



Welcome,

Thank you for choosing the Penticton Trade and Convention Centre as the venue for your event. Our staff and I look forward to working with you to provide the best event experience for you and your guests. The Penticton Trade and Convention Centre is committed to delivering exceptional service to you and your attendees and ensuring the success of your event.

All event services forms are included in this Manual for your assistance, along with some policies and procedures to help with your events success. Please note that ordering your items in advance will save you a substantial amount of money. For the discounted prices, orders and payment must be received by 15 days prior to move-in date or as arranged with the Event Manager. Payment must be made by check, VISA, MasterCard or AMEX.

The Penticton Trade and Convention Centre is the exclusive utilities provider for the facility. To order utilities and equipment, **please complete and return the order forms, which can be accessed through this packet along with payment forms. Please read the material carefully.**

We are looking forward to a successful event for all. If you need additional assistance for any reason, please call or email me anytime.

Regards,

Kristine Witkowski

Event Manager

Penticton Trade and Convention Centre

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Welcome to the Penticton Trade and Convention Centre

POLICIES AND PROCEDURES

The purpose of this document is to let you know about our policies and procedures IN ADVANCE, so you can make the best possible use of our facility and our services while you are here. We hope this information will assist you in planning your event and in communicating with our staff.

We have developed these policies and procedures to ensure that your event will be as safe and successful as possible. Of course, not all situations will be covered in this guide or may need special consideration by management. Any questions regarding policies and procedures not included here can be directed to your Event Manager. We will gladly clarify any of the enclosed information.

ALCOHOL

All beverage services are provided exclusively by the Penticton Trade and Convention Centre for all functions held on-site. It is prohibited to purchase alcohol off-premises to bring into the facility. The facility operates under its own Liquor Primary liquor license, issued by the British Columbia Liquor Control and Licensing Board (LCLB). The consumption of alcoholic beverages is restricted to the event area and during those times designated jointly by the Event Manager, Catering Sales Manager, and client.

For safety reasons, alcohol consumption is not permitted during set-up, move-in or move-out times. The Penticton Trade and Convention Centre's Liquor Primary license allows service of alcoholic beverages from 11 a.m. to 1 a.m., seven days a week. Following the end of service, we are allowed one half hour before the room must be cleared of guests. We recommend that any entertainment should be curtailed at the same time that service of alcohol ends. Last call is normally ½ hour prior to your event end time. The Penticton Trade and Convention Centre retains the exclusive right to provide and control all food and beverage services for any event held at the Penticton Trade and Convention Centre, including catering and concession services, sale of alcoholic as well as non-alcoholic beverages. It is not permissible for any food and beverage to be purchased or brought in from off-site and served in the facility, regardless of quantity.

Recently the Province of British Columbia changed the law to allow patrons to bring their own wine into restaurants. While this has proven popular, the law does not apply to those establishments holding "Liquor Primary" licenses such as we hold at the Penticton Trade and Convention Centre.

ANIMALS

For the safety and comfort of all our visitors, animals are not permitted in the Penticton Trade and Convention Centre except in conjunction with an approved exhibit, display or performance, which absolutely requires the use of an animal. Request must be made to the Penticton Trade and Convention Centre in writing for approval by management in advance of the show. The customer is responsible for obtaining all appropriate permits. Guide, signal or service dogs (as defined by law) are allowed in the Penticton Trade and Convention Centre. All sanitary needs for animals are the responsibility of the Customer.

BANNERS/SIGNAGE

To keep our beautiful facility looking that way, banners, signs, pictures, notices or advertisements may only be placed in locations, and by methods, approved in advance by the Penticton Trade and Convention Centre.

BULK TRASH

Somebody's got to take out the trash. In this case, we ask you, the customer, to take responsibility for removal of bulk trash, crates, lumber, pallets, packing materials, oil and tape prior to show opening and following move-out. Or we'll be happy to do it for you, but fees may apply. The goal is to keep your show as pristine and clean as it deserves to be. Any removal of these items by personnel Penticton Trade and Convention Centre will be charged to show management at the prevailing rate.



CAPACITIES

Public safety is at the top of our priority list. That's why all meeting rooms and exhibit halls have a maximum occupancy, which may not be exceeded. The Penticton Trade and Convention Centre reserves the right to deny further entry into these spaces in order to protect public safety.

