

The Banff Centre

# Arts Programming Participant Handbook



The Banff Centre  
inspiring creativity

# The Banff Centre Arts Programming Participant Handbook

This is an information source for all artists, work study participants, and faculty (collectively referred to as participants) of The Banff Centre. This information may change without notice. To view this information online, please visit: [www.banffcentre.ca/programs/handbook](http://www.banffcentre.ca/programs/handbook).

## Contact Information

### The Banff Centre

Main Switchboard: 403-762-6100  
107 Tunnel Mountain Drive  
PO Box 1020  
Banff, Alberta  
T1L 1H5

### For information on program content and registration contact:

Office of the Registrar  
Phone: 1-800-565-9989 or 403-762-6180  
Fax: 403-762-6345  
E-mail: [arts\\_info@banffcentre.ca](mailto:arts_info@banffcentre.ca)  
[www.banffcentre.ca/programs/registrar](http://www.banffcentre.ca/programs/registrar)

### For program specific information:

Contact your program coordinator for information about your specific program schedules, events, or faculty information.

### Residential and non-program inquiries:

Banff Centre Community Services  
Phone: 403-762-6269  
Fax: 403-762-6236  
E-mail: [community\\_services@banffcentre.ca](mailto:community_services@banffcentre.ca)



# Welcome



We are delighted that you will soon be joining us at The Banff Centre. Each year we welcome over 3000 artists from across Canada and around the world to our truly spectacular mountain setting. Like you, they come to partake in residencies and a wide selection of specialized professional development programs.

The Banff Centre prides itself in serving as a catalyst for your creativity, and we are helped in that by the exhilarating landscape that serves as inspiration. Look up and you will see the magnificent Rocky Mountains; look back and you will see over three-quarters of a century of artistic creation. Since 1933, artists have been finding their way to The Banff Centre, here in the heart of Canada's first National Park, to hone their practice and create wonderful work. Your own journey will be, we are sure, just as exciting and productive.

At The Banff Centre, we are here to support you in reaching your goals. Your creativity, spirituality, physical and mental well-being — all of these human dimensions are fostered by an array of facilities, services, and caring staff. You will also find a stimulating community of peers working in Aboriginal arts, dance, music, opera, theatre, new media, writing, and the visual arts with whom you can exchange ideas and, even, collaborate.

You'll notice that we're in the midst of building the future here at the Centre. Our new Kinnear Centre for Creativity and Innovation, featuring a fabulous new home for the Paul D. Fleck Library & Archives and a variety of learning and rehearsal spaces, as well as the Maclab Bistro. This spring we threw open the doors to renovated space in the Sally Borden Building — including the new Le Café. You will also find that the Office of the Registrar has new space, conveniently located near Community Services in Lloyd Hall. And we are now in the midst of creating the brand new Shaw Amphitheatre overlooking the Bourgeau Range — which will be a stunning outdoor setting for events when it opens this summer. In addition to these capital investments in the campus we have increased our programming and endowment funding, especially for scholarships. So we hope you'll enjoy our new facilities designed by celebrated Canadian architect Jack Diamond, and trust that you will have patience as we continue to refresh the campus.

While you are here, we hope you will take advantage of the many resources we have to offer. At the Sally Borden Fitness & Recreation Centre you can swim in our splendid sky-lit pool, try out the climbing wall, take a yoga class, or join a hiking or cross-country skiing excursion. In the Paul D. Fleck Library & Archives you can pore over artists' manuscripts, listen to archival CDs as you read the scores, pick up a periodical, or just check your e-mails. And in our theatres, galleries, and concert halls there is an ever-changing program of concerts, artist talks, exhibitions, readings, recitals, film screenings, and performances throughout the year.

The Banff Centre is an exceptional place where exceptional people from all over the world come to explore new ideas, traditional practice, and their own creativity. We are delighted to welcome you!

Sarah Iley  
Vice-president, Programming  
The Banff Centre

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# Admissions



Left: Wen Wei Dance preview their newest work, produced in collaboration with Beijing Modern Dance Company, in the Eric Harvie Theatre. Right: Jazz and Creative Music program participants perform in The Club.

## Office of the Registrar

### Located in Lloyd Hall, 1-800-565-9989

As the stewards of participant data and systems, the aim of the Office of the Registrar is to provide responsive services to all participants and alumni of The Banff Centre. Specifically, the Office of the Registrar is responsible for: enrollment and registration, fee assessment, preservation of participant records and protection of privacy, transcripts, residency determinations, and assistance with insurance, deferments, bills, and financial aid.

Our mission is to contribute to the achievement of the educational and artistic goals of The Banff Centre through centralized services, expertise, and administrative support provided to the residents, personnel, and programs of The Banff Centre Arts Programming. To assist in the promotion and marketing of programs, the efficient registration and support for resident artists and short-term faculty, and to support visiting artists and faculty.

## Identification Cards

All participants will be issued a Banff Centre Identification Card (ID card). Keep this card with you at all times to access services, performances, lounges, dining rooms, library, and the recreation facilities. Photographs for ID cards are taken at the information desk in the Sally Borden Building.

## Payment of Fees

All fees are to be paid as indicated on your statement of account. Payment may be made by phone (have your credit card ready), Canadian or U.S. cheque, or by international bank transfer. The Banff Centre reserves the right to cancel your acceptance if fees are not fully paid by the due date. Contact the Office of the Registrar if you are unable to meet the deadline. The Banff Centre cannot issue a deferment on the basis of a grant/loan application. To meet the payment deadline for your program, you may have to arrange alternative financing. However, if you have payments pending from guaranteed loans or grants, with written evidence from the loaning or granting agency, you may request a deferment through the Office of the Registrar.

## Flex Meal Plan

With registration you will be assigned a Flex Meal Plan which is based upon a declining balance. The cost of meals and food purchases is deducted from this balance until the credits are depleted.

The Banff Centre offers three types of Flex Meal Plans. Each plan is based upon taking all meals in Vistas, our main dining room, but you are free to use your plan at any of the food outlets on campus:

Light Plan - breakfast and lunch

Regular Plan - lunch and dinner

Full Plan - breakfast, lunch, and dinner

These meal plans allow participants (excluding work study participants) the flexibility to select meals according to individual needs and schedules. It is based upon an overall declining balance of a lump sum, divided by the number of days you are in the program. You can select any meal that best fits your schedule on any given day; for example: all three meals one day and only one meal the following day. It is really about what works best for you and your budget.

The Flex Meal Plan allows for wholesome, nutritious meals, however, if you use the meal plan to purchase specialty coffees, sodas, and other snack foods in addition to dining room meals, the plan will be depleted before the end of your program.

If the account is depleted during the program, you are able to purchase additional meal credits by contacting the Office of the Registrar. You can help to avoid any unexpected surprises by monitoring your plan account regularly. Check your Flex Meal Plan balance by swiping your ID card at the terminal in the lobby of Lloyd Hall or in Vistas Dining Room. Any balance owing as a result of insufficient credits will be billed to you directly. An explanation of the Flex Meal Plan and how to monitor the account will be reviewed with you at orientation.

The Flex Meal Plan can never be used for the purchase of alcoholic beverages in any of the food outlets or for room service meals. Meals for other individuals cannot be purchased with your Flex Meal Plan.

Dining options: Vistas Dining Room, Le Café, and the Maclab Bistro. In our à la carte restaurant, Three Ravens Restaurant & Wine Bar, you can charge meals to your ID card and receive a 10% discount.

Reservations are a must; for details or to book a table online, please visit [www.banffcentre.ca/dining/threeravens](http://www.banffcentre.ca/dining/threeravens).

In order for us to maintain low meal costs, no refunds or transfers will be allowed for unused portions of the Flex Meal Plan. In situations where The Banff Centre has provided scholarship support, remaining credit balances are returned to the scholarship fund for reallocation.

Please swipe your ID card only once at the terminal. If your card is charged twice for your meal please visit Community Services. For more detailed information about your Flex Meal Plan and the price structure, please contact the Office of the Registrar.

### **Dietary Concerns**

The Banff Centre can respond to most requests. In advance of arrival, please contact the Community Services office if you have special dietary needs.

A medical report from your doctor is required prior to arrival for any medical condition serious enough to warrant opting out of the Flex Meal Plan.

### **Reclaiming Support Materials**

Any tapes, slides, and other support materials provided with your application will not be returned unless you provide a pre-paid self-addressed envelope. Once in attendance for your program, you may claim your materials at the Office of the Registrar. Unclaimed materials will be destroyed three months after the end of your program.

### **Art Supplies**

Please bring whatever art supplies you will require as the nearest art supply store is in Calgary, nearly two hours away.

