

EAST WINTERGARDEN
CANARY WHARF

A to Z about the East Wintergarden Hirers Information



A to Z of the East Wintergarden

A

Audio Visual (AV)

There is a permanent Barco Llite 6 LED screen (approx 4mx3m) flown to the South elevation of the building. The screen is computer controlled and has the normal range of inputs, PowerPoint, DVD and VHS. The screen has good definition and is very bright! In addition to the screen, we can also offer in-house PA, lighting and technical support: ask the Events Team for details.

Aerialists

Aerialists or silk artists work very well in the East Wintergarden as they can take full advantage of the beautiful high glass ceiling. We are pleased to either provide costs or place you in direct contact with a selection of providers.

Air Conditioning

Despite its glazed appearance the air conditioning in the East Wintergarden is powerful enough to chill the room even in mid-summer. The venue also boasts under floor heating for those cold winter nights.

Accessibility

All guest/delegate areas including the 'house' stage are fully accessible in-line with DDA guidance. An access statement is available; please contact a member of the Events Team.

Access times

The venue can be hired 24 hours a day if required. However the standard hire times are from 0800hrs until midnight. Your hire period must include ALL of the times that you require access to the building and not just the hours of the event (i.e. your hire period MUST include sufficient set-up & break-down time). All subject to a charge.

Asian Weddings

Take advantage of our large capacity and let us throw you the best wedding ever. We will recommend a number of caterers that can provide all types of Asian cuisine, flowers, entertainment, hostesses, photographers and much more.

Acoustics

Although the East Wintergarden has a large glazed roof area the whole space has been treated with a German product called 'Microsorber' which dramatically reduces the acoustic signature of the room. An acoustic comparison is available if required.

B

Balcony

The East Wintergarden has a balcony or bridge called The Gallery, which is approximately 12m deep by 22m wide. It can accommodate 250 for a standing reception and is frequently used for pre-dinner drinks. Also great for break out space and private hire for smaller functions.

Breakout rooms

There are two areas which can be used for breakout areas, the Promenade Room (40 theatre style) and the Gallery (250 standing reception).

Bar

Included in the venue hire, we hold a six section bar at the East Wintergarden. The bar is stylish and finished in stainless steel and has branding opportunities on the fascia. Should you wish to hire a bar that is more in keeping with the theme of your event, we are pleased to research alternatives and provide options and costs.

Bar Mitzvahs

We welcome all private functions and have hosted a number of Bar Mitzvahs. All external theming and entertainment companies are welcome however external kosher caterers will be subject to approval.

Buses

Bus stop K adjacent to the venue:

N550 (0007-0607) Canning Town-Trafalgar Sq
D7 (0455-0057) Poplar All Saints - Mile End station
D3 (0505-0105) Crossharbour ASDA - London Chest Hospital
135 (0453-0103) Crossharbour ASDA - Old Street Station

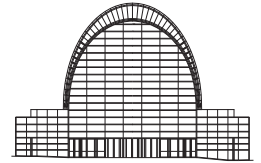
Bus stop L outside the venue:

N550 (0049-0549) Haymarket - Canning Town
D7 (0517-0125) Mile End station - Poplar All Saints
D3 (0507-0112) London Chest Hospital - Crossharbour ASDA
135 (0451 - 0116) Old Street station - Crossharbour ADSA

C

Carpet

When laying carpet in the East Wintergarden it is necessary to protect the stone floor in the venue. Experience has shown that NEC low-tack carpet tape is not acceptable as it leaves a residue which is difficult to remove. We therefore insist that contractors first use gaffer tape direct onto the floor before using a double sided tape on top. We are open to the use of other products or suggestions but until tried and tested gaffer tape will need to be used.



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[CCTV](#)

Part of the overall security strategy for security at Canary Wharf involves the use of CCTV cameras.

[Cloakroom](#)

We are pleased to provide all facilities necessary for a cloakroom up to 1000 guests. Our normal practice is to provide a temporary structure located in East Vestibule with our approved caterers providing the staff.

[Catering](#)

Seasoned Events are a well established catering company that form part of the Crown Group. They are qualified to cater for 10 people in the promenade room right up to a formal Banquet for 500 guests in the main hall. Seasoned events can also provide bespoke menus by their 2 Michelin star chef Daniel Clifford. They are the only caterer approved to work in the venue.

