2 P: 250-341-4000 F: 250-341-4001 copperpointresort.com	Serge Girard , general manager	2011	NP	NP	203
12	Bighorn Meadows Resort 10 Bighorn Blvd., Radium Hot Springs V0A 1M0 P: 877-344-2323 F: 250-347-2311 bighornmeadows.com	Julie Lareau , general manager	2000	NP	NP	200
13	Tigh-na-Mara Seaside Spa Resort 1155 Resort Dr., Parksville V9P 2E5 P: 250-248-2072 F: 250-248-4140 tigh-na-mara.com	Paul Drummond , general manager	1981	NP	NP	192
14	Westin Bear Mountain Golf Resort & Spa 1999 Country Club Way, Victoria V9B 6R3 P: 250-391-7160 F: NP bearmountain.ca	Noel D'Couto , general manager	2004	NP	NP	156
15	Watermark Beach Resort 15 Park Pl., Osoyoos V0H 1V0 P: 250-495-5500 F: 250-495-5501 watermarkbeachresort.com	Paul Scanlon , hotel manager	2009	NP	NP	153
16	Beach Club Resort 181 Beachside Dr., Parksville V9P 2H5 P: 250-248-8999 F: 250-947-2122 beachclubbc.com	Lisa McCormick , general manager	2008	NP	NP	149
16	Sparkling Hill Resort & Spa 888 Sparkling Pl., Vernon V1H 2K7 P: 250-541-2170 F: 250-275-1610 sparklinghill.com	Hans-Peter Mayr , CEO, Jana Gohl , general manager	2010	NP	NP	149
18	Fairmont Hot Springs Resort 5225 Fairmont Resort Rd., Fairmont Hot Springs V0B 1L1 P: 800-663-4979 F: 250-345-6616 fairmonthotsprings.com	Pascal van Dijk , CFO, Vivek Sharma , CEO	1965	NP	NP	140
19	Black Rock Oceanfront Resort 596 Marine Dr., Ucluelet V0R 3A0 P: 250-726-4800 F: 250-726-2430 blackrockresort.com	Adele Larkin , general manager	2009	NP	NP	132
20	The Cove Lakeside Resort 4205 Gellatly Rd., West Kelowna V4T 2K2 P: 250-707-1800 F: 250-707-1809 covelakeside.com	Brent Lavery , general manager	2006	NP	NP	100

Sources: Interviews with firms that responded to requests for information and BIV research. NP Not provided. 1-Year the resort municipality was incorporated. 2-Previously Delta Grand Okanagan Resort & Conference Centre

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BIGGEST CONVENTION AND MEETING VENUES IN B.C.