## **Financial Assistance / Scholarship and Tax Information**

The generous donations of individuals, corporations, and Banff Centre revenues are combined to provide financial assistance for qualified participants. Financial assistance is only applicable to the residency fee, on-campus accommodation, and meals. Assistance is not awarded in cash; the amount will be credited to your account. If you are successful in obtaining support from other funding agencies, The Banff Centre reserves the right to review and adjust its award.

Financial assistance and stipend awards are considered taxable income for Canada Revenue Agency (CRA) purposes and you will receive a T4A form by the month of March following your residency period. At the time of writing there are no deductions for income tax, Canadian Pension Plan (CPP), or Employment Insurance (EI) taken from stipend payments and recipients are not eligible for EI following participation in a work study program. It is your responsibility to ensure that your tax return conforms to the tax laws in your permanent place of residence. The Banff Centre assumes no responsibility for the accuracy of your tax return beyond the tax forms that are provided to you as a result of your participation in our programming. Leighton Artists' Colony discounts are not considered taxable income.

A T2202A "Tuition and Education Credit Certificate" is issued when the tuition fee paid is in excess of \$100. The education deduction is only applicable when the program is at least three consecutive weeks in length. Any questions about The Banff Centre's financial aid policy should be directed to the Office of the Registrar.

## **Withdrawal from Program**

Program fees will be adjusted if participants withdraw from a program as a result of medical, compassionate, or program-related reasons. Withdrawal for reasons other than these and without adequate notice may result in a reversal of financial assistance.

## **University Credit**

The Banff Centre is a non-degree granting institution. Prior to attending programs here, participants seeking university credit should consult their college or university to confirm whether The Banff Centre programs will be accepted for credit. The Banff Centre assumes no responsibility for such acceptance. Students wishing a transfer should refer to the Alberta Transfer Guide which lists all course and program transfer agreements between post-secondary institutions. Transfer information is available online at [www.acat.gov.ab.ca](http://www.acat.gov.ab.ca) or by contacting:

Alberta Council on Admissions and Transfer  
11th Floor, Commerce Place  
10155 – 102 Street  
Edmonton, AB  
T5J 4L5  
Phone: 780-422-9021 or 403-310-0000  
(toll-free within Alberta)  
E-mail: [acat@gov.ab.ca](mailto:acat@gov.ab.ca)

# International Participants and Faculty



Icelandic artist Ragnar Kjartansson and musician Davíð Þór Jónsson on the frozen surface of Lake Minnewanka.

## **Studying in Canada: Study Permit**

Participants will have received an acceptance letter from the Office of the Registrar advising them if they require a Study Permit. You do not need a Study Permit if you are planning to study in a short-term program of six months or less (work study participants are the exception). Your status in Canada will be visitor even though you are a registered student.

Be advised that visitors cannot apply for Study or Work Permits from within Canada. If you would like the option to extend your studies beyond six months at The Banff Centre or another institution, or if you plan to seek employment after a short-term program, you should apply for a permit before entering Canada. There are strict limitations on working while on a Study Permit in Canada.

Citizens of certain countries require a Temporary Resident Visa to visit Canada. Please refer to [www.cic.gc.ca](http://www.cic.gc.ca) for a current list.

Americans and Green Card holders may apply for Study Permits at the Canadian border. Prior to departure to Canada, please ensure that your chosen port of entry can process permits.

Other foreigners must obtain their Study Permits prior to arrival in Canada.

Arrangements can be made through the closest Canadian Consulate or Embassy. Allow at least eight weeks for processing.

Upon submitting an application you will be asked to demonstrate that you have adequate funds to cover tuition, living costs, and return transportation. Participants under the age of 18 should carry a letter from their guardian authorizing their travel.

Proof of your Study Permit will be required before you are allowed to participate in the program. Contact the Office of the Registrar for further assistance.

## **Visiting Canada: Temporary Resident Visa**

Regardless of your acceptance status in Canada, citizens of certain countries require a Temporary Resident Visa to visit Canada. Refer to [www.cic.gc.ca](http://www.cic.gc.ca) for a current list, or contact your nearest Canadian Consulate or Embassy.

Participants who have received letters advising them that they may enter Canada as a visitor should present this documentation at the port of entry and their status will be confirmed by the Immigration Officer.



Buenos Aires-based artist Adrián Villar Rojas in his studio.

### **Extending your Permit or Visa**

If you need to extend your Permit or Visa from within Canada you must apply at least 30 days before the expiry date of your current Permit or Visa. Once either has expired they cannot be renewed from within Canada. Contact the Community Services office for assistance.

### **Visas to the United States of America**

The United States of America (U.S.A.) immigration regulations state that citizens of certain countries require a Visa to travel through the U.S.A. If you have a stopover in the U.S.A., be sure to contact the nearest U.S.A. Consulate or Embassy to confirm your requirements. This action does not affect citizens of the U.S.A., Canada, or anyone from a Visa Waiver country. Go to [www.travel.state.gov/visa](http://www.travel.state.gov/visa) for details. It is difficult and costly to obtain a Visa to the U.S.A. once you are in Canada. If you wish to visit the U.S.A. from Canada, it is advisable to obtain a U.S.A. Visa before you leave home.

# Aboriginal Participants



Altai Khangai perform in the Rolston Recital Hall as part of the Diverse As This Land concert series.

Welcome to Treaty 7 Territory, comprised of three Nations of the Blackfoot Confederacy: the Pikani, Kainai, and Siksika; the Tsuu T'ina of the Dene people; and the Stoney Nakoda Nation.

## Medical

Health Canada provides eligible First Nations and Inuit people with a specified range of medically necessary health-related goods and services when they are not covered through private insurance plans or provincial / territorial health and social programs.

Non-Insured Health Benefits (NIHB) include prescription drugs, over-the-counter medication, medical supplies and equipment, short-term crisis counselling, dental care, vision care, and medical transportation. For resources available go to the Indian and Northern Affairs Canada website: [www.hc-sc.gc.ca/fniah-spnia/index-eng.php](http://www.hc-sc.gc.ca/fniah-spnia/index-eng.php).

## Smudging

Smudging as a cultural / spiritual practice should be facilitated by your program coordinator or the Community Services office. Appropriate location and signage will be provided.

## Buffalo Lodge

Dreamt by Janice Tanton and Elder Tom Crane Bear, the painted Blackfoot tipi located beside the Eric Harvie Theatre was transferred in a ceremony to Brian Calliou and Janice Tanton as tipi holders on behalf of The Banff Centre as part of the Centre's 75th anniversary celebrations. The buffalo represents sustainability, as it was the buffalo that provided food, shelter, and a strong sense of spirituality. The buffalo has also come to represent learning and education in a modern context. "It is significant that The Banff Centre recognizes the rich historical Aboriginal past here through physically marking and locating the painted tipi on this sacred site," says Janice Tanton, co-owner of the tipi.

Buffalo Lodge is a blessed, sacred space and can only be accessed by receiving permission through the tipi owners directly. Please contact Brian Calliou at 403-762-6124, or a member of the Aboriginal Leadership and Management team, to request access.

# Work Study Participants



Orest Sushko, Graham Lessard, and Gabriel Ferreyra Acuna fine tune a film soundtrack in a Centre studio.

## Learning Agreement

At the start of your program you will be given a Learning Agreement to sign. The Learning Agreement will lay out the parameters of your work study experience while at The Banff Centre. It will also provide you with the names of your mentor and supervisor, who are your first points of contact; they will help you achieve your learning objectives. It is important to read your Learning Agreement thoroughly and ask for clarification if necessary.

## Work and Study Permits

International work study participants require both a Study Permit and a Work Permit as per the acceptance letter from the Registrar and confirmation by the Immigration Officer. Americans and Green Card holders may apply for both at the border.

If you are coming from the United States of America or you are a Green Card holder, you may apply for a Study Permit at the Canadian border. Prior to departure, please ensure that your chosen port of entry can process permits. Some border crossings do not process Study or

Work Permits, some are closed at night, and some are only open during certain seasons.

Other foreigners must obtain their Study Permits prior to arrival in Canada. Arrangements can be made through the closest Canadian Consulate or Embassy. Allow at least eight weeks for processing.

Upon submitting an application you will be asked to demonstrate that you have adequate funds to cover tuition, living costs, and return transportation. Participants under the age of 18 should carry a letter from their guardian authorizing their travel.

There are strict limitations on working while on a Study Permit in Canada. For more information, see [www.cic.gc.ca](http://www.cic.gc.ca).

