

DINE OUT VANCOUVER FESTIVAL 2020

Conditions of Participation

By registering your restaurant to participate in the 2020 Dine Out™ Vancouver Festival you agree to the following terms and conditions of participation:

1. REGISTRATION FEES:

- a. **Tourism Vancouver Members:** The official Early Registration Period is September 9th – September 20th, 2019. The Early Registration Fee for existing Tourism Vancouver members is \$275* plus GST (total = 288.75). Payment is due at time of registration. For restaurants that register between September 21st and October 15th, the regular registration fee for existing members of Tourism Vancouver is \$375* plus GST (total = \$393.75). Inclusion in any print collateral material created is not guaranteed for restaurants that register after October 15th, 2019. Restaurants that register and have not paid their registration fee by October 15th will be removed from any print or online lists and may not be permitted to participate in the program. *This fee is in addition to your existing 2019/20 Tourism Vancouver membership fee. *The registration fee is not refundable.*

Members will have already paid their Tourism Vancouver membership in advance of registration and can be in good standing for the 2019 calendar year.

- b. **Non-Member Restaurants:** The official Registration Period for restaurants that are not members of Tourism Vancouver is September 9th to October 15th, 2019. The Registration Fee is \$525 plus GST (total=\$551.25). Inclusion in any print collateral material created is not guaranteed for restaurants that register after October 15th, 2019. Restaurants that register and have not paid their registration fee by October 15th will be removed from any print or online lists and may not be permitted to participate in the program. There is no early registration period for non-member participants.

Tourism Vancouver Member Rate	Early Registration	Sept 9 to Sept 20	\$275 plus GST
Tourism Vancouver Member Rate	Standard Registration	Sept 21 to Oct 15	\$375 plus GST
Non-Member Rate	Standard Registration Only	Sept 9 to Oct 15	\$525 plus GST

- 2. You agree to an official general reservation launch date of Thursday January 9th, 2020. Advance reservations will be available exclusively to Aeroplan members January 6-8, 2020. The list of participating restaurants will be released to media and/or the public by, and at the discretion, of Tourism Vancouver, and may be released in advance by Tourism Vancouver only.
- 3. You agree to not promote your participation in advance of release by Tourism Vancouver on January 9th, except in relation to Aeroplan Advanced Reservations or official Tourism Vancouver sanctioned publications and as authorized by Tourism Vancouver.

4. You agree not to offer your Dine Out Vancouver or ANY similar prix-fixe menu for the period beginning January 1st, 2020 until the official start of Dine Out Vancouver on January 17th, 2020. **You may not offer a Dine Out menu in advance of official Dine Out dates.** Dine Out menus can be extended by one week past the festival end date at your discretion.
5. You agree to submit your multi-course dinner menu (minimum 3 courses) via Tourism Vancouver's Extranet, including any beverage pairings recommendations, no later than Friday, December 6th, 2019. Menus that are submitted after this date are not guaranteed to be posted live on dineoutvancouver.com for the January 9th, 2020 launch date.
6. You agree to provide one gift certificate for your restaurant as per the value schedule below. **The gift certificate must not have an expiry date.** Tourism Vancouver may use this gift certificate at its sole discretion for the Dine Out Vancouver program or for any marketing and contesting campaign it deems appropriate. Providing your gift certificate early will raise the chance of your restaurant being chosen for radio, online, and/or mobile promotions and therefore will increase your restaurant's profile and awareness to the public.

Requirements of your gift certificate are as follows:

The amount of your gift certificate will correspond to the menu price category in which you have registered. The amounts are as follows:

- \$15 restaurants provide a \$25 gift certificate
- \$25 restaurants provide a \$50 gift certificate
- \$35 restaurants provide a \$75 gift certificate
- \$45 restaurants provide a \$100 gift certificate
- You may provide additional gift certificates at your discretion in order to generate more media attention for your restaurant.

All gift certificates are due at registration.

Gift Certificates must not have an expiry date.

Gift Certificates can be addressed to:

Attn: Meagan Custodio

Suite 210 - 200 Burrard Street

Vancouver, British Columbia, V6C 3L6

7. You acknowledge and agree that Tourism Vancouver reserves the right, at their sole discretion, to determine the restaurants participating in the Dine Out™ Vancouver Festival. Tourism Vancouver further makes no representations or warranties with respect to your restaurant's sales volumes or customer traffic that may result during the promotional period.
8. In consideration of your participation in the Dine Out™ Vancouver Festival and its sponsors, you agree not to participate in any other similar promotion during the promotional period defined as December 1st, 2019 to February 2nd, 2020.
9. Once the registration process is complete, you agree to honour your commitment to participate in Dine Out™ Vancouver Festival 2020-. **Should a restaurant withdraw from the Festival the registration fee will not be refunded.**

10. You agree to brief your staff on the event to ensure high quality, knowledgeable service for consumers, information of which you will be provided in advance of the festival.
11. You agree to display all Dine Out Vancouver Festival posters, decals, collateral print material, and any other DOVF materials provided to you by Tourism Vancouver regardless of any corporate branding conflicts, for the duration of the festival. When using DOVF branding and logo artwork, you agree to only use current formats.
12. You agree that Tourism Vancouver can name your restaurant as a Dine Out™ Vancouver Festival participant and include your logo or name in any promotional materials. You further agree that Tourism Vancouver can provide restaurant contact details to any program sponsor at its discretion.
13. You agree to promptly resolve any significant customer complaints brought to your attention by a guest or by Tourism Vancouver.
14. You agree to complete a post event survey as administered by Tourism Vancouver.

If you have any questions, please contact [Nastassja Dorotich](#) or [Meagan Custodio](#)