

Frequently Asked Questions For Exhibitors

What precautions are being taken to prevent the spread of COVID-19 when attending an event at Stampede Park?

Safety is the top priority at the Calgary Stampede. The following precautions are in place to provide a safe environment for guests:

- Attendees will be advised to physical distance, wear a mask and use hand sanitizer.
- Only those guests attending an event will be permitted entry to the venue.
- Hand sanitizers are provided at all entrances and throughout venue.
- Enhanced cleaning and disinfecting procedures with special attention to high touch surfaces.
- Signage for physical distancing, safe hygiene practices and City of Calgary mask bylaw.
- Reduced capacities in washrooms and meeting rooms based on physical distancing calculations.
- Recommended reduced capacities in halls based on physical distancing calculations.
- Guest ambassadors in public concourses directing and monitoring flow.
- Touchless payment options at parking and concession retail outlets.
- Plexi dividers at concession retail outlets.
- Employees, contractors and exhibitors are screened upon entry to the venue.
- A dedicated isolation room is identified in each venue should a guest begin to display symptoms.

Do I have to wear a mask?

Masks are required as per the City of Calgary mask bylaw. Masks are required to be worn at all times while in public areas, unless you are using a designated seating area for food and beverage service. Only those who have an approved medical exemption as per the City of Calgary mask bylaw will be exempt. It is important to note that each event may have elevated expectations for mask wearing and event organizers have the right to refuse entry to anyone not wearing a mask. Please check with your show manager for specific event requirements.

What food and beverage services are available? Is there a designated seating area for eating?

Food and beverage service will be event dependent. For public events, it is expected that pre-packaged food items will be available at designated concession locations. Seating may be available, but is event dependent.

If I have a concern related to safety or cleanliness, how can I report it?

Concerns regarding safety or cleanliness at an event can be reported by texting 587.207.0077. These texts are monitored by the manager on duty and guest services teams who will forward those concerns to the appropriate department for resolution.

Are exhibitors subject to health and safety screening?

The Calgary Stampede is excited to welcome events and guests back to Stampede Park. Practices put in place follow, and where possible, exceed Alberta Health Services recommended health practices. The top priority at the Calgary Stampede is safety, and these practices are implemented to keep exhibitors, guests and employees as safe as possible. Mandatory health and safety screening for all employees, contractors and exhibitors includes a temperature check and health questionnaire at designated entrances.

Does the venue provide on-site assistance to exhibitors during the event?

The Calgary Stampede has implemented a new exhibitor concierge service which is available to exhibitors from move-in through to move-out. Our exhibitor concierge team is there specifically to support exhibitors in several ways: wayfinding, onsite ordering, customer service, trouble-shooting, recommendations, add-ons, and many other things. The team will check in with exhibitors throughout the event to ensure they have everything they need.

Is there an exhibitor lounge?

There is no designated exhibitor lounge provided by the Calgary Stampede. Please check with your show manager to find out if a designated exhibitor lounge is being provided for the show you are exhibiting at.

What are the move-in and move-out procedures?

If exhibiting in the BMO Centre, exhibitors will be asked to enter through 3A Street entrance into the loading dock apron at your assigned time (assigned times may be show specific). A parking ambassador will then provide direction on where to park your vehicle for short term parking so that exhibitors can go through the health and safety screening, check in with show management, and unload/load items from personal vehicles.

Are personal vehicles allowed on the show floor for move in/move out?

With safety the top priority, personal vehicles are not permitted on the show floor. All loading and unloading must be done with use of carts provided by the assigned display company for the event. These practices have been put into place to keep everyone on the show floor safe and protect the integrity of venue and exhibitor assets.

What if there is a shortage of carts for move in and I exceed the allotted time in the loading/unloading zone?

If exhibitors encounter issues that delay loading/unloading, please notify the exhibitor concierge team who are onsite to support exhibitors. The exhibitor concierge will notify the parking team that additional time is required. If the concierge is not notified, the vehicle risks being towed.

Where do exhibitors park after unloading vehicles?

Exhibitors are required to move their vehicle from the loading/unloading area once their vehicle has been unloaded. Vehicles remaining on Stampede Park while exhibitors continue to set up must pay to park in one of our paid parking lot. Parking passes are available for purchase.

Will there be coat or parcel check available?

At this time, coat and parcel check services are unavailable.

Who is responsible for the cleaning and disinfection of exhibit booths throughout the event?

The show manager can provide detail on what arrangements have been made with the display company as it relates to cleaning and maintenance of exhibit booths. Exhibitors are responsible to provide regular cleaning and disinfection of high touch areas within their booth to mitigate the risk of spreading COVID-19.

What should I do if a guest in my booth indicates they feel ill?

The Calgary Stampede has a designated isolation room in each venue. Should a guest identify that they are unwell, advise the nearest security or guest ambassador and the guest will be escorted to the isolation room if they are unable to leave the venue immediately.