## Medical Insurance for Non-Canadians

Work studies who will be studying in Alberta for 12 consecutive months, provided application is made within three months of arriving in Alberta, can qualify for an Alberta Health Care Card. For more information contact the Alberta Health Care Insurance Plan (AHCIP)

at 780-427-1432, toll-free in Alberta at 403-310-0000, or visit [www.health.gov.ab.ca](http://www.health.gov.ab.ca). If you have any questions regarding medical insurance, please contact Community Services at 403-762-6269.

As a work study you are entitled to the complimentary counselling services provided through Community Services. If you would like to speak with a counsellor you can make an appointment by email: [counselling\\_services@banffcentre.ca](mailto:counselling_services@banffcentre.ca).

### **Flex Meal Plan**

As a work study you will not automatically be enrolled in a Flex Meal Plan. If you would like to purchase a Flex Meal Plan, this can be arranged through your Registrar. Another option is to show your ID card to receive a discount in the staff dining room, The Hub. You will be required to pay cash. Work studies can also prepare their own food in one of the communal kitchens.

### **Accommodation On-site**

If you are staying on-site as a work study you will most likely be living in Farrally Hall. Rooms include a bath and / or shower, linens, a toll restricted phone, and a radio / alarm clock. There is a communal kitchen to prepare meals and a lounge space with a fireplace for your enjoyment.

### **Accommodation Off-site**

The Rocky Mountain Housing Co-op (RMHC) is located on the banks of the Bow River and is about a 20 minute walk to / from The Banff Centre.

Each unit is fully furnished and includes cable, a toll restricted land line, linens, three appliances, and complete kitchenware. There is no wireless Internet available at the RMHC. You will be responsible for setting up your own internet service.

All units are shared accommodation with up to four work study participants. The RMHC is a secured building with parking and laundry facilities. You will receive detailed information about the facility upon acceptance. You will be required to sign a Housing Agreement that outlines residency guidelines. A \$100 deposit is required.

The RMHC housing coordinator will check you in, give you an orientation, and provide you with a housing information booklet. If you have any questions prior to your arrival, please contact the housing coordinator at 403-763-8980.

# Medical Information

Medical insurance coverage is mandatory for all participants as a condition of acceptance at The Banff Centre.

## **Medical Insurance for Non-Canadians**

Proof of medical insurance is required before you can participate in your program. The Banff Centre's StudentGuard Group Policy provides excellent coverage at a reasonable price, and is available to participants and faculty.

Please read the information included in your acceptance package, complete and return the "Confirmation of Medical Insurance Coverage."

Participants who have not presented proof of full medical insurance a week prior to arrival will automatically be enrolled with StudentGuard for the duration of their stay at The Banff Centre and charged a non-refundable fee.

Note: Non-Canadians are personally responsible for all medical and dental costs while in Canada.

## **Medical Insurance for Canadians**

Canadians are covered by their provincial health plan while studying or working temporarily in Alberta. Most services will be billed directly to the provincial plan but an individual is responsible for expenses not covered by their health care plan. A Canadian staying in the province for longer than three months is eligible for Alberta Health Care coverage. Phone 780-427-1432 or visit [www.health.alberta.ca/AHCIP/health-care-insurance-plan.html](http://www.health.alberta.ca/AHCIP/health-care-insurance-plan.html) for more information.

## **Medical Services**

On-site medical and counselling services are available through Community Services.

Please email [community\\_services@banffcentre.ca](mailto:community_services@banffcentre.ca) or call 403-762-6269 for more information.

Physiotherapy and massage services are available at the Sally Borden Building. Call the Sally Borden information desk (403-762-6450) for more information, appointments, and fees.

## **Prescription Drugs**

For your own safety, and to avoid inconvenience and unnecessary expense, bring all essential prescription drugs and documentation. Out-of-country prescriptions cannot be filled in Canada.

# Travel Information



## **Where is Banff?**

The town of Banff, Alberta is located off the Trans-Canada Highway, 130 kilometres or 80 miles west of the city of Calgary, Alberta, and lies within Banff National Park. Banff's time zone is Mountain Time. Visit [www.banff.ca](http://www.banff.ca) for more information.

## **Getting to Banff:**

### **Airport and Shuttle Service**

At approximately a two hour drive, the Calgary International Airport is the closest airport to Banff. The Calgary Airport has a website with up-to-date transportation and accommodation information. Visit [www.calgaryairport.com](http://www.calgaryairport.com) for more information.

The Banff Airporter is the official airport shuttle provider of The Banff Centre. The trip is approximately two hours and you will be dropped off at the Professional Development Centre (PDC), where the reception desk is located. The Banff Airporter proudly supports our visiting participants with a generous discount for your trip home.

When making your travel arrangements, please book a one-way fare from the Calgary Airport to The Banff Centre. At the end of your residency, you are eligible for a discounted return trip to the airport. Please bring a credit card and your Banff Centre ID card to Community Services to book your return shuttle.

Banff Airporter

[www.banffairporter.com](http://www.banffairporter.com)

Phone: 403-762-3330

Toll-free (within North America):

1-888-449-2901.

Brewster offers daily motor coach shuttles to Banff from the Calgary Airport. Reservations are required. Visit: [www.exploreroockies.com/airport-shuttles](http://www.exploreroockies.com/airport-shuttles).

Greyhound Bus schedules several trips each day between Calgary and Banff. For current prices and schedules contact:

Toll-free (Canada): 1-800-661-TRIP (8747),

local: 403-762-1092, or visit

[www.greyhound.ca](http://www.greyhound.ca)

The Banff bus station is a five-minute drive from The Banff Centre. A taxi costs approximately \$9. Call Banff Taxi at 403-762-4444 or Taxi Taxi at 403-762-0000.

### **Public Transit**

Please note there is no public transit between the town of Banff and The Banff Centre; however, the Roam public transit bus system offers two bus routes, with service every 40 minutes through town. The Town of Banff has Canada's first all-hybrid bio-diesel / electric bus fleet.

### **Travel Cuts Discounts**

[www.travelcuts.com](http://www.travelcuts.com)

Arts participants may be eligible for discounted travel through Travel Cuts offices found in most universities around the world.

To qualify, obtain an International Student Identification Card (ISIC) at any Travel Cuts office. To be eligible for an ISIC card, you must be enrolled in a full-time program for a minimum of three months, and have documentation to prove it (an acceptance letter from the Office of the Registrar or a valid student ID card is acceptable).

Check with your Travel Cuts office directly for more information. The closest office to Banff is located at the University of Calgary in Calgary, Alberta at 1-866-667-CUTS or 1-866-416-2887.

### **By Car**

Non-Canadians bringing their car into Canada for more than 90 days must register the vehicle with Canada Customs. You will need your vehicle registration, certificate of ownership, and your Work or Study Permit.

International participants do not need to apply for an International Drivers Permit if you already have a valid driver's license from your home country. Contact your insurance provider for more information.

### **Renting a Car**

There are many car rental agencies at the Calgary International Airport with corresponding companies in Banff.

### **Banff National Park Pass**

All vehicles within Banff National Park are required to display a valid Park Pass. Those participants driving their own vehicles to The Banff Centre are eligible for a complimentary Banff National Park Pass for the duration of their program. For this reason, **DO NOT STOP AT THE PARK GATES**. Drive through the far right-hand lane and proceed to The Banff Centre. If you stop at the gates a non-refundable entry and services fee is charged and a Park Pass will be issued.

If you are staying in Banff for 29 days or less, you will be issued a Work Purposes Only pass (access limited to the Banff town-site). If you are staying in Banff for longer than 30 days, you will be issued a Resident Pass (full park access).

To obtain your Park Pass please present your Banff Centre ID card to the Community Services office upon arrival. We require your license plate number for the non-transferable Park Pass.

Please note: If you are driving a rental car or are arriving by charter bus you will be required to purchase your own Park Pass, therefore you are required to stop at the park gates.

### **Traveling with Musical Instruments**

Most small musical instruments may be carried on-board an aircraft in addition to one carry-on. Remember that all items must conform to existing carry-on size requirements and will only be allowed if they can be safely stowed in an overhead bin or under the seat in front of you. Following this guideline will aid you at the passenger security screening area.

If an instrument is too large to fit in the carry-on baggage space, an additional seat may be purchased on most airlines if you wish to have the instrument on-board with you. In this case, contact your airline or travel agent well ahead of your departure.

If you are required to check your instrument as cargo, ask the airline about liability. Musical instruments are considered a fragile item. Fragile items will be accepted as checked baggage if they are appropriately packaged in a container / case designed for shipping.

It is strongly recommend that you insure your instrument.

### **Getting Your Money to Banff**

Traveler's cheques are a simple way to bring money with you.

*Credit Cards:* Visa, MasterCard, and American Express are commonly accepted. Please contact your bank to confirm you can use your credit card in Canada and inform them that you will be using your card while out of the country.

