



TOURISM VANCOUVER'S
DINE OUT
VANCOUVER
FESTIVAL

2017 Conditions of Participation

By registering your restaurant to participate in the 2017 Dine Out™ Vancouver Festival you agree to the following terms and conditions of participation:

1. You agree that your membership with Tourism Vancouver is in good standing. Registered restaurants whose member fees have not been paid will be prohibited from participating in the program, and the registration fee will not be refunded. Memberships must be valid through to the end of the 2016 calendar year.
2. The official Early Registration Period is September 5 – September 30, 2016. The Early Registration Fee for existing Tourism Vancouver members is \$200 inclusive of GST. Payment is due upon invoice. For restaurants that register between October 1st and November 30th, the standard registration fee for existing members of Tourism Vancouver is \$350 inclusive of GST. Inclusion in any print collateral material created is not guaranteed for restaurants that register after November 30th, 2016. Restaurants that register and do not pay their registration fee by November 30th will be removed from any print or online lists and will not be permitted to participate in the program. *This fee is in addition to your 2016 Tourism Vancouver membership fee. *The registration fee is not refundable.*
 - a. Restaurants that are not a member of Tourism Vancouver may participate provided they pay a combined registration and membership fee of \$550.00 inclusive of GST. This is the standard registration fee for non-member restaurants for all periods.
3. You agree to an official general reservations launch date of Monday January 9th, 2017. 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.
4. You agree to not promote your participation in advance of release by Tourism Vancouver on January 9th, except in official Tourism Vancouver sanctioned publications and as authorized by Tourism Vancouver.
5. You agree not to offer your Dine Out Vancouver or ANY similar prix-fix menu for the period beginning January 1, 2017 until the official start of Dine Out Vancouver on January 20th,

2017. **You may not offer a Dine Out menu in advance of official Dine Out dates.** There is no restriction to extending your Dine Out Vancouver branded offering post Festival dates, but not beyond February 10th, 2017.

6. You agree to submit your multi-course dinner menu (minimum 3 courses) via Tourism Vancouver's Extranet, including any BCWI wine or Craft Beer pairing recommendations, no later than Friday, December 9th, 2016. Menus that are submitted after this date are not guaranteed to be posted live on tourismvancouver.com for the January 9th, 2017 launch date.
7. 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 consumer 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 Menu - \$50 Gift Certificate*
- \$20 restaurants provide a \$50 gift certificate
- \$30 restaurants provide a \$75 gift certificate
- \$40 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.

* If you are offering a \$15 menu in addition to a regular DOVF menu price, the higher menu price Gift Certificate option applies.

All gift certificates are due at registration and must be received by November 30, 2016.

8. 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.
9. 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 01, 2016 to March 01, 2017.

10. Once the registration process is complete, you agree to honour your commitment to participate in Dine Out Vancouver™ Festival 2017. ***Should a restaurant withdraw from the Festival the registration fee will not be refunded.***
11. 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.
12. You agree to display all Dine Out Vancouver 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.
13. 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.
14. You agree to promptly resolve any significant customer complaints brought to your attention by Tourism Vancouver.
15. You agree to complete a post event survey as administered by Tourism Vancouver.