CLEANING AND MAINTENANCE/REFUSE REMOVAL

The Penticton Trade and Convention Centre provide janitorial services during the course of the event in corridors, lobbies, concession areas and rest rooms. The Penticton Trade and Convention Centre provides refuse removal during show hours and immediately after daily show closing in exhibit hall aisles. For your safety and security, Penticton Trade and Convention Centre personnel do not clean and are not permitted to enter exhibit booths or show management areas such as registration without agreement in advance. If the amount of refuse exceeds the normal limit, there will be a charge for the access removal.

CRATE STORAGE/BOOTH STORAGE

All cartons, crates, containers, and packing materials that are necessary for re-packing shall be removed from the show floor. The Penticton Trade and Convention Centre do not have the capacity to store cartons, crates, containers or any other materials on site. Arrangements must be made by exhibitors in advance with the show decorator for storage of empty cases.

The Penticton Trade and Convention Centre inspects all exhibits to ensure compliance. Highly combustible materials may not be stored in the Penticton Trade and Convention Centre. Items such as brochures, literature, giveaways, etc., within the booths are limited to a one-day supply.

DAMAGES

The Customer is responsible for all damages, except normal wear and tear. For accuracy in billing, Penticton Trade and Convention Centre representatives and show management should inspect all leased space prior to move-in and during move-out to determine existing conditions. You will be informed of all damages that occur, after your event with written reports as soon as they are documented. A final walk-through will take place at the conclusion of your event.

DECORATIONS

Penticton Trade and Convention Centre management must approve the method and location of special installations in advance. Final approval will be determined after consideration of other building tenants occupying the space at the same time. It's just our way of making sure everybody has a successful, safe and cost-effective event.

Decoration guidelines include the following:

- No one may tape, nail, tack or otherwise fasten to ceilings, painted surfaces, columns, walls or windows decorations of any kind.
- Decorations may not block doors, fire extinguishers, sprinklers, emergency equipment signage, emergency exits or lighting systems.
- All decorating materials must be constructed of flameproof material or treated with an approved fire retardant solution. The Penticton Fire Marshal may perform spot testing.
- No one may use adhesive-backed decals or stickers nor may they be distributed anywhere on the premises.
- "Glitter" and confetti may not be used in carpeted areas of the building.
- Only Penticton Trade and Convention Centre personnel may move planters, lobby furniture, and other Penticton Trade and Convention Centre equipment in the public areas.
- Even though it may sound like fun, distribution of helium balloons in the Penticton Trade and Convention Centre are strongly discouraged. If helium balloons become detached from a display, the labor cost to retrieve the balloons will be charged to the Customer. For safety reasons, compressed gas cylinders used to inflate balloons must be properly secured to prevent toppling.



DISABILITIES

Services for people with disabilities are available including restrooms and building entrances. Please contact your Event Manager if additional needs are required. We will gladly assist.

ELECTRICAL

Temporary electrical services are an exclusive service provided by the Penticton Trade and Convention Centre. The Penticton Trade and Convention Centre does not allow the reselling of these exclusive services, or others to act as our agent for these services. The minimum electrical service that can be ordered per booth or exhibitor is 960 Watts, 120 Volts, 9.5 Amp. Services cannot be shared between exhibitors. It is the responsibility of the client to ensure their exhibitors comply with local electrical safety requirements and approvals.

Electrical user fees are in effect at the Penticton Trade and Convention Center. [Please see the electrical services form, here.](#)

All electrical cables must be secured and matted to confirm to electrical and safety standards. They are subject to inspection at any time.

Clients and exhibitors are responsible for protecting their electrical equipment from possible power surges.

EQUIPMENT INVENTORY

For your convenience, Penticton Trade and Convention Centre equipment such as tables, chairs, staging, etc. is available on a first-call basis as available in current inventory. Rental fees may apply.

EXHIBITOR SERVICES

The Penticton Trade and Convention Centre service order forms (electrical, and telecommunications) are available and should be included in the exhibitor kit provided to exhibitors by your show management or event coordinator.

EVENT CALENDAR

The Penticton Trade and Convention Centre event calendar is available online, [here](#).