*Automated Teller Machine (ATM):* ATMs are available at kiosks and banks in downtown Banff. There is one located on-site at the Professional Development Centre (PDC). This on-site kiosk is for withdrawals only to card holders who have access to the following networks: Interac, Circuit, Cirrus, Plus, MasterCard, and Amex. There may be a service charge in addition to your bank's service charge for using this machine.

*Wiring Money:* Please speak with your financial institution at home prior to your arrival for information regarding the most efficient procedure to wire money. Contact your bank for further information on the methods available and time necessary to transfer funds. To open a local bank account in Canada, you must have two pieces of identification and a \$100 deposit.

*Western Union:* Offers immediate money transfer services from most countries around the world, for a nominal fee. Contact your local Western Union Office or local bank for more information.

### **Banking**

You will find the following banks located in town: Alberta Treasury Branch, Bow Valley Credit Union, Canadian Imperial Bank of Commerce (CIBC), and Bank of Montreal (BMO). Royal Bank of Canada (RBC) has three automated teller machines in Banff. Both RBC and Scotia Bank each have a branch in the nearby town of Canmore.

The following are not recommended ways of carrying money into the country: bank drafts, money orders, personal cheques, Eurocheques, or certified cheques, as each of these may involve a hold of up to 30 banking days.

### **Bringing / Shipping Goods and Equipment to Canada**

#### **Canada Border Services Agency (CBSA)**

You can find customs information online at: [www.cbsa-asfc.gc.ca](http://www.cbsa-asfc.gc.ca). You may telephone CBSA from outside Canada at 204-983-3500 or from inside Canada at 1-800-461-9999. Submit your questions directly to: [CBSA-ASFC@canada.gc.ca](mailto:CBSA-ASFC@canada.gc.ca). It may take up to 30 days for a reply. You may also contact the Canadian Embassy or Consulate in your country.

### **Frequently Asked Questions:**

#### **What documentation do I need when bringing / shipping goods into Canada?**

You should have an itemized list (in duplicate) of what you are bringing, showing the value of each item and a serial / catalogue number if it has one. Bring a copy of your Banff Centre acceptance letter to show the customs agent. If you are shipping goods, your courier or customs broker will assist you with the required paperwork.

### **Are there goods that I cannot bring / ship into Canada?**

Yes. Check with your courier or customs broker before shipping personal effects, alcoholic beverages, textiles, tobacco, certain health products, cultural property, furs, perishables, jewellery, precious metals and stones, or ivory.

Do not ship prescription drugs; bring these with you. Prescription drugs should be in the original packaging that identifies what they are. If this is not possible, carry a copy of the prescription or a personalized letter from your doctor.

Hazardous materials such as paints and solvents may be prohibited or restricted. Please contact your program coordinator for information on obtaining art supplies in Canada.

### **Is it better to bring supplies with me than buy them in Canada?**

Not necessarily. The duty and tax payable at the border could significantly increase the cost of these supplies. Be prepared to pay tax and duty on consumables like ink, paper, and paints. If you are not sure whether the supplies you need are available in Canada, contact your program coordinator for assistance.

### **Is it better to hand carry my personal goods rather than ship them?**

Yes, it is much easier (and less costly) to clear your personal goods through customs if you bring them with you. If you are arriving by plane, check with your airline about charges for excess luggage. If you are shipping additional items, list these separately on your Customs Declaration as "Goods to Follow". State clearly that the goods are for your own use while in Canada and they will leave Canada on a specific date. Before departure to Canada, register your goods with customs in your home country so you are not charged duty and tax when bringing or shipping them back.

### **How do I arrange for my shipped goods to clear Canada Customs?**

Most major couriers (i.e. Federal Express, UPS, and DHL) are able to act as your customs broker, prepaying the tax and duty for the shipment on your behalf. Tell the courier your shipment must be marked "Free Domicile" or "DDP" (delivered duty paid) which means you have paid for all customs and transportation charges. Unless shipping charges and customs charges are prepaid, The Banff Centre will not accept delivery of the shipment.

### **Will I have to pay Canadian taxes and duty?**

Normally, yes. If your shipment has a value of \$20 CDN or more, it is subject to Canada's 5% Goods and Services Tax (GST) plus any applicable duty. You will also have to pay a customs broker to clear your shipment into Canada. By declaring your goods as "personal goods for my own use while in Canada – to be exported when I leave Canada" you can avoid paying Canadian tax and duty. However, in most cases, you will have to appear in person at Canada Customs to sign a customs release form to get this personal exemption.

### **How should I address my shipment?**

Due to Customs legislation and liability concerns, The Banff Centre will only accept personal shipments that are addressed as follows:

Your Name  
Department/Program (i.e. Music or Visual Arts)  
C/O The Banff Centre  
Box 1020, 107 Tunnel Mountain Drive  
Banff, Alberta, T1L 1H5  
CANADA

Work Studies living at the Rocky Mountain Housing Co-op (RMHC) should always ship to The Banff Centre directly, not to the RMHC.

## Recommended Items to Bring

### *Outerwear and footwear*

- Layering is the best way to help adjust to the changing temperatures throughout the day
- Rain and wind jacket for year-round
- Warm sweater for year-round
- Gloves, tuque, scarf for year-round
- Comfortable walking shoes
- A winter coat and long underwear for sub-zero temperatures (October – May)
- Winter boots (October – May)

### *Sports gear for your favourite activity*

- Running shoes and hiking boots
- Bike and lock
- Cross-country or downhill skis, or snowboard equipment
- Climbing shoes and gear
- Yoga mat
- Swimming gear (on-site 25m pool, sauna, steam, and whirlpool)
- Bikes, skis, and other recreational equipment are available for rent

### *Miscellaneous items*

- Reusable water bottle – Banff has some of the best tap water for drinking in the world!
- North American plug adapters, converters, batteries, back-up discs
- Camera, cell phone, laptop, chargers
- Backpack
- Flashlight
- Toiletries

### *Pre-travel check list*

- Read, complete, and return all forms to the Office of the Registrar
- Settle any outstanding fees with the Office of the Registrar
- Arrange medical insurance, include travel days
- Confirm all travel arrangements
- Non-Canadians: complete all required paper work for entry into Canada
- Bring all documentation and prescription medication with you
- Purchase insurance for instruments or equipment
- Communicate any special needs (dietary or well-being)
- Communicate required resources (i.e. computers, library resources)
- Appropriate clothing for time of year

**Unsure of something? Can't find an answer?  
Call or email the Community Services office.  
We can help you navigate.**

# Day One: Check-In



## **Arrival – Front Desk**

Participants should plan to arrive on the date indicated on their statement of account, contract, or learning agreement. Everyone checks-in at the Front Desk, located in the Professional Development Centre (PDC), which is open 24 hours a day. Please ask if there is a welcome package for you.

Check-in time is anytime after 4 p.m. You may try to check-in earlier, but we cannot guarantee that your room will be ready. Arrivals may make arrangements with the bell desk to have their luggage stored until their room becomes available. Check-out time is 12 p.m. and late check-outs may be charged a late check-out fee.

Front Desk personnel will issue room keys and a Banff Centre map along with your ID card voucher. The Front Desk will familiarize you to The Banff Centre site. Luggage service is available from 7 a.m. to 11 p.m. daily. Call the Front Desk in advance if you require luggage service outside of these times.

Work studies living at the Rocky Mountain Housing Co-op, are required to pick up their ID card voucher at the Front Desk.

## **Deposit at Check-In**

The Front Desk will require a credit card imprint or a \$50 deposit. Without a deposit, you will not have charging privileges for incidentals such as long-distance telephone calls, room service, etc.

## **Parking**

If you drove to The Banff Centre please register your vehicle with the Front Desk. You will be given an on-site parking stub and directed to a parking lot. Parking is complimentary on Banff Centre property.

Please visit the Community Services office to arrange for a Banff National Park Pass; all vehicles within Banff National Park are required to display one.

## **Sunday Orientation**

Throughout the year, the Office of the Registrar and Community Services offer a Sunday orientation. After you have checked in, please visit the welcome desk.

# Accommodation and Residential Living

## Accommodation On-site

All programs at The Banff Centre are residential. Your accommodation on-site includes private bathrooms, televisions, towels, bedding, a toll restricted telephone, and a radio / alarm clock. There are public lounges / common areas.

No adjustments are made for late arrival, early departure, or absences. Anyone planning to arrive earlier or stay longer than their program dates should inquire in advance about availability. Participants encountering difficulties with accommodation should contact the Office of the Registrar.

Faculty accommodation is booked through the program area. Please direct questions to your program coordinator.