RANKED BY | Total rentable square footage

Rank '21	Venue name	Year opened	Contact person	No. of meeting rooms	In-house catering	Maximum capacity theatre	Maximum capacity classroom	Maximum capacity banquet hall	Largest room by square footage	Meeting room rates '21	Total sq. ft. available '21
1	Vancouver Convention Centre 1055 Canada Pl, Vancouver V6C 0C3 P: 604-689-8232 F: NP vancouverconventioncentre.com	1987	Phil Adams , director of sales	72	Yes	41,641	13,866	11,400	220,500	-	466,500
2	Conferences & Accommodation at UBC 5961 Student Union Blvd, Vancouver V6T 2C9 P: 604-822-1060 F: 604-822-1069 ubconferences.com	1974	NP	200	Yes	5,000	NP	NP	NP	NP	200,000
3	Pacific National Exhibition 2901 Hastings St E, Vancouver V5K 5J1 P: 604-251-7787 F: 604-251-7753 pne.ca	1910	Jennifer Campbell , director of sales and business development, Richard Purcell , manager, facility sales	8	Yes	17,000	NP	NP	NP	NP	191,000
4	Vancouver Aquarium 845 Avison Way, Vancouver V6G 3E2 P: 604-659-3400 F: 604-659-3584 vanaqua.org	1956	Riddhima Asri , sales manager, catering and events	10	Yes	126	NP	NP	NP	NP	185,151
5	Chilliwack Heritage Park 44140 Luckakuck Way, Chilliwack V2R 4A7 P: 604-824-9927 F: 604-824-9957 chilliwackheritagepark.com	2001	Ana Macedo , facility manager	5	Yes	3,500	2,000	2,000	48,000	NP	158,000
6	Tradex Fraser Valley Trade and Exhibition Centre 1190 Cornell St, Abbotsford V2T 6H5 P: 604-551-1458 F: 604-850-7699 fvtradex.com	1991	Bradley Styba , director, business development	4	Yes	5,000	5,000	2,500	60,000	\$250 to \$950.00	123,000
7	University of Victoria PO Box 1700 Stn CSC, Victoria V8W 2Y2 P: 250-721-8395 F: NP housing.uvic.ca/visitor	NP	NP	100	Yes	700	NP	NP	NP	NP	100,000
8	SFU Meeting Event and Conference Services 515 Hastings St W, Vancouver V6B 5K3 P: 778-782-5800 F: 778-782-5818 sfu.ca/mecs	1993	Melissa Krezanski , associate director, meetings and event services	76	Yes	420	NP	NP	NP	NP	90,000
9	Cloverdale Rodeo & Exhibition Association 6050A 176 St, Surrey V3S 4E7 P: 604-576-9461 F: 604-576-0216 cloverdale rodeo.com	1888	NP	8	Yes	6,000	NP	NP	NP	NP	81,850
10	Alma Mater Society of UBC Conference Centre 6133 University Blvd, Vancouver V6T 1Z1 P: 604-822-6104 F: 604-822-4711 nestsatering.com	1980	Lynne Evans , senior conference co-ordinator	38	Yes	900	NP	NP	NP	NP	78,000
11	UBC Okanagan Campus ¹ 1290 International Mews, Kelowna V1V 1V8 P: 250-807-9804 F: 250-807-9151 okanagan.ubconferences.com	1993	Maaike Amerlaan , Jenny DeGelder , conference sales and services managers	50	Yes	300	NP	NP	NP	NP	77,000
11	Victoria Conference Centre 720 Douglas St, Victoria V8W 3M7 P: 250-361-1019 F: 250-361-1099 victoriacconference.com	1989	NP	21	Yes	1,500	NP	NP	NP	NP	77,000
13	Science World at Telus World of Science ² 1455 Quebec St, Vancouver V6A 3Z7 P: 604-443-7475 F: 604-443-7430 scienceworld.ca	1982	Julio Guzman , sales manager	12	No	400	50	550	9,500	\$700 to \$6,500	74,547
14	The Westin Bayshore Vancouver 1601 Bayshore Dr, Vancouver V6G 2V4 P: 604-682-3377 F: 604-691-6959 westinbayshore.com	1961	Sarah Woodgate , director of sales and marketing	38	Yes	2,000	220	500	15,518	\$300-\$30,000	71,337
15	UBC Robson Square 800 Robson St, Vancouver V6Z 3B7 P: 604-827-5444 F: 604-822-0070 robsonsquare.ubc.ca	2001	NP	27	Yes	240	110	110	3,672	\$170 to \$2,075	70,000
16	Fairmont Hotel Vancouver 900 Georgia St W, Vancouver V6C 2W6 P: 604-684-3131 F: 604-662-1907 fairmont.com/hotelvancouver	1939	Greg Hazlewood , director, conference services and catering	22	Yes	1,500	612	1,000	11,400	\$390 to \$10790	63,000
17	Penticton Trade & Convention Centre 273 Power St, Penticton V2A 7K9 P: 250-490-2341 F: 250-490-2467 pentictonconventioncentre.com	1964	Mary Richards , director of sales, Dean Clarke , general manager	13	Yes	3,300	NP	NP	NP	NP	60,000
18	CN Centre 2187 Ospika Blvd Suite 100, Prince George V2N 6Z1 P: 250-561-7777 F: 250-561-7557 cncentre.ca	1995	Tracy Shaw , event and marketing manager, Glen Mikkelsen , general manager	3	Yes	6,000	NP	NP	NP	NP	57,000
19	Anvil Centre 777 Columbia St, New Westminster V3M 1B6 P: 604-515-3830 F: NP anvilcentre.com	2014	Heidi Hughes , director, sales and marketing	13	Yes	725	225	440	10,275	\$290-\$3100	55,000
20	Hyatt Regency Vancouver 655 Burrard St, Vancouver V6C 2R7 P: 604-683-1234 F: 604-689-3707 vancouver.regency.hyatt.com	1973	Sam Lee , director of events	30	Yes	1,650	850	1,360	13,940	\$700 to \$40,000	50,000