EVENT MANAGER

Once a license agreement has been issued and signed, the Penticton Trade and Convention Centre Event Manager will begin working with you and will act as your main contact at the Centre. The Event Manager will assist you with organizing all requirements for your event.

FIRST AID

All full time employees of the Penticton Trade and Convention Centre are trained in First Aid. Please contact any employee for immediate assistance.

- All accidents/incidents must be reported to the Operations Manager or any employee to ensure proper action and documentation is made.

FLOOR DRILLING

To maintain our facility, and control our costs, floor drilling is prohibited. (Please note, wall and ceiling drilling are also prohibited.)

FOG/SMOKE MACHINES

For public safety, fog/smoke machine usage is restricted to water-based chemicals. Approval must be obtained from the Penticton Trade and Convention Centre and the Penticton Fire Marshal.

FOOD & BEVERAGE

For obvious public health reasons and quality control, food and beverage services are provided exclusively by Penticton Trade and Convention Centre. The Penticton Trade and Convention Centre can provide banquet service, luncheons, beverage service



and concessions. No outside food/beverage is allowed in the Penticton Trade and Convention Centre. Any exceptions must be approved by Penticton Trade and Convention Centre in writing and prior to the move in of the show. Leftover food and beverage cannot be taken off the premises. Whenever possible, excess prepared food is donated to various local charities to help those in need.

FOOD SAMPLES

Food and beverage samples must not be greater than 2 oz. and must be manufactured, processed, or distributed by the exhibiting firm and must be related to participation in the event. All food sampling must be approved by the Penticton Trade and Convention Centre in writing and prior to the move in of the show.

For public health reasons, restrooms, concession stands and/or facility kitchens may not be used as exhibitor clean-up areas. Costs associated with the disposal of trash, waste, grease, etc. from exhibitor sampling are the responsibility of the client. Securing of all necessary licenses, permits, etc. is the responsibility of the exhibitor. Exhibitors are responsible for complying with all Penticton Health Department regulations regarding food sampling, storage, equipment, temperature, etc. If they are not in compliance or do not obtain the proper permits, the Health Department can shut down their booth.

FORK LIFT OPERATORS

All forklift operators must have current valid certification. All forklifts must have valid inspection stickers. Contact your Event Manager, if you require a certified forklift operator. Or, [complete the exhibitor service form, here.](#)

HANGING SIGNS

Fire safety laws demand that all electrical and neon signs must conform to electrical codes and are required by the Penticton Trade and Convention Centre. The Penticton Trade and Convention Centre graphic, signs or advertising displays may not be blocked in any manner. During move-out following the event, all wires, hooks, screws and hanging materials used to hang signs must be removed.

HAZARDOUS MATERIALS LABELING

For the safety of the public and all employees, **WHIMIS (Workplace Hazardous Material Information System)** requires that all containers of hazardous materials be labeled with the identity of the hazardous materials contained therein and appropriate hazard warnings. Exhibitors displaying or using hazardous chemicals must submit material Safety Data Sheets and manifests to the Penticton Trade and Convention Centre no less than (60) Days prior to move-in.

INTERNET SERVICES

[Please refer or complete the internet services form, here](#) for all your connection requirements. Please contact your event manager for more information.

LEAVING THE FACILITY CLEAN

We do ask, that you do your part to maintain our facility. The building exhibition halls will be delivered to the customer as specified in the Lease Agreement. The floor will be clean upon move-in. It is the responsibility of the customer to return the exhibition hall to its original condition. Or, as part of our customer service, we'll be happy to do it for you.

LIGHTING

The facility features energy efficient lighting throughout both buildings. Lighting levels in the meeting rooms and ballrooms can be adjusted based on your function requirements. For special lighting requests, advance notice is required. Please contact your Event Manager for more details.

LOADING BAYS

The Penticton Trade and Convention Centre has three loading bays, two that are ground level loading bays with 16' x 16' & 10' x 10' loading doors respectively. The third loading bay is 24" in height and has 2 conventional 3' x 6.5' hinged doors (normally used for parcel deliveries).



LOST AND FOUND

Please contact the Business Office for any lost and found items. Items will be kept for 30 days and then disposed of at the discretion of the Penticton Trade and Convention Centre. Please call our office at 250.490.2460 during regular business hours for inquiries.

MARKETING

The Penticton Trade and Convention Center can assist you with marketing your event or booth. Please contact your Event Manager for more details on how we can help you.