## Residence Guidelines

**Absences:** If you are planning to be absent overnight please inform your program coordinator as to when you will return and where you can be reached in case of emergency. Anyone planning overnight trips into the backcountry should register with the Parks Canada Warden Service. Participants under 18 years of age must have written permission from their parents or guardian to be away overnight.

Participants under the age of 18 are supported in both the residential and program environment. An advisor will assist the underage participant with residence guidelines.

**Alcohol and Drugs:** The Banff Centre complies with municipal, provincial, and federal laws governing the use and abuse of alcohol and drugs. The legal age for consumption of alcoholic beverages in Alberta is 18.

**Fire Regulations:** Cooking on hotplates, the burning of candles, incense, barbecues, or open-flame equipment is prohibited in rooms and public spaces.

**Guests:** Participants are responsible for the actions and behaviour of their guests while on-site. Guests are not allowed in the residence buildings after 11 p.m., unless they are registered with the Front Desk and assigned overnight accommodation. There is a charge for overnight guest accommodation.

**Noise:** Outside sound travels easily to the rooms, so noise should be kept to a minimum when approaching or leaving buildings and while in your room. Please be considerate when using audio / visual media. If loud is your preference, please use headphones. Quiet time is enforced after 11 p.m. Practicing of musical instruments is banned in residence. There are plenty of practice spaces available on-site; contact your program coordinator for details.

**No Smoking:** The Banff Centre is working towards a smoke-free environment. Residence rooms, lounges, studios, and classrooms are entirely smoke-free. A \$250 cleaning fee will be charged if you are caught smoking in residence, including balconies.

**Pets:** Pets are prohibited in residence or studios at all times. Exceptions: guide dogs for the visually impaired.

Bikes, skis, and snowboards are forbidden in your guest room. Please contact the Front Desk regarding the safe keeping of sporting equipment.

**Willful Damage:** Participants will be held responsible for the cost of repair or replacement of Banff Centre equipment or property that is lost or willfully damaged.

To protect your valuables, please keep your door locked and windows closed when you are not in your room.

The Banff Centre reserves the right to just cause or excuse to refuse accommodations. The Banff Centre and its agents are not liable for any or all property lost or left on the premises.

### **Accommodation Off-site**

Off-site accommodation is scarce and generally expensive. Anyone planning to rent in Banff or Canmore should look well in advance. The Community Services office keeps a list of local accommodation opportunities. No financial aid is awarded for off-site accommodation.

### **Cancellation of Accommodation**

Participants are required to give one week's notice to cancel on-site accommodation. Please contact the Office of the Registrar for further details.

### **Room Changes**

On-site accommodation room changes are subject to a seven day waiting period. At the discretion of The Banff Centre, reasonable efforts will be made to accommodate the request.

To make a room change request, please visit the Office of the Registrar. The Front Desk staff cannot make a room change for you without authorization from the Office of the Registrar.

### **Guest Accommodation**

On-site accommodation for guests of participants is provided on a short-term, space-available basis. Non-participant rates apply. Contact Banff Centre Reservations at 403-762-6308, or toll-free within North America at 1-800-884-7574. Banff and Canmore are well-known international destinations and are well-resourced with hotels and visitor facilities. To see a list of options visit: [www.banff.ca](http://www.banff.ca) or [www.banfflakelouise.com](http://www.banfflakelouise.com) or call toll-free 1-877-226-3348, to be connected to a central booking service.

### **Smoking**

The Banff Centre is a smoke-free work environment, which includes all indoor spaces and balconies. Please note that there is no smoking within 5 metres (16 ft) of a building. A \$250 fine may be issued if you are caught smoking in your bedroom or on your balcony.

We appreciate your cooperation as The Banff Centre strives to create the best possible environment for participants and staff. The Banff Centre has designated outdoor smoking areas. Please ask at reception or call the switchboard for approved locations.

### **Children**

There is no childcare facility at The Banff Centre. It is your responsibility to make arrangements prior to your arrival. Please discuss with your program coordinator the demands of your program and if bringing your child is feasible. The Community Resource Centre at the YWCA (403-760-3200) operates a childcare registry for babysitting. Contact Community Services at 403-762-6269 for additional information.

### **Laundry**

For your convenience there are coin operated washers and dryers on campus located in the basement of Lloyd Hall. Dry-cleaning may be dropped off at the Front Desk. Check the Guest Directory in your guest room for details.

### **Worship, Religion, and Cultural Practices**

Programs occasionally fall on, or around, religious holidays. The Banff Centre makes every effort to facilitate religious needs and practices without compromising programming goals. If you have questions or concerns in this area, please contact the Community Services office. For a list of the local churches, visit: [www.banff.ca](http://www.banff.ca) click on Locals then Resources. The closest synagogues and mosques are in Calgary. Smudging will be facilitated by your program coordinator and / or the Community Services office.

### **Environmental Concerns**

The grounds of The Banff Centre include natural areas with alpine and sub-alpine flora. Please help us protect this fragile environment by keeping to pathways and sidewalks. Please do not litter!



Help conserve energy by switching off lights and equipment when leaving studios or guestrooms. There are conveniently placed containers for recycling in most buildings. Paper recycling is also available. The Centre's recycling depot in the Physical Facilities compound offers metal, glass, plastic, cardboard, wood waste, paper, and milk jug recycling.

Please consider bringing a reusable water bottle to The Banff Centre. We advise that you avoid purchasing plastic water bottles as we are striving to be part of a green community. Check out this link for quality, source, and safety standards involved with our drinking water in Banff. [www.banff.ca/town-hall/utilities/water-quality.htm](http://www.banff.ca/town-hall/utilities/water-quality.htm), The Town of Banff website states, "In Banff, you can simply turn on the tap and enjoy a delicious glass of water anytime". Let's set the example.

### **Idling Pollutes**

The Banff Centre has a no idling policy. The goal of this policy is to contribute to a healthier environment by decreasing vehicle emissions and lowering the production of greenhouse gases. Under this policy, no vehicles or motorized equipment on The Banff Centre campus may be stationary with the engine operating for more than two minutes. Thank you for turning off your vehicle engine when parked at The Banff Centre.

### **Mountain Environment: A Word of Caution**

Mountains can be dangerous. Contact the Parks Canada Information Centre at 403-762-1550 for up-to-date weather and avalanche information, reports on trail conditions, and wildlife activity.

Visit: [www.pc.gc.ca/banff](http://www.pc.gc.ca/banff)

# Health, Safety, and Security Services

## Health and Safety

The Banff Centre has a Health and Safety program in place that follows these guiding principles:

1. Reduce incidents and accidents.
2. Improve safe work practices.
3. Promote communication and improve attitudes on health and safety throughout The Banff Centre.
4. Provide the necessary tools and systems to build and maintain a healthy and safe work environment.

If you will be working with hazardous materials (solids, liquids, or gases), operating power tools, or doing rigging during your residency, inform yourself about safety requirements. There is a mandatory studio orientation by your facilitator / program coordinator that will cover health, safety, and studio equipment training prior to access. You are responsible for understanding, and the use of, safe work practices (SWP), personal protective equipment (PPE), and the Workplace Hazardous Materials Information System (WHMIS). You are required to supply your own approved safety footwear.

## Security Services

The Banff Centre's Security Services handles complaint investigations, on-site escorts, first response in emergencies, and protection against fire, theft, vandalism, wildlife, and illegal activity. Security Services ensures compliance in drug and alcohol legislation, addresses environmental concerns, and risk management.

Security Services has a partnership with the local police, the Royal Canadian Mounted Police (RCMP). They also assist the Parks Canada Warden Service in monitoring the activity and protection of wildlife.

Contact Security by dialing '0' on any Banff Centre phone or '7777' in the event of an emergency. Security is on campus 24 hours a day, seven days a week, and is here to assist you.

## Anti-Harassment / Violence

The Banff Centre is committed to providing an environment in which all individuals are treated with respect and dignity. The Banff Centre does not condone behaviour that undermines the dignity, self-esteem, or productivity of any guest, participant, or staff member. Harassment and violence of any kind will not be tolerated. If you have any concerns or complaints, please contact Security Services or Community Services.

## Animal Awareness

The Banff Centre is located on the perimeter of the town of Banff which lies within Banff National Park. It is common to see elk, deer, coyotes, and occasionally grizzly or black bears, wolves, or even cougars. Please do not feed or approach these, or any wild animal, including the squirrels. They are protected by law.

It is your responsibility to educate yourself on the topic of wildlife and how to prepare for wildlife encounters. Visit the Banff Visitor Information Centre on Banff Avenue, and the Banff National Park web site at [www.pc.gc.ca/banff](http://www.pc.gc.ca/banff).

Elk can be fast and dangerous, especially during spring calving (May 15 – July 1) and the fall rut (Sept. 1 – Oct. 15). If you encounter any elk, keep your distance. You must stay at least three bus lengths away from elk at all times.