Sources: Interviews with above venues and BIV research. NP Not provided 1- re-opening in summer 2022 2- Operated by Science World British Columbia

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BIGGEST HOTELS IN METRO VANCOUVER/WHISTLER

RANKED BY | Number of hotel rooms

Rank 21	Hotel	Partial list of amenities	General manager	Owner	Year opened, hotel rating	No. of rooms 21
1	Sheraton Vancouver Wall Centre 1000 Burrard St. Vancouver V6Z 2R9 P: 604-331-1000 F: 604-331-1001 walkcentre.com	Newly renovated guest rooms and club lounge, 34th-floor reception space for 170, meeting and banquet space, high-speed internet, Starbucks, restaurant and lounge	Sascha Voth	Wall Financial Corp	1994 ¹ , 4.5 stars, 4 diamonds	746
2	Hyatt Regency Vancouver 655 Burrard Blvd. Vancouver V6C 2R7 P: 604-683-1234 F: 604-689-3707 vancouver.regency.hyatt.com	Meeting and banquet rooms, restaurants, lounges, in-room dining, Regency Club, signature and executive suites, wired and wireless internet, outdoor heated swimming pool, whirlpool, Stay Fit gym available 24 hours, spa in adjoining mall, World of Hyatt loyalty program	Daniel Spitznagle	InnVest Hotels LP	1973, 4.5 stars, 4 diamonds	650
3	Fairmont Hotel Vancouver 900 Georgia St. W. Vancouver V6C 2W6 P: 604-684-3311 F: 604-662-1907 fairmont.com/hotelvancouver	Complimentary newspaper, complimentary coffee/tea, high-speed internet, fitness centre, spa, terry robes, voice mail, on-demand movies	Adam Laker	Hotel Vancouver Limited (GP) Inc	1939, 4 diamonds	557
4	Fairmont Chateau Whistler 4599 Chateau Blvd. Whistler V8E 0Z5 P: 604-938-8000 F: 604-938-2055 chateau-whistler.com	On-site Fairmont Chateau Whistler Golf Course, Vida Spa, slope-side health club and fitness centre, Woodlands rooftop terrace and rooftop wedding chapel	Norman Mastalir	Oxford Properties Group	1989, 4 diamonds	519
5	Pan Pacific Vancouver 999 Canada Pl Suite 300, Vancouver V6C 3B5 P: 604-662-8111 F: 604-691-2861 panpacificvancouver.com	Pacific Club floors, high-speed internet, 24-hour room service, CD player clock radios, Spa Utopia amenities, saltwater outdoor swimming pool	Gary Collinge	Ocean Pacific Hotels Ltd	1986, 4 diamonds	503
6	The Westin Bayshore Vancouver 1601 Bayshore Dr. Vancouver V6G 2V4 P: 604-682-3377 F: 604-691-6959 westinbayshore.com	Floor-to-ceiling sliding glass doors in every guest room, indoor and outdoor pool, hot tub, fitness centre, Vida Spa, spectacular waterfront location, coffee shop (T & Co Cafe), restaurant (H2 Rotisserie & Bar), lobby lounge (H Tasting Lounge)	Paul Cannings	Concord Pacific	1961, 4 stars, 4 diamonds	499
7	Fairmont Waterfront 900 Canada Place Way, Vancouver V6C 3L5 P: 604-691-1991 F: 604-691-1999 fairmont-waterfront.com	Complimentary health club and outdoor heated pool, in-room coffee/tea and daily newspaper	Jean-François Vary	Westmont Hospitality	1991, 4 diamonds	489
8	Pinnacle Hotel Harbourfront 1133 Hastings St. W. Vancouver V6E 3T3 P: 604-689-9211 F: 604-691-2791 pinnacleharbourfront.com	Complimentary high-speed internet access, health club, indoor pool, whirlpool, complimentary bike rental	Jonas Melin	Pinnacle International	1975, 3 diamonds	442
9	Sandman Signature Vancouver Airport Hotel & Resort 10251 St. Edwards Dr. Richmond V6X 2M9 P: 604-278-9611 F: 604-233-7333 sandmanhotels.com/signature-vancouver-airport	Complimentary airport shuttle, upgraded beds and linens, LCD flat-screen TVs, MP3 alarm clocks, health club and fitness facilities, gift shop	Haris Bokhari	Northland Properties Corp	2007, 4 stars	439
10	Vancouver Marriott Pinnacle Downtown 1128 Hastings St. W. Vancouver V6E 4R5 P: 604-684-1128 F: 604-639-4027 marriott.com/yvrdt	Wi-Fi, mobile check-in, parking, concierge services, indoor pool, whirlpool, sauna, steam room and health club	Amrit Sandhu	Pinnacle International	2000, 4 diamonds	438