[City Airport](#)

All International clients welcome! The East Wintergarden is close to City Airport which can be accessed either via the DLR (eight stops) or by taxi (a 10minute drive).

[Christmas](#)

Each year we decorate the venue for the festive season, the decorations are in place from late November until mid January (for late parties). We offer all inclusive price packages which provide a number of easy to choose options.

[Crew](#)

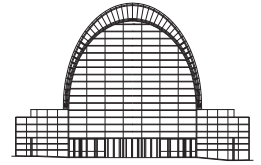
For every event at the East Wintergarden you will be provided with a dedicated crew to set-up the room as you require, make any changes you wish and generally look after you. Our crew is drawn from a pool of experienced staff who know the venue well.

[Capacities](#)

The maximum capacity of the venue is 1000 standing, banqueting 500 and theatre style 600. The Gallery can accommodate up to 250. The capacity of The Promenade Room is 40 theatre style. We can also seat cabaret and classroom style on request.

[Cleaning](#)

The venue is cleaned overnight before and after events. During the event janitorial services are provided to ensure that rubbish and litter from the event spaces are removed during the event, spillages are dealt with quickly and efficiently and that toilets are kept clean and fully stocked at all times. All of this is provided within the venue charge.



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[Civil Partnerships](#)

We are proud to have a wedding & civil partnership licence. With several packages to choose from the East Wintergarden is an ideal location for any wedding with picturesque views of the water front.

D

[Door Supervisor](#)

We provide an SIA qualified door supervisor to greet visitors on arrival at the venue and to help with general enquiries.

[Deliveries](#)

Should you be delivering a stage set or a few boxes of literature, delivery is simple and direct, straight off the vehicle and into the venue. The venue is blessed with large double doors 3m wide by 3.6m high. Please inform us of your delivery plans so we can make arrangements to receive you goods. Delivery instructions are available; please contact a member of the Events Team.

[Docklands Light Railway \(DLR\)](#)

Heron Quay is the closest station to the East Wintergarden, a short three minute walk. Canary Wharf is a slightly longer five minute walk. The ExCeL centre is also very accessible via the DLR.

[Duty Managers](#)

We pride ourselves on great delivery and continuity of service. As a small team of 3 we strive to have the same person deal with the initial inquiry, facilitate site visits, duty manage the event on the day and follow up after the event. We will be there to assist you every step of the way.

[Dimensions](#)

The main space of the East Wintergarden is 31m long by 22m wide and the Gallery is 12m by 22m. Height under the Gallery is 3.4m. The main ceiling height is a spectacular 27m.

[Day Delegate Rate \(DDR\)](#)

Why not make it easy for yourself and let us do the hard work. Our day delegate rates offer you one price per person to cover the venue hire, as well as your catering and audio visual needs too. If you need any bespoke items, we can also tailor-make packages.

[Disability Discrimination Act \(DDA\)](#)

We are pleased to confirm that our venue is fully DDA compliant. This includes all working areas of the venue including the Gallery, toilets and the 'house' stage. Items such as induction loops can be hired on request. An access statement is available; please contact a member of the Events Team.

E

Electricity

The East Wintergarden has a total of seven, independent 63amp three phase supplies around the room; please note some supplies are dedicated to powering the 'in house' lighting and LED screen. No charge is made for power consumption. There are also 13amp sockets around the room and under the floor. Any electrical equipment brought into the venue must have a current PAT label. If the amount of equipment brought into the venue increases the fire risk, then the hirer must also provide suitable fire fighting equipment.

East Wintergarden Events Team

The East Wintergarden Events team comprise the following:

Vicky Parr, Manager, D: 020 7418 2775, E: vicky.parr@canarywharf.com

Joanne Taylor, Deputy Manager, D: 020 7418 2782, E: joanne.taylor@canarywharf.com

Dorothy Rugira, Event Co-ordinator, D: 020 7418 2725, E: dorothy.rugira@canarywharf.com

Chris Handley, Technical Manager, D: 020 7418 2781, E: chris.handley@canarywharf.com

Ele Penfold, Venue Technician, D: 020 7418 2205, E: ele.penfold@canarywharf.com

Exclusivity

When you hire the East Wintergarden, you will have exclusive use of the Main Hall, the Gallery and the Promenade Room, all within the one venue hire charge.