Do not use headphones on trails. It is always best to travel in groups and to be aware of your surroundings at all times. If you see wildlife on campus, please contact Security Services via the main switchboard by dialing '0'.

# Additional Services

## Community Services

### Located in the lobby of Lloyd Hall

**403-762-6269 (ext. 6269)**

Community Services assists all resident artists with non-program related needs, facilitates access to Banff Centre resources and services, and responds to the needs of people living away from home. Guided by the belief that artistic and personal growth are inseparable, Community Services strives to provide a healthy experience that fosters a sense of community, and celebrates civility, support, and respect.

- Medical clinics and counselling services
- Orientations, workshops, outdoor programming, and social gatherings
- Faxing, photocopying, scanning, and computers
- Long distance telephone cards
- Wildlife awareness and mountain environment
- Information on services available in Banff and Canmore
- Banff National Park Passes
- Emergency health insurance
- Leighton Artists' Colony
- Anti-harassment counsel
- Games, ping pong balls, first aid supplies, and more!

Contact us:

Phone: 403-762-6269

Fax: 403-762-6236

E-mail: [community\\_services@banffcentre.ca](mailto:community_services@banffcentre.ca)

## Paul D. Fleck Library & Archives

The Paul D. Fleck Library & Archives is located on the 2nd and 3rd floors of the Kinnear Centre for Creativity and Innovation. The library has a noteworthy arts-related collection of books, music (performance editions and scores), sound recordings, journals, newspapers, slides, videotapes, and artist books. The library collections include all award-winning books and films from the annual Banff Mountain Festival.

You are welcome to enjoy your coffee as you read the paper or check your e-mails. For your convenience computers, AV equipment, photocopier / printing resources are available. Copyright rules and regulations are enforced.

If you have questions or specific needs, contact the library prior to your arrival:

E-mail: [library@banffcentre.ca](mailto:library@banffcentre.ca)

Phone: 403-762-6265

Website: [www.banffcentre.ca/library](http://www.banffcentre.ca/library)

The Archives contain photographs, technical drawings, audio recordings, film and video recordings, and key administrative records of The Banff Centre. If you have any requests or questions please contact by e-mail: [archives@banffcentre.ca](mailto:archives@banffcentre.ca), or phone: 403-762-6440.

## Postal / Courier Services

The on-site mailroom is located in the Services Building and provides the majority of the services of a post office, including courier service. Your parcels and mail may be picked up there. Mailroom staff will pick up parcels at the Greyhound bus depot as well.

You are required to show your ID Card to pick up your mail. Check with your program coordinator about departmental procedures for mail delivery.

Address your mail to:

Your name

C/O The Banff Centre Program /

Department name

(i.e. Music or Visual Arts)

107 Tunnel Mountain Drive,

Box 1020

Banff, Alberta, Canada,

T1L 1H5

The Banff Canada Post Office is located at 204 Buffalo Street and offers standard services:

- Stamps and shipping services
- Post Office boxes
- Money orders
- Canada Revenue Agency (CRA) forms and guides
- Passport application forms
- Accepts debit and credit card payment

Bilingual (English and French) services are available, to contact phone 403-762-2586.

### **Printing Services**

Our on-site Xerox Global Services provide printing and copying services. The state-of-the-art reprographic centre allows for high end colour reprographics. Staff can also assist with cerlox binding, plastic coil binding, sure binding, ASF binding, stapling, padding, NCR padding, collating, trimming, drilling, folding, scoring, and laminating. Speak to your facilitator / program coordinator for details and access.

Your program area, the library, and Community Services offer access to black and white printers for smaller projects.

### **Computers and Internet Access**

Wireless Internet access (802.11b/g) is available in all buildings across campus.

The Banff Centre provides public wireless internet access in every building, with no signal available between buildings or outside spaces on campus. The wireless access provides open and unsecured access so it is each person's responsibility to ensure that they have all operating system patches applied and adequate virus protection installed. The only restriction that The Banff Centre has placed on the network is a bandwidth restriction to preclude the access being used as an illegal streaming service; however the wireless network can reach maximum capacity if each guest brings multiple wireless devices.

For current Public Wireless Internet connection information please consult your Guest Directory in your bedroom, under the Computer Services heading.

There are a number of public access computers for internet browsing and e-mailing, including those in Community Services and in the library.

The Banff Centre IT/S department cannot repair nor install software on your computer. To discuss specialized computer support needs, please contact your program coordinator prior to arrival. If you require further support, there are three local companies that make house calls. It is your responsibility to contact these companies, and you will be responsible for any charges applied.

Sigma Computers: 403-678-2555 or 403-678-1288, Canmore; full PC support, limited Macintosh support.

Computer House Calls: 403-609-3771, Canmore; Macintosh and PC support.

Metron Technologies: 403-675-8324 (TECH), Canmore; PC support, free pickup and delivery to and from Banff

### **Disabled Access**

The Banff Centre is located on the side of a mountain. Our site does present some challenges to people with limited mobility. There is ramp access to most buildings. Wheelchair or scooter access routes are shown on the site map. Some bedrooms have been adapted for wheelchair access. For the hearing impaired there is a phone with an amplifier headset on the sixth floor of Lloyd Hall.

We recommend that you inform your facilitator / program coordinator in advance so that we are better able to facilitate your requirements, and provide you with information regarding best routes, services, and resources.

## **Sally Borden Fitness & Recreation**

The Banff Centre experience isn't only about nurturing artistic and intellectual innovation. Creativity requires a healthy body as well as a healthy mind, and the Sally Borden Fitness & Recreation (SBB) offers a wide range of recreational opportunities and fitness services for people of all abilities and interests.

Anyone staying at The Banff Centre has complimentary access to the facility upon presentation of their Banff Centre ID card or room key at the Recreation Desk. Some courses, including outdoor programming have fees; please ask if you are eligible for a discount.

If you require extra motivation or inspiration with your fitness routine, services including weight room orientations, fitness assessments, and fitness consultations are offered.

*Aquatics* - Our glass enclosed pool area provides a view of Sulphur Mountain and holds a 25 metre swimming pool, whirl pool, and wading pool. You can also enjoy our steam rooms and outdoor sun deck

*Fitness Centre* - Enjoy our naturally lit weight room, with a great view of the mountains. The spacious setting is 2500 square feet and is equipped with satellite radio, cable television, and includes: elliptical trainers, recumbent bicycles, upright bicycles, treadmills, stair machines, rower, free weights, and weight machines.

*Gymnasium and Squash Court* - A full-sized gymnasium with an indoor running track and an international sized singles squash court. Racquet rentals available.

*Classes* - A variety of classes, from fun cardio-enhancing workouts, boot camps, to specialized classes such as indoor spin classes, plus a range of yoga and pilates classes are offered. There are no classes on statutory holidays.

*Climbing Gym* – For the beginner wanting to give indoor climbing a try, or if you're a climber preparing for the coming season, programming with topics including top-rope belay, footwork, body positions and balance, and climbing drills are available. A waiver must be signed prior to participation, a fee may be required.

*Massage* - Experience the healing power of touch with a professional massage. Our massage therapists have completed the highest levels of formal education in North America and adhere to advanced standards within their profession. Payment is required at the time of service.

*Physiotherapy* - Active Motion Physiotherapy offer extended appointment times to ensure that all of your concerns are recognized and incorporated into an individualized treatment plan that works for you and your lifestyle. By appointment only, please call 403-760-0259 or [info@activemotionphysio.ca](mailto:info@activemotionphysio.ca). Payment is required at the time of service.

*Outdoor Pursuits* - Experience the Canadian Rocky Mountains and the adventures they have to offer. Whether it's a full day hike or an evening stroll, our professional hiking guides will help you explore the natural wonders of Banff, Kootenay, and Yoho National Parks. Trips include transportation, equipment, and are led by a certified hiking guide.

## **Outdoor Recreation**

Scores of outdoor activities are nearby for you to enjoy in the Banff area. Backpacking, bicycling, camping, canoeing, caving, fishing, hiking, horseback riding, kayaking, rock climbing, river rafting, skiing, snowboarding – to name a few!

Throughout the year Community Services organizes many outdoor recreation events along with the Sally Borden. Please stop by Community Services and see what events are taking place while you are here.