11	Westin Resort & Spa Whistler 4090 Whistler Way, Whistler V0N 1B4 P: 604-905-5000 F: 604-682-5513 westinwhistler.com	Fully equipped kitchen, gas fireplace, flat-panel TV, soaker tub, Heavenly Beds, Avello Spa, fitness centre, pool and whirlpools, high-speed wireless internet access throughout hotel, 24-7 business centre	Murray Lowe	Marriott International Inc	2000, 4 diamonds	400
12	Sutton Place Hotel 845 Burrard St. Vancouver V6Z 2K6 P: 604-682-5511 F: 604-682-5513 suttonplace.com	Twenty-four-hour room service, plush bathtubs in all rooms, evening turndown service (upon request), daily newspaper delivery, high-speed and wireless internet access, CD/DVD players, full spa services	David Sariolghalam	Northland Properties Corp	1986, 4 stars, 5 diamonds	397
13	Sheraton Vancouver Airport Hotel 7551 Westminster Hwy. Richmond V6X 1A3 P: 604-273-7878 F: 604-278-0188 marriott.com/yvrvs	390 guest rooms and suites, 31,000 square feet of event space, Harold's Kitchen & Bar, Starbucks, Sheraton Club Lounge, fitness centre, business centre, heated outdoor pool and whirlpool, Wi-Fi connectivity, 24-hour airport shuttle	Steve Veinot	Richmond Inn Investments Ltd	1973, 4 stars	390
14	Pacific Gateway Hotel at Vancouver Airport 3500 Cessna Dr. Richmond V7B 1C7 P: 604-278-1241 F: 604-276-1975 pacificgatewayhotel.com	Duvets, feather beds, high-speed Wi-Fi, guest room windows open four inches, air conditioning, outdoor pool, gym, business centre, on-site airline check-in, ATM	Eda Koot	PHI Hotel Group	1973, 4 stars, 3 diamonds	388
15	Fairmont Vancouver Airport 3111 Grant McConachie Way, Richmond V7B 0A6 P: 604-207-5200 F: 604-248-3219 fairmont.com/vancouver-airport-richmond	Work desk with data port, high-speed internet, 37-inch flat-screen LCD with 35 high-definition channels, two telephones, large soaker tubs, iron and ironing board, in-room coffee maker and kettle (complimentary coffee/tea)	Patrick Gosselin	InnVest Hotels LP	1999, 4 diamonds	386
16	Fairmont Pacific Rim 1038 Canada Pl. Vancouver V6C 0B9 P: 604-695-5300 F: 604-695-5301 fairmont.com/pacificrim	Fitness centre, Willow Stream Spa, outdoor rooftop pool, 15,000 square feet of meeting space, two restaurants and two bars, lobby lounge with live entertainment	Jens Moesker	299 Burrard LP	2010, 5 diamonds	367
17	JW Marriott Parq Vancouver 39 Smithe St. Vancouver V6B 0R3 P: 604-566-8808 F: 604-336-6512 jwmarriottvancouver.com	Spa by JW, rooftop park, casino	Marion Harper Treskin	Parq Holdings LP	2017, NA	329
18	Sandman Hotel Vancouver City Centre 180 Georgia St. W. Vancouver V6B 4P4 P: 604-681-2211 F: 604-681-9009 sandmanhotels.ca	Indoor pool and hot tub, gated parking, fitness facilities, on-site restaurants, lounge, high-speed internet	Michael Lopez	Northland Properties Corp	1976, 3 stars	302
19	Executive Hotel Vancouver Airport 7311 Westminster Hwy. Richmond V6X 1A3 P: 604-207-7156 F: 604-278-0255 executivehotels.net/vancouver-airport-hotel	Restaurant, meeting rooms, indoor pool and hot tub, rooftop garden, business centre, free Wi-Fi, fitness centre, extended-stay apartments, airport shuttle	Harald Kurtzke	Executive Hotels and Resorts	1985, 4 stars	290
20	Vancouver Airport Marriott Hotel 7571 Westminster Hwy. Richmond V6X 1A3 P: 604-276-2112 F: 604-276-0112 marriott.com/yvrsa	236 guest rooms and suites, 75 West Coast Grill, Greatroom Lounge, M Club Lounge, fitness centre, business centre, heated outdoor pool and whirlpool, Wi-Fi connectivity, 24-hour airport shuttle	Yannick Simovich	Larco Hospitality	1998, 3 diamonds	236

