

File No. 04-1000-20-2016-279

September 8, 2016

s.22(1)

Dear s.22(1)

Re: Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")

I am responding to your clarified request of August 15, 2016 for:

**A copy of the theatre's liquor license and the front of house reports for this year's Joe Jackson and Sarah McLaughlin shows at the QE. Timeframe is September 1, 2015 – August 5, 2016.**

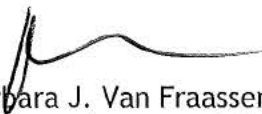
All responsive records are attached. Some information in the records has been severed, (blacked out), under s.22(1) of the Act. You can read or download this section here: [http://www.bclaws.ca/EPLibraries/bclaws\\_new/document/ID/freeside/96165\\_00](http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00)

Under section 52 of the Act you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your request. The Act allows you 30 business days from the date you receive this notice to request a review by writing to: Office of the Information & Privacy Commissioner, [info@oipc.bc.ca](mailto:info@oipc.bc.ca) or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number assigned to your request (#04-1000-20-2016-279); 2) a copy of this letter; 3) a copy of your original request for information sent to the City of Vancouver; and 4) detailed reasons or grounds on which you are seeking the review.

Please do not hesitate to contact the Freedom of Information Office at [foi@vancouver.ca](mailto:foi@vancouver.ca) if you have any questions.

Yours truly,



Barbara J. Van Fraassen, BA  
Director, Access to Information  
City Clerk's Department, City of Vancouver

Encl.  
:kt



Liquor Control and Licensing Branch  
**Liquor Primary Licence #032410**  
 Expires on June 30, 2017

Establishment Name: **Queen Elizabeth Theatre and Vancouver Playhouse**  
 Licence Name: **Queen Elizabeth Theatre and Vancouver Playhouse**  
 Location Address: 649 Cambie St  
 VANCOUVER, BC V6B 2P1  
 Issued to: City Of Vancouver  
 Resident Manager: Gordon, Jason

**TERMS AND CONDITIONS**

**HOURS OF SALE**

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Open	11:00 AM	11:00 AM	11:00 AM	11:00 AM	11:00 AM	11:00 AM	11:00 AM
Close	1:00 AM	1:00 AM	1:00 AM	1:00 AM	1:00 AM	1:00 AM	Midnight

**CAPACITY**

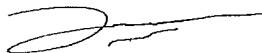
Patio1	300	Person01	73	Person02	88	Person03	783
Person04	321	Person05	509	Person06	46	Person07	58
Person08	43	Person09	268	Person10	185	Person11	1388
Person12	397	Person13	1008	Person14	181	Person15	493

- The terms and conditions to which this licence is subject include the terms and conditions contained in the publication 'A Guide for Liquor Licensees in British Columbia' as that publication is amended from time to time.
- Liquor may only be sold, served and consumed within the areas outlined in red on the official plan, unless otherwise endorsed or approved by the LCLB.
- Subject to terms and conditions specified in the restriction or approval letter(s). A copy of restriction or approval letter(s) to be kept with current liquor licence.
- Liquor service is permitted during a live event, film or broadcast.  
 Liquor service is limited to one hour before, during and one hour after a live event, film or broadcast.  
 Liquor service is permitted in the lobby areas in conjunction with live events, films and broadcasts. Minors may also be present.  
 Liquor service is permitted in the Salons (Person 06, Person 07, Person 08 and Patio 1) during live events only.  
 Liquor service is permitted in the theatre auditorium seating areas but minors are not permitted.  
 Minors are not permitted when there is adult entertainment.
- Patrons must have a ticket to the live event, film or broadcast in order to be in any licensed area. The establishment may alternate between licensed and unlicensed live events, films or broadcasts with no need for LCL Branch permission.

**YOUR CURRENT VALID LICENCE MUST BE PROMINENTLY DISPLAYED AT ALL TIMES. TAMPERING, ALTERING OR DEFACING THIS LICENCE IN ANY MANNER MAY RESULT IN THE LICENCE BEING CANCELLED.**

May 05, 2016

DATE

  
 GENERAL MANAGER  
 LIQUOR CONTROL AND LICENSING BRANCH



Vancouver Civic Theatres  
**Front of House Report**

Date Printed: Aug-19-2016, 3:59 PM

Page 3 of 15

Coastal Jazz and Blues Society

**Joe Jackson**

Friday, June 24, 2016

8:00 pm

**Venue: QUEEN ELIZABETH**

Curtain Times:	20:15	Intermission #1 Start:	Intermission #2 Start:
Finish Times:	22:09	Intermission #1 End:	Intermission #2 End:

Weather:	fair		
# of Ushers:	10	# of Ticket Takers:	5
Attendance:	2,077	# of Coat Checks:	1
Audience Characteristics:	mostly 40s-60s		

Programs?:	y	Latecomers:	22	Coat Checks:	17
Inserts:		Walkouts:	2	Binoculars:	1
EA:	5	Wheelchairs:	1	Boosters:	
Hearing Assists:					

<b>Tickets:</b>		<= \$15:	
Scanned:	2,077	> \$15 & <= \$20:	
Comps:	296	> \$20:	

Lost and Found:

Displays:	merchandise table
Audience Response:	A very enthusiastic reception

FOH Manager:	Greg Robinson	Head Usher:	Roy Campbell
		Head Ticket Taker:	Danny Lowe

**FOH: General Comments** : GS : 4 Gypsy tears were removed from West Bar. The closed cans were only partially full, which will leave us a flat beer. These 4 beers have been placed back into the walk-in fridge, and need to be return to the manufacturer. At the Sales Briefing, Rachael mentioned this was caught previously, and the process is to separate these partially-full beers, and return to the manufacturer.