F

Fire Exits

There are four main exits two in the North and South walls, please see the plans for exact locations

Fire Evacuation Policy/Procedure

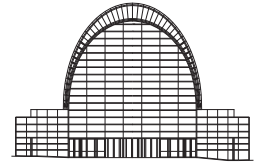
The emergency procedures for the venue have been prepared in conjunction with the Fire & Life Safety and Security Departments at Canary Wharf Group. The procedures are reviewed regularly and all staff are trained in the procedures. During the event venue stewards and the Duty Manager (in association with Canary Wharf security personnel) take control of any emergency situation and direct delegates and organisers accordingly. Full details and house-keeping announcements are available, ask the Events Team for details.

Floor Loading

The East Wintergarden has a marble floor which must be protected from any thing sharp or hard, the floor loading is 5KN/m².

Furniture

The standard venue hire of the East Wintergarden includes the hire of basic event furniture which includes round dining tables, banqueting or conference chairs, poseur tables, cloakroom equipment and trestle tables. We are not tied to one particular furniture supplier and any other furniture can be hired additionally for an extra charge.



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Fire Works

We are pleased to approve the use of in-door fire works subject to a full and thorough Risk Assessment and Method Statement. We do of course need advance warning to ensure all the necessary fire detection equipment is isolated and the stewards briefed accordingly. You can also launch fireworks from a barge on the dock side subject to approval.

First Aid

Key personnel within the Events Team are first aid trained, and are usually on-hand during an event to administer first aid. In addition all Canary Wharf Security Officers are also first aid trained and are on call throughout the Canary Wharf Estate. These Officers also have access to de-fibrillation equipment and have trained users on call to attend any suitable incidents.

Flowers

The venue is not tied to any particular florist. Most of London's top florists have worked in the venue; call the Events Team for a recommendation.

G

Gallery

The Gallery is approximately 12m deep by 22m wide. It can accommodate 250 for a standing reception and is frequently used for pre-dinner drinks. Also great for break out space and private hire for smaller functions. The Gallery can be hired on it's own for smaller functions; ask the Events Team for details.

Gardens/green space

Canary Wharf has a surprising number of green spaces; the closest to the East Wintergarden is Jubilee Park is a 30 second walk.

Glass

If there is one thing the East Wintergarden has, it has a lot of glass and natural daylight. Check the web-site and take a look.

H

Hotels

The venue is suitably located near 5 hotels all ranging from 3-5 star. Please find our Local Hotel List (under the "Finding Us" page of the East Wintergarden website) or just ask us for recommendations when looking for accommodation for the crew right through to the CEO.

Haze/fog machines

We are pleased to approve the use of haze/fog machines subject to a full and thorough Risk Assessment and Method Statement. We do of course need advance warning to ensure all the necessary fire detection equipment is isolated and our stewards briefed accordingly.

[Health and Safety](#)

All activities at the venue are governed by the Canary Wharf Fire & Life Safety Department. All events must complete an Event Work Authorisation Form at least a week prior to the event, before the event build can commence. This form acts as a checklist for all the health and safety documentation required.

[Hanging Points](#)

There are twenty hanging points within the venue; each is in use for one of the 'house' hoists.

I

[Internet connectivity](#)

We are pleased to offer a wireless Internet connection free of charge; we currently have a 2.5meg connection to the venue. We are seeking to permanently install additional bandwidth to make the venue more attractive to customers.

J

[Janitors](#)

We will provide janitors for the duration of your event to ensure that the high standard of cleanliness is maintained even when the event is in full swing. There is nothing additional to pay for this service and all janitors are fully equipped and well presented.

[Jubilee Park](#)

Opposite the venue and a good place to spend a few minutes to relax.

K

[Kosher](#)

We can recommend a number of kosher caterers who have provided kosher catering to a very high standard at the venue. You can also contact Seasoned Events direct if you wish to order Kosher meals for certain guests at your event

L

[Lighting](#)

We hold an extensive lighting rig permanently rigged in the East Wintergarden, the basic 'standard' set-up is a large square section rectangular truss in the centre of the room, with two additional trusses to the left and right of the room. The lighting system comprises; 28 Martin MAC moving lights, 24 Parcans, table spotlights, controlled using a Paradim dimmer and an Avolites Pearl 2008 desk.