Sources: Interviews with above hotels and BIV research. NA Not applicable 1- South Tower; North Tower opened 2001

Business in Vancouver makes every attempt to publish accurate information in the List, but accuracy cannot be guaranteed. Researched by Anna Liczmanska, lists@biv.com.

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PROFESSIONAL ASSOCIATIONS FOR MEETING AND EVENT PLANNERS

Association of Destination Management Executives
adme.org

Canadian Association of Exposition Management
caem.ca

Canadian Association of Professional Speakers (CAPS)
canadianspeakers.org

Canadian Society of Professional Event Planners
canspep.ca

Canadian University and College Conference Organizers Association
cuccoa.org

Center for Exhibition Industry Research
ceir.org

Connected International Meeting Professionals Association
cimpa.org

Convention Centres Canada
conventioncentrescanada.com

Corporate Event Marketing Association
cemaonline.com

Destination Marketing Association of the West
dmawest.org

Destinations International
destinationsinternational.org

Event Service Professionals Association
espaonline.org

Events Industry Council
eventscouncil.org

Exhibition Services & Contractors Association
esca.org

Exhibitor Appointed Contractor Association
eaca.com

Experiential Designers and Producers Association
edpa.com

Financial & Insurance Conference Professionals
ficpnet.com

Global Business Travel Association - Canada
gbta.org/canada

Healthcare Convention & Exhibitors Association
hcea.org

Hospitality Sales & Marketing Association International
hsmmai.org

Incentive Marketing Association
incentivemarketing.org

International Association of Conference Centres (IACC)
iacconline.org

International Association of Convention Centres
aicpc.org

International Association of Exhibitions and Events
iaee.com

International Association of Fairs & Expositions
fairsandexpos.com

International Association of Professional Congress Organisers
iapco.org

International Association of Speakers Bureaus
iasbweb.org

International Association of Venue Managers
iavm.org

International Congress and Convention Association
iccaworld.org

International Festivals & Events Association
ifea.com

International Hotel & Restaurant Association
ih-ra.org

International Live Events Association
ileahub.com

Meeting Professionals International
mpi.org

Meetings Mean Business (MMB) Canada
meetingsmeanbusiness.ca

National Association of Consumer Shows (NACS)
nacsalive.com

Professional Convention Management Association
pcma.org

Senior Planners Industry Network (SPIN)
spinplanners.com

Society for Incentive Travel Excellence (SITE) - Canada
sitecanada.org

Society of Independent Show Organizers
siso.org

PROVINCEWIDE TRANSPORTATION RESOURCES

AIRLINES

Air Canada

Meetings/Conventions desk
1-800-361-7585
conventions.congres@aircanada.ca,
aircanada.com/conventions

Central Mountain Air

6431 Airport Rd Box 998, Smithers,
V0J 2N0
250-877-5000, f-250-847-3744,
1-800-963-9611
charters@flycma.com, flycma.com

Harbour Air Seaplanes

4760 Inglis Dr, Richmond, V7B 1W4
604-274-1277, f-604-274-1200,
1-800-665-0212
reservations@harbourair.ca,
harbourair.com

London Air Services

4980 Cowley Cres, Richmond, V7B 1B8
604-272-8123, f-604-233-0202,
1-877-399-8123
info@londonair.ca, londonair.ca

Pacific Coastal Airlines

4440 Cowley Cres Suite 204,
Richmond, V7B 1B8
604-214-2358, f-604-273-6864,
1-800-663-2872
sales@pacificcoastal.com,
pacificcoastal.com