# Where Is It...? At The Banff Centre

## Theatre Arts Building

Main Box Office: Eric Harvie Theatre Lobby, ext. 6301

- With your ID card, many programs and productions offer discounts to artists
- Eric Harvie Theatre (EHT)  
Margaret Greenham Theatre (MGT)  
The Club – back of EHT, basement level  
Aboriginal Arts Administration: main floor next to the MGT, ext. 6725  
Theatre Administration: main floor next to the MGT, ext. 6365  
Theatre Arts departments: i.e. Sound, Lighting, Wigs and Makeup, Staging  
Laszlo Funtek Teaching Wing (LF)  
Film & Media Administration: 3rd floor, ext. 6675  
Banff Mountain Festival: 3rd floor, ext. 6675  
Banff Centre Press: 3rd floor, ext. 6410  
Literary Arts Administration: 3rd floor, ext. 6732  
Performance and practice studios / classrooms  
Overpass walkway to Music and Sound Building

## Music & Sound Building (M&S)

M&S Administration: main floor, ext. 6188  
Rolson Recital Hall  
Bentley Chamber Music Studio  
Music rehearsal studios  
Music hut administration  
Guest parkade and parking lot

## Service Buildings

Xerox Global Services: ext. 6113

- printing and binding services
- Print Shop e-mail: [print\\_shop@banffcentre.ca](mailto:print_shop@banffcentre.ca)

Mail Room: ext. 6310, full service post office and courier depot

- Assistance with Canada Customs for shipping out of Canada

Physical Facilities offices, ext. 6102  
Trades and Grounds shops, ext. 6102  
Purchasing offices  
Shipping and Receiving dock, ext. 6228  
Security Services

- Dial '0'
- On-campus emergency dial '7777'

## Leighton Artists' Colony (LAC)

Retreat setting for established artists; visit by appointment only

## Lloyd Hall (LH)

Community Services (CS): main floor ext. 6269

- For all your non-program related and residential living inquiries
- Leighton Artists' Colony support

Conferences and Conference Sales Office

- Lower level
- Phone: 1-800-760-4595
- Meeting sales, design, logistics, and services

Hospitality Administration  
Housekeeping and Custodial: 2nd floor, ext. 6275

- For minor deficiencies in your room (i.e. burnt out light bulb, phone not working, extra blankets, humidifier for your room)

Information Technologies and Services

- Infrastructure services, network and server support, systems and applications
- This area does not support personal or project computers; please speak to your facilitator / program coordinator for assistance

Office of the Registrar, ext. 6180

- Lower level
- Administrative support for residents and programs of Arts Programming

Reservations, ext. 6308

- Lower level

Laundry facilities: basement level

- Coin operated washers, dryers, change machine, and soap vending machine

Lounges and kitchen facilities

- Use the sign-up sheet provided outside the lounge if you are having an event
- It is your responsibility to tidy up and clean your own dishes
- There is no alcohol consumption permitted in any open lounge or kitchen

- Label all food items with your name and date of departure
- 4th floor lounge: stove top, full size fridge, microwave, TV, lounge space
- 2nd floor lounge: full size fridge, toaster, microwave, projection TV, table tennis table
- Tunnel Mountain Lounge: basement level, houses a full kitchen and large communal dinner table. Visit CS for a key where a \$20 deposit is taken

### **Sally Borden Building (SBB)**

Two hour parking in front of building is enforced by the Town of Banff Bylaw Services.

Vistas Dining Room: 4th floor

- Breakfast 7 a.m. – 9:30 a.m.
- Lunch 11:30 a.m. – 1:30 p.m.
- Dinner 5:30 p.m. – 7:30 pm.
- No take-out available from the dining room

Three Ravens Restaurant, ext. 6300

- Our à la carte restaurant, reservations a must
- Daily seatings from 5 p.m. to 9 p.m.

Three Ravens Wine Bar

- Savour selections from the quality wine cellar and menu
- Daily, 4 p.m. to midnight

Food and Beverage Administration: 3rd floor, ext. 6143

The HUB: Work Study and Staff Dining Room, 3rd floor

- Menus are posted daily on the intranet
- Breakfast 6:45 a.m. - 8:30 a.m.
- Lunch 11 a.m. - 2 p.m.
- Dinner 5:p.m. - 7 p.m.

Le Café: 2nd floor

- Hours of Operation 10 a.m. – 10 p.m. daily

Sally Borden Fitness & Recreation Centre

- [www.banffcentre.ca/sbb](http://www.banffcentre.ca/sbb)
- Monday-Friday: 6 a.m. - 10 p.m.
- Saturday-Sunday: 7 a.m. - 10 p.m.
- Information / check in desk: lower level, ext. 6450

- Change rooms, gymnasium, and climbing gym
- 25 metre swimming pool, whirlpool, and wading pool
- Steam rooms and outdoor sun deck
- Exercise and weight room
- Pick up your Banff Centre ID card, lower level

### **Professional Development Centre (PDC)**

403-762-6100

- Front Desk, dial 0 from any guest room, studio or courtesy telephone
- Check-in / check-out, bell desk, luggage storage
- Airport shuttle and bus pick up / drop off location
- Safety deposit boxes for small items
- Guest bedrooms and meeting rooms

### **Donald Becker Single Staff Residence**

- Entry-level support staff residence
- Guest parking lot

### **Glyde Hall (GH)**

Walter Phillips Gallery: main level, ext. 6281

- Hours: Wednesday through Sunday, 12:30 p.m. to 5 p.m., Thursday from 12:30 p.m. to 9 p.m.
- Donations are welcome
- Closed between exhibitions for installation purposes and on public holidays

The Other Gallery: second level, project space available to artists in residence

Visual Arts Administration

Artist studios: i.e. Ceramics, Painting,

Performance, Printmaking, Sculpture

Film & Media Studios and Administration

**Jeanne and Peter Lougheed Building (JPL)**

Film & Media

Departments – Audio and Recording Studios, Photography, Technical Services, Television Production, New Media, Administration  
Artist Studios: i.e. 3D modelling, mobile media, photography, post-production, physical computing

**Kinnear Centre for Creativity & Innovation (KCCI)**

Meeting rooms and classrooms: all levels

Maclab Bistro: main floor

- Hours 7 a.m. - 2 a.m.
- Paul D. Fleck Library & Archives, 2nd and 3rd floors, ext. 6265
- [www.banffcentre.ca/library](http://www.banffcentre.ca/library)
- Collection and resources are available

**TransCanada PipeLines Pavilion (TCPL)**

Meeting rooms on two levels

**Max Bell Building (MB)**

Meeting rooms on two levels and Max Bell Auditorium

**Corbett Hall (CH)**

Banff International Research Station for Mathematical Innovation and Discovery (BIRS)

**Donald Cameron Centre (DCC)**

The Banff Centre Administration

- Basement: Marketing & Communications and Development
- Main: Head cashier, Financial Services, Human Resources, Health and Safety
- Second: President's Office, Programming

**Vinci Hall (VH)**

Leadership Development Programs and Administration  
Aboriginal Leadership and Management

**Farrally Hall (FH)**

Residence with both shared and single rooms available; some single rooms share a washroom

There are no televisions in the bedrooms  
Lounge with fireplace, television, and full communal kitchen

**Rocky Mountain Housing Co-op (RMHC)**

An apartment complex on the banks of the Bow River with mountain views  
One, two, and three bedroom units in comfortable living environment

# Events at The Banff Centre



Simon Fast as Miles and Claire Coolen as the Governess in The Banff Centre's production of *The Turn of the Screw*.

Hundreds of thousands enjoy performances and exhibitions here at the Centre and are inspired by new work. Why not you?

Join us as we explore the height, breadth, and depth of impassioned creativity. Experience events ranging from intimate to spectacular.

Take in the variety of concerts, performances, art walks, exhibitions, film screenings, readings, and new media events.

As a participant at The Banff Centre you may be eligible for great discounts on ticketed performances or complimentary access to gigs. To obtain the artist rate, you are required to present your artist ID at time of ordering at the Box Office.

The events calendar is found at [www.banffcentre.ca/events](http://www.banffcentre.ca/events). You may also call the Box Office at 403-762-6301 (local) or 1-800-413-8368 (toll-free).

# The Town of Banff

[www.banff.ca](http://www.banff.ca)

Located in the Bow Valley, the town of Banff sits at an elevation of 1,383 metres (4,537 feet) making it the highest town in Canada. Incorporated, Banff offers all basic services, including grocery outlets, hospital, RCMP detachment, post office, public library, churches of several denominations, municipal government offices, and a provincial court of law.

Banff is less than 4 km square in size and surrounded by mountain parkland and wilderness, the community really does share its space with the wildlife. Elk, sheep, and bear sightings are not uncommon near this town filled with trees, parks, and trails.

Banff is one of only two incorporated municipalities in a Canadian national park. In keeping with this special role, a great effort is made to foster appreciation and respect for nature and mountain culture; and to meet the responsibilities of being a national park community. The Banff National Park Management Plan is a guiding document for the Town of Banff.