[Load-in/load-out](#)

Should you be delivering a stage set or a few boxes of literature, delivery is simple and direct, straight of the vehicle and into the venue on street level. The venue is blessed with large double

doors 3m wide by 3.6m high. Delivery instructions are available; please contact a member of the Events Team

Late Licence

For £100.00 plus VAT, we can apply for a temporary late licence so you can dance the night away.

Linen

Our in-house caterers Seasoned Events are happy to provide primary colours free of charge but will source any other colour/print/design that the event requires.

Location

Located in the heart of Canary Wharf, we have several location maps that you can use to send to your guests to help them find the venue with greater ease.

M

Marble floor

This beautiful marble floor can be heated, carpeted and you can also lay a dance floor if you wish. However you can also dance straight on the floor.

Microsorber panels

To improve the acoustic properties of the venue, the whole of the internal glazed walls of the East Wintergarden have been treated with Microsorber acoustic panels.

O

Office

Event organisers can arrange access to our small but fully equipped office adjacent to the main venue space.

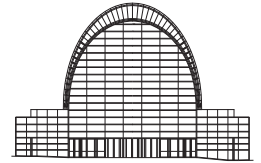
Outside Area

The Promenade area on the south side of the building is available for guests to use. Public & emergency vehicle access must be maintained through this route, so this cannot be an exclusive area for guests – but is perfect as an overspill for reception drinks on a warm summers' evening.

P

Parking

Jubilee Place car park is the closest car park to the venue however there are other car parks through out the Canary Wharf estate. It is chargeable and has a height restriction of 2 metres. Parking is permitted outside the venue for loading and unloading only and this must be approved prior to the event. As Canary Wharf is a private estate, any vehicle left unattended and without prior permission, may be clamped or towed. The car park tariff and delivery instructions are available; please contact a member of the Events Team



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PA System

The venue has a Meyer line array system permanently rigged from the 'house' trussing. There are also delayed speakers both under and on the Gallery. We hold a limited number of microphones which are sufficient for most straight forward events. If a larger number of microphones are required we are pleased to provide them (at additional cost). Alternatively you are welcome to provide them yourselves.

Power

The East Wintergarden has a total of seven, independent 63amp three phase supplies around the room; please note some supplies are dedicated to 'in house' lighting and LED screen. No charge is made for power consumption. There are also 13amp sockets around the room.

Promenade Room

This room is ideal for break out space, dressing room for performers, Green Room or organiser's office. It comes complete with furniture, wall mounted screen, lap top and PA system so just let us know your preferred set up and we can ensure this is done prior to your arrival. It can comfortably accommodate 10 guests to 40 guests seated.

Parks

There are many open air park spaces to choose from should you need a breath of fresh air. All parks are free and maintained by Canary Wharf Group. At certain times of the year, the parks host free entertainment such as plays, music events and televised sport on a large screen. For further details please log on to www.mycanarywharf.com

Payment

All invoicing related to the venue and any audio visual charges will be billed by the East Wintergarden team. All charges for catering will be invoiced direct by Seasoned events.

Premises Licence

The East Wintergarden has a Premises License which includes the sale by retail of alcohol, provision of regulated entertainment and music, dancing (including entertainment of like kind), plays, films & indoor sports. The license is valid from Monday – Saturday until 0100hrs and Sunday until 2230hrs.

Public Events

The Canary Wharf Arts & Events department runs a comprehensive annual programme of events, some which are held at the East Wintergarden, such as the Canary Wharf Comedy Club, After Hours music events and Starlight Cinema film screenings – check out www.mycanarywharf.com for details.

Q

Quality

Our watch word along with customer service.

R

River boats

The Thames Clipper offers a direct link from Woolwich via Greenwich, through Canary Wharf, past London Bridge and ending at Waterloo East. The service runs every 15 minutes from Canary Wharf Pier, and its nice way to incorporate a fast travel time with some sightseeing. The river can also be used to transport guests to and from Canary Wharf, as part of your event, contact the Events Team for a recommendation.

Restaurants

Canary Wharf contains over 200 shops, bars cafes and restaurants on the Estate – with something to suit everyone's taste and pocket!

S

Sound

The venue has a Meyer line array system permanently rigged from the 'house' trussing. There are also delayed speakers both under and on the Gallery. We hold a limited number of microphones which are sufficient for most straight forward events. If a larger number of microphones are required we are pleased to provide them (at additional cost). Alternatively you are welcome to provide them yourselves.