Seair Seaplanes Ltd

4640 Inglis Dr, Richmond, V7B 1W4
604-273-8900, f-604-273-7351,
1-800-447-3247
contact@seairseaplanes.com,
seairseaplanes.com

WestJet Meetings & Conventions

1-888-493-7853
conventions@westjet.com, westjet.com/en-ca/book-trip/groups-charters/index

BUS SERVICES

Cantrail Coach Lines Inc

1150 Station St Suite 220,
Vancouver, V6A 4C7
604-294-5541, 1-877-940-5561
charters@cantrail.com, cantrail.com

Charter Bus Lines of British Columbia

8730 River Rd, Delta, V4G 1B5
604-940-1707, f-604-940-2955
sales@cbl.ca, charterbuslines.com

Ebus

Edmonton,
1-877-769-3287
charters@myebus.ca, corporate@redarrow.ca, myebus.ca

International Stage Lines

4171 Vanguard Rd, Richmond, V6X 2P6
604-270-6135, f-604-270-8162
charter@islbus.com, islbus.com/groups/conference.asp

Luxury Transport Inc

Whistler
604-522-8484, 1-877-425-4692
inquiry@luxbus.com, luxbus.com

Universal Coach Line

11560 Eburne Way Suite 128, Richmond,
V6V 2G7
604-322-7799, 604-322-7978
info@universalcoach.ca,
universalcoachline.ca

CAR RENTALS

Avis Rent A Car

Downtown (757 Hornby St), Vancouver
604-606-2869
avis.ca

YVR, South Terminal
604-606-2847, f-604-606-2830,
1-888-897-8448 or 1-800-525-7537
avis.ca

Victoria
1001 Douglas St, Victoria
250-386-8468, 1-800-879-2847
avis.ca

Budget Rent A Car

Downtown (416 West Georgia St),
Vancouver
604-668-7000, 1-800-268-8900
conventions@bc.budget.com,
budgetbc.com/conventions

724 Douglas St, Victoria
250-953-5300, f-250-953-5227,
1-800-668-9833
budgetvictoria.com/conventions

Discount Car & Truck Rentals

Vancouver International Airport,
Vancouver/Richmond
604-207-8140, f-604-370-0583,
1-866-310-CARS
reservations@discountcarbc.com,
discountcar.com

Downtown (Marriott Pinnacle),
Vancouver
1-866-310-2277

Enterprise Rent A Car

Vancouver International Airport,
Richmond
833-619-3651, 1-866-799-7968
enterprise.ca

Downtown (1250 Granville St),
Vancouver
604-688-5500, f-604-688-5505,
1-800-736-8222

Hertz Canada

Vancouver International Airport,
Richmond
604-606-3700, 1-800-654-3131
hertz.ca

Downtown (Fairmont Pacific Rim),
Vancouver
604-606-1666

Victoria International Airport, Sidney
250-657-0380, 1-800-263-0600

National Car & Truck Rental

Vancouver International Airport,
Richmond
604-207-3730, f-604-273-5574,
1-800-CAR-RENT (1-800-227-7368)
nationalcar.ca

Downtown (999 Canada Place),
Vancouver
604-609-7160, f-604-609-7167
Victoria International Airport, Sidney
250-656-2541, 1-800-227-7368

767 Douglas St, Victoria
250-386-1213, f-250-381-1184
drivenational.ca/groups

FERRIES

BC Ferries

1112 Fort St, Victoria, V8V 4V2
250-386-3431, f-250-388-7754,
1-888-BCFERRY
customerservice@bcferries.com,
bcferries.com

HELICOPTER SERVICES

Helijet International

5911 Airport Rd S, Richmond, V7B 1B5
604-273-4688, f-604-273-5301,
1-800-665-4354
charters@helijet.com, helijet.com

TRAIN SERVICES

Rocky Mountaineer Vacations

980 Howe St Suite 1100, Vancouver,
V6Z 0C8
604-606-7200, f-604-606-7201,
1-800-665-7245, 1-866-899-9679
groups@rockymountaineer.com,
rockymountaineer.com

Via Rail

1150 Station St, Vancouver, V6A 2C7
604-640-3700, f-604-640-3757,
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viarail.ca/en/conference-fares

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