## Weather

For up-to-date weather forecasts please visit [www.weatheroffice.ec.gc.ca](http://www.weatheroffice.ec.gc.ca)

Summer (July - August) - The summer season usually has low humidity, warm temperatures, and daylight hours lasting until 11 p.m. at the height of summer. Average highs are about 21° C (70° F) with night-time lows around 7° C (45° F).

Autumn (September - October) - Fall sees diminishing daylight hours and warm days, with cooling evening winds. Average temperatures drop, but the highs remain well above freezing and lows hover right around the freezing point.

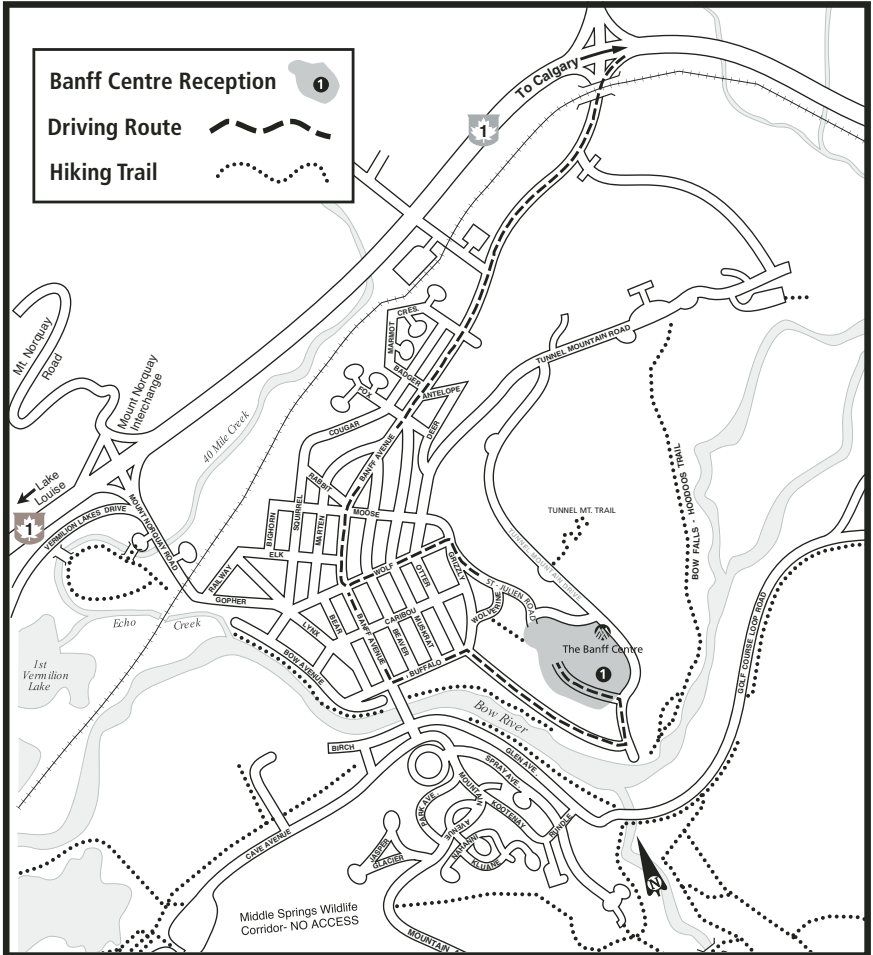
Winter (November - March) - Although it can and does snow at any time of the year, the first "real" snow generally begins to fall in November. The average temperature during the winter months is around -12° C (6° F); however, it is not unusual to have a two-week cold snap during December or January where temperatures plummet into the -30° C (-22° F) range.

Fortunately, Banff, the National Park, and areas west and south, regularly enjoy a pleasant winter weather phenomenon called a Chinook. The warm winds of the Chinook produce spring-like temperatures in a matter of hours, and the moderating influence can last for days or even weeks.

Spring (April - June) - Rain and warming temperatures begin to melt winter away from the valleys in April. However, the high mountain passes and trails remain snow-covered until mid-summer. June is Banff's rainiest month: this combined with snowmelt pushes the rivers to their crests.

UV Rating - The UV rating for Banff and its surrounding area is usually high to extremely high throughout the year. Because of the altitude and the sun's angle of incidence in this section of the world, skin tends to burn much faster than usual. You really must use sunscreen, a shade hat, and sunglasses, to avoid sunburn.

# The Town of Banff Map



# Before You Go Home

Before you depart, a few things to add to your check list:

- Return all library books, CDs, and DVDs
- Return your studio keys to your program coordinator
- Return borrowed items to Community Services (keys or other miscellaneous items)
- Ensure your account has no outstanding balances. Contact the Office of the Registrar if you have questions
- Make arrangements with the shipping department to send your work and supplies home
- Complete your program evaluations and the donor thank-you form (if applicable)
- Confirm your flight(s) and other travel. Book your shuttle back to Calgary airport with Community Services 72 hours prior to departure to secure your seat
- Be 10 minutes early for all shuttles out of Banff from the PDC; they will not wait or return if you are late
- Inform the Front Desk a day before departure if you will need luggage assistance in the morning

# Handy Phone Numbers

Switchboard	0	To be connected to another guest room, staff, and departments Wake-up calls Non life-threatening emergencies
Security	7777	Life-threatening emergencies
Office of the Registrar	6180	Program registration Account payments or billing questions Purchase Flex Meal Plan credits Room change requests Pick up portfolio materials
Community Services	6269	All non-program related inquiries Emergency Medical Insurance Medical clinic Wildlife information Banff Airporter discounts Banff National Park Pass
Housekeeping	6275	Replenish coffee and tea Light bulbs Cleaning of bedroom requests
Front Desk	0	Room keys Humidifiers and kettles Extra blankets Assistance with luggage Noise complaints
Sally Borden Building (SBB)	6450	Hours of operation Booking a massage Booking the gym
Mail room	6310	Inquiries for mail and courier services
Print Shop	6113	Inquiries for printing services
Banff National Park Information Centre	403-762-1550	224 Banff Avenue

# Participant Code of Conduct Arts Programming

The Banff Centre provides and maintains an environment conducive to learning and creativity. As such, program participants are expected to maintain an appropriate standard of conduct in keeping with existing Banff Centre policy and all municipal, provincial, and federal laws. Participants are expected to show respect for the rights and the safety of all members of The Banff Centre community, and will act in a responsible manner within and outside of The Banff Centre community.

As with all visitors to Banff National Park, and in keeping with the expectations and mandate of Parks Canada, all Banff Centre guests and participants are required to avoid environmentally sensitive areas located near the campus and respect their presence within Banff National Park.

The Banff Centre makes every attempt to ensure that no participant, employee, or guest is discriminated against on the grounds of race, national origin, colour, creed, religious affiliation, age, physical ability, gender, or sexual orientation. Accordingly, all participants are required to abide by the Centre's Anti-Harassment Policy.

The Banff Centre may take disciplinary action, up to and including dismissal, if it is determined that the participant's conduct is in breach of institutional policy and/or the law. No refund of fees will be made to participants who are dismissed from their program. Should a participant's conduct require disciplinary action, the appropriate department director and director of Participant Services will meet to review the conduct, and recommend the appropriate response and actions to the vice-president, Programming. The participant will be given the opportunity to submit a written statement to inform their deliberations.

For incidents or situations where an immediate action is required to mitigate perceived risk to the institution or the community, the department director may suspend the participant until such time as the incident can be reviewed. In consultation with the director of Participant Services, the decision may be made to relocate the participant (on or off campus as the situation requires), and they will not participate in their program during this period.

# About The Banff Centre

The Banff Centre is Canada's creative leader in arts and culture. Our mission is *Inspiring Creativity*. In our powerful mountain setting in the heart of Banff National Park exceptional artists and leaders from around the world create and perform new works of art, share skills and knowledge in an interdisciplinary environment, explore ideas, and develop solutions in the arts and leadership.

The Banff Centre is supported by funding from the Government of Alberta, through Alberta Advanced Education and Technology, Alberta Infrastructure, and the Alberta Foundation for the Arts. Arts programs are supported by funding from the Government of Canada through the Canada Council for the Arts, and the Department of Canadian Heritage through the Canada Arts Training Fund.

The Banff Centre would like to thank Parks Canada, Banff Airporter, Banff Transportation Group, and the Town of Banff for their ongoing support of The Banff Centre Community Services, our participants, and programming.

The Banff Centre acknowledges the support of:

**Government  
of Alberta**



**Canada**



Canada Council  
for the Arts

Conseil des Arts  
du Canada



Canadian  
Heritage

Patrimoine  
canadien



**The Banff Centre**  
inspiring creativity