South Quay

The East Wintergarden is adjacent to South Quay, which is one of the old docks, which leads into the Thames. It is possible to moor vessels outside the venue; however they do have to negotiate under two bridges to get into the dock. If you are interested in using South Quay for your event, contact the Events Team for details.

Safety

Your safety is our main concern and we will be able to supply any documentation on request. This is also why we require you and any company you bring into the venue to complete an Event Work Authorisation Form (EWAFF) so we can monitor safety.

Stewards

As part of the venue hire, event stewards will be booked for your event to primarily assist in fire evacuation if the alarms are activated. They are also able to help with any general enquiries. The number of stewards depends upon the size of your event; however there is usually a minimum of three, or a ratio of 1 per 100 guests, whichever is the greater.

Stage

We hold 24 pieces of Revo stage units, each unit is 1mx1mx300mm. The top surface of the stage is finished in black vinyl and we have a black skirt to cover the edges, as well as a ramp and small step to help gain access to the ramp when in situ.

Seasoned Events

Our approved caterers are based with us in our office, which allows a quicker response time for quotes and site visits.

Security

East Wintergarden is owned and managed by Canary Wharf Group Plc so we are able to receive assistance from Canary Wharf security whenever necessary.

Shops

Canary Wharf is a vibrant shopping destination with over 200 shops, cafes, bars and restaurants. The stores include a department store, high street names and independent retailers as well as a range of services and amenities. The malls are open seven days a week, with late night shopping on Thursdays and Fridays.

T

Transport/travel

The transport links to Canary Wharf and East Wintergarden are excellent. If you arrive via car there are 3 car parks to choose from, by train we have 2 DLR stations Heron Quays and Canary Wharf or you can arrive via Canary Wharf Jubilee Line tube station. You can also arrive by boat and take in the spectacular views of London on your way. London City Airport is also just around the corner and with so many modes of transport, Europe has never been closer.

Trucks

Access for trucks to load into or out of the East Wintergarden is straight forward, the vehicles park directly outside the venue in Bank Street and off-load direct into the venue across the pavement. No steps or ramps are involved and the total walk-in is approximately 5m, a little longer if you are using an artic. We do ask for vehicle and driver details to make access to Canary Wharf easier. Delivery instructions are available; please contact a member of the Events Team

Theming

We've seen some wonderful themes in the venue and we can advise what works best. You can bring in your own production company at no extra cost or we can recommend and make suggestions where necessary.

Technician

We have a full time dedicated technician who will either operate our equipment for your event or work alongside your production company. We also have a pool of regular freelancers.

Telephones

The office in the East Wintergarden has a landline available to you and we are able to provide telephones at selected points within the venue.

[Taxi Marshals](#)

We can arrange taxi marshals to be present during and after your event to ensure that your guests travel home quickly and safely.

U

[Underground](#)

The nearest tube station to the East Wintergarden is Canary Wharf (Jubilee line). The station is a two minute walk from the venue and offers a direct link into the heart of the capital (Bond Street – 17mins).

[Uniforms](#)

All events staff, including janitors, stewards and general crew have dedicated individual uniforms. This allows for easy identification and good appearance in keeping with the high standard of the venue.

[Under floor heating](#)

During colder months the computer controlled under floor heating is activated helping to maintain a constant comfortable temperature.

V

[Venue](#)

The East Wintergarden venue is available for private and corporate hire.

W

[Weddings](#)

We are proud to have a wedding & civil partnership license. With several packages to choose from the East Wintergarden is an ideal location for any wedding with picturesque views of the water front.

[Waterside](#)

The East Wintergarden is adjacent to South Quay, which is one of the old docks, which leads into the Thames. It is possible to moor vessels outside the venue, however they do have to negotiate under two bridges to get into the dock.

The venue is also a 10 minute walk from the Canary Wharf Pier which has access to the commuter river boat service. If you are interested in using South Quay or the Thames for your event, contact the Events Team for details.

[Website](#)

The East Wintergarden website was updated in January 2009, and contains a plethora of information about the venue as well as a stunning gallery of photographs taken at past events. If your event is open to the public we can also offer you the opportunity to promote your event, free of charge, on the News & Events section of the website; ask the Events Team for details.