MOVE IN AND OUT

The client is responsible for planning and clearly identifying the move-in and move-out times and guidelines to the facility and to exhibitors. Please keep in mind the following basic guidelines for move-in and move-out.

They are:

- Vehicles will be required to exit immediately upon unloading or loading.
- Freight should be moved in and out through designated loading areas only.
- Facility entrances should not be used for exhibitor move in/out.
- Vehicle Displays must be approved by your Event Manager in advance.

NOVELTIES

The Penticton Trade and Convention Centre retain all rights and permissions for the sale of merchandise and novelty items sold within the facility and facility premises. Merchandise and novelty products include, but are not limited to T-shirts, programs, pictures, records, tapes and miscellaneous show promotion items. A facility merchandise fee may be applicable. This novel approach helps us make sure our rent is equitable for all users. All negotiations to arrange for event sale and compensation procedures are to be directed to the Event Manager.

PACKAGE INSPECTION

For your safety and security, cartons, package or other containers brought in or removed from the Penticton Trade and Convention Centre by show personnel, exhibitors or service contractors may be subject to inspection.

PARKING

The Penticton Trade and Convention Centre has complimentary parking spaces directly surrounding the facility

PAYMENT

As a service to our customers, cash, cheque, VISA, MasterCard or AMEX are accepted for all payments. All exhibitors must pay in full at time of orders. All clients must pay their rental deposit according to the Penticton Trade and Convention Centre Deposit Schedule. In order to reduce bad debt write-offs, the centre reserves the right to request payment in advance for estimated additional costs beyond minimum rental.

PYROTECHNICS

Pyrotechnics are PROHIBITED in the Penticton Trade and Convention Centre.

RECYCLING

Please help us recycle and use the recycling bins provided throughout our building.

RIGGING

For public safety reasons, Penticton Trade and Convention Centre management must approve all rigging. The Penticton Trade and Convention Centre reserves the right to retain consultants at the Customer's expense to review or verify rigging



specifications. Nothing may be attached to any Penticton Trade and Convention Centre electrical or mechanical system. This includes ducts, electrical conduit or raceways, plumbing, acoustical baffles, or sprinkler pipes. Rigging may only be attached to structural members. All rigging in the Penticton Trade and Convention Centre shall be in accordance with all national, state and local safety codes.

SAFETY/FIRE CODE REQUIREMENTS

The safety of all occupants of the Penticton Trade and Convention Centre is of primary concern. Any unsafe condition or activity should be immediately reported to Penticton Trade and Convention Centre personnel for corrective measures.

1. All curtains, drapes and decorations must be constructed of flameproof material, or treated with an approved flame proofing solution. (Treatment shall be renewed as often as may be necessary to maintain the flame proofing effect.)
2. All exits, hallways and aisles are to be kept clear and unobstructed at all times.
3. A 20 ft. roadway shall be maintained for fire equipment access to all parts of the building displays.
4. No part of a stairway, whether interior or exterior, hallway, corridor, vestibule, balcony or bridge leading to a stairway or exit, shall be used to in a manner that will obstruct its use as an exit or that will present a hazardous condition.
5. All cartons, crates, containers, and packing materials that are necessary for re-packing shall be removed from the show floor. The Penticton Trade and Convention Centre inspects all exhibits to ensure compliance.
6. Crates, packing materials, wooden boxes and other highly combustible materials **may not** be stored in the Penticton Trade and Convention Centre. Items such as brochures, literature, giveaways, etc., within the booths are limited to a one-day supply. Consideration will be given for the storage of crates outside of the facility.
7. All outside displays that are under cover of the building roof or extension of the roof or porch area shall be governed by the same rules of an inside display. All covered tents or canopies must have a fire extinguisher in the booth at all times.
8. No exit door shall be locked, bolted or otherwise fastened or obstructed at any time the Penticton Trade and Convention Centre is open to the public. Moreover, it shall be unlawful to obstruct, or reduce passageway or other means of egress. Additionally, all required exits should be so located as to be discernible and accessible with unobstructed access thereto.
9. Automobiles, trucks, tractors, machinery and other motor vehicles utilizing flammable fuels, which are placed on display inside the Penticton Trade and Convention Centre shall have no more than 1/4 tank or five (5) gallons of fuel in the tank; all fuel tanks shall be locked or effectively sealed and at least one battery cable shall be disconnected from the ignition system. Ignition keys for vehicles on display shall be kept by a responsible person at the display location for removal of such vehicles from the building in event of emergency. Carpeting or visqueen must be placed underneath the vehicle for any possible leakage.
10. The use of liquefied petroleum gases inside building, tents or other areas is strictly prohibited, except for demonstration purposes when approved by the Penticton Trade and Convention Centre and the Penticton Fire Marshal. Maximum LPG allowed for exhibition purposes is a 16-oz non-refillable cylinder. There may be a maximum of 24 containers stored in any one location.
11. All trash and refuse shall be removed daily from the Penticton Trade and Convention Centre.
12. Provide and maintain approved fire extinguishing equipment in all areas as designated by the Penticton Trade and Convention Centre and the Penticton Fire Marshal.
13. All standpipe and hose cabinets shall be kept clear and unobstructed at all times.
14. All hydrants and fire department connections shall be unobstructed at all times.