**FOH: General Comments** : GS : New test product: \$4 pretzels. 23 sold tonight.

**FOH: General Comments** : - Approx. 1200 Jazz Fest brochures remain following the concert. FOH emailed Festival personnel to let them know.



Vancouver Civic Theatres  
**Front of House Report**

Coastal Jazz and Blues Society

**Sarah McLachlan**

Monday, June 27, 2016

8:00 pm

**Venue: QUEEN ELIZABETH**

Curtain Times:	20:11	Intermission #1 Start:	20:55	Intermission #2 Start:
Finish Times:	23:09	Intermission #1 End:	21:20	Intermission #2 End:

Weather: Sunny and warm

# of Ushers: 9 # of Ticket Takers: 5

Attendance: 2,279 # of Coat Checks: 1

Audience 5% 0 - 14

Characteristics: 25% 15 - 24

50% 25 - 64

20% 65+

Programs?: N Latecomers: Coat Checks: 2

Inserts: Walkouts: 30 Binoculars:

EA: 12 Wheelchairs: 2 Boosters: 1

Hearing Assists:

**Tickets:** <= \$15:

Scanned: > \$15 & <= \$20:

Comps: 788 > \$20:

Lost and Found: Book - "The Deadly 7"  
 Pink Glasses  
 Legacy Limo Credit Card s.22(1)

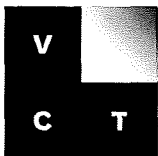
Displays: Merch tables  
 Mill St Beer x 2 pop ups  
 TD Jazz Fest Banner

Audience Response: Jazz Fest Sponsor Board x 2  
 "All I had hoped it would be"

FOH Manager:	Arlene Sutherland	Head Usher:	Lisa Hamilton
		Head Ticket Taker:	Murdina Pearce

**FOH: Patron Comments** : AGS : Patron in front row centre complained (at 10:25) that his view of the stage was obstructed by a speaker. He was offered seats elsewhere but declined.

**FOH: Patron Comments** : AGS : There was a ticket mixup with 2 parties with almost the same name s.22(1) and s.22(1). One party had been given 3 tickets in error and realized when they were directed to seats in the Orch that there was a problem as they thought they had bought tickets in the balcony and then realized they had been given 3 tickets instead of 2. s.22(1) was concerned that the other s.22(1) would only have 2 tickets instead of the 3 so he talked to the Head Usher. I was contacted and went to the Box Office and they printed the 2 tickets for balcony for that s.22(1). Eventually we found the other party and they had been told at box office that there were only 2 tickets purchased so the 3rd person in their party purchased a ticket. I know this sounds really confusing and box office made it worse by insinuating that the one party only purchased 2 tickets and on and on it went with them saying the patron was totally confused and in my



**Vancouver Civic Theatres**  
**Front of House Report**

Date Printed: Aug-19-2016, 3:59 PM

Page 15 of 15

**Coastal Jazz and Blues Society**

**Sarah McLachlan**

Monday, June 27, 2016

8:00 pm

estimation they were quite rude. I stood my ground and with the assistance of the head usher we got it sorted out. Because of the confusion we relocated the Balcony couple to the Orch R EA seats and the OL patrons whose seats were against the wall to the Orch L EA seats. Finally the Box office saw the error of their ways and put through a credit for the extra ticket purchased. I spoke to the patrons at the end of the concert and they had a wonderful time and were very appreciative for our help. One party was from California and have other Jazz Fest tickets and the other was local.

**FOH: General Comments**

: AGS : Once again alcohol was served and allowed in the auditorium even though there were many minors present some of which were Sarah McLachlan's music school students.

**FOH: General Comments**

: AGS : Latecomer field was not entered because there were many patrons drifting in all during the evening. Some were Jazz Fest volunteers who came from other sites. It made for a busy night for the ushers who were complying with the request to seat only between songs.

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## Woodburn, Chris

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**From:** Woodburn, Chris  
**Sent:** Tuesday, July 05, 2016 9:33 AM  
**To:** Noble, Jennifer; Locke-Norton, David  
**Subject:** FC's

**Categories:** Red Category

Can you guys be certain beyond any doubt that the event orders all stae very clearly that there is to be NO ALCOHOL sold for consumption inside the theatre Auditotoriums.

Thank you

**Chris Woodburn**  
Senior Manager Theatre Operations  
649 Cambie Street, Vancouver BC V6B 2P1  
Office: 604.665.2122 F: 604.665.3001 Cellular: 604.679.2068