15. All electrical connections shall be in accordance with the Electrical Code.
16. All electrical cords, sound cable or other trip hazards shall be safeguarded.
17. All appliances fired by natural gas shall be approved by the Facility Operations Manager, the Penticton Trade and Convention Centre and the Penticton Fire Marshal, and installed in accordance to local guidelines.
18. The Penticton Trade and Convention Centre and the Penticton Fire Marshal must approve the use of welding and cutting equipment for demonstration purposes.
19. Cylinders of compressed gases are prohibited unless approved by the Penticton Fire Marshal and secured according to requirements outlined by the city. The Facility Operations Manager along with the Penticton Trade and Convention Centre and the Penticton Fire Marshal shall check egress of the facilities before it is occupied for any use. If such inspection reveals that any element of the required means of egress is obstructed, inaccessible, locked, fastened, or otherwise unsuited for immediate use, admittance to the building shall not be permitted until necessary corrective action has been completed.
20. There shall be no obstruction blocking exit doors from the outside of the Penticton Trade and Convention Centre, such as vehicles parked in front of the doorways or barricades across sidewalks, etc.
21. No curtains, drapes or decorations shall be hung in such a manner as to cover any exit signs.
22. No flammable liquid or material shall be used or admitted inside of the Penticton Trade and Convention Centre except by approval of the Penticton Trade and Convention Centre and the Penticton Fire Marshal. Prohibited materials include, but are not limited to kerosene, motor fuel, explosives, cryogenic gases, etc.
23. No person shall cause or permit any open flame, candles, and torches, etc. to be used in any place of assembly, except that candles may be used on tables if securely supported on substantial noncombustible bases so located as to avoid danger of ignition of combustible materials and only if approved by the authority having jurisdiction. The candle flame shall be protected.
24. All cooking appliances shall be equipped with ventilating hoods and equipment as deemed necessary by the Fire Marshal and installed in accordance with the provisions of the City Building and Fire Codes. Cooking equipment shall be placed on a noncombustible surface, such as metal, hardwood board or glass and be separated from each other by a minimum horizontal distance of 2 ft. Countertop fryers not exceeding 288 square inches and single well may be used without the necessary ventilating hood and surface protection requirement, provided there are two (2) ten (10) pound B.C. extinguishers positioned on each side of said fryer. All cooking appliances shall be listed by a NATIONAL TESTING AGENCY, i.e., Underwriters Laboratory or Factory Mutual.
25. All cooking equipment shall have regulator(s) at appliance and gas cylinder(s). All supply lines (tubing or hoses) shall be lead-tight and in good repair. Hoses shall be listed for the type of product it supplies.
26. All aisles in the exhibit hall shall be maintained at a minimum of six (6) feet clearance.
27. All covered structures in excess of one hundred (100) square feet in area shall be protected by an automatic smoke detection system approved by the Fire Marshal.

SALES TAX

PST and GST will be applied to all goods and services.

SECURITY

The Penticton Trade and Convention Centre may require minimum levels of security coverage in any leased space and other areas (i.e.: loading docks, exhibit area, or parking lots, etc.). The Penticton Trade and Convention Centre may require security during move-in and move-out to monitor traffic flow on the dock and freight elevators and invoiced to the customer. No doors



may be obstructed or locked when the area is occupied. Event security requirements are subject to Penticton Trade and Convention Centre approval and must be submitted prior to your event. The Penticton Trade and Convention Centre is not responsible for any items left in the building after an event has moved out. The facility reserves the right to request that additional security and first aid staff be hired through the facility when alcohol is served and invoiced to the customer.

SHIPMENTS TO THE PENTICTON TRADE AND CONVENTION CENTRE

The Penticton Trade and Convention Centre will not accept any deliveries or freight for exhibitors. Please contact your show decorator for shipment, freight and storage needs.

SIGNS AND POSTERS

Posters must be mounted on easels and/or individual holders. No posters, playbills or any other signage can be taped, stapled or affixed to any surface in the building. Unless with approved application, such as poster putty or painters tape. All signage must be of a printed nature and meet with the approval of the management. At move-out, the service contractor and/or customer must remove all posted signage.

SMOKING

The Penticton Trade and Convention Centre is a non-smoking facility. Provincial law prohibits smoking within 25 feet of any entrance to the building.

STAPLES, TACKS AND STICKERS

Staples, tacks and stickers are prohibited and not to be used on any building surface or equipment. No stickers (tacky or otherwise) will be distributed. Any stickers that are found will be confiscated.

TAPE REMOVAL

If the customer contracts for carpet to be laid as a part of the event, it is the responsibility of the carpet contractor to remove all tape from the floors during the final move-out of the event. If this is not done, the customer will be billed at the prevailing hourly rate for removal of the tape. If the tape is on a floor that must be stripped and refinished, the charges to return the floor to its original finish also will be billed to the customer.

Tape of any type is prohibited in all areas of the building. Tape should not be placed on tables, chairs, walls, etc.

The customer will be billed for any damages resulting from the removal of taped items (i.e.: repainting walls & doors due to peeled paint, etc.)

TELEPHONE SERVICES

Phone services are provided by the Penticton Trade and Convention Centre. Please complete the [telephone services form](#) or see your Event Manager for more details.

TRASH REMOVAL

Please remove your trash to the appropriate receptacles. If extra waste is left behind, extra charges may be applied.

VEHICLE DISPLAYS

Any vehicles to be displayed are subject to the following conditions:

- Fuel tanks must not be more than 1/4 full.
- Fuel caps must be taped or locked shut.
- Drip pans must be placed under vehicle when on carpet.
- Ignition must be disabled or the vehicle locked and hood inoperable from the outside of the vehicle.
- Vehicles equipped with pressurized nitrous oxide tanks must have the tanks emptied prior to display in the facility. For safety reasons the use of spray bottles for cleaning and detailing of display vehicles is prohibited inside as the overspray can create a slippery and therefore dangerous floor surface.



Please consult your Event Manager for more information.

WATER AND WASTE DISPOSAL

No oils, combustibles, or any liquids other than water may be poured in the Penticton Trade and Convention Centre drainage or sewer systems. No tools, machines, cookware, or any other items may be emptied, washed, or rinsed in Penticton Trade and Convention Centre restrooms.

WEIGHT RESTRICTIONS

The Penticton Trade and Convention Centre has weight restrictions of 200 lbs per square feet in the North half of the building, (Ballroom #1, North Lobby, Meeting Rooms #1/2/3, and Boardroom). Please contact your Event Manager if you have questions.

WIRELESS AND DATA SERVICES

Internet services are provided by the Penticton Trade and Convention Centre. Please complete the [internet services form here](#) or see your Event Manager for more details.



AMENITIES AND SERVICES

1. Exclusive services

- Utilities including telephone/data communications
- Food and beverage – All concessions and catering

2. In-house services/non-exclusive

- Audiovisual services are available at the convention center
- Benefit from on-site technician

3. Three loading bays available

- Main loading door is 16'x16'– Ground Level
- Secondary loading door is 10' x 10'– Ground Level
- Parcel Bay 3' x 6.5' – Dock Height 24"

4. Concession stand and booth catering

- Food and beverage products available
- Booth catering advance ordering option

5. Internet Access and telephones

- Wireless Internet access available throughout the building
- Registration phones can be available

6. Parking

- Complimentary parking at the convention centre

7. Information and business services

- Administrative office services available