Event Planning at Robson Square FAQ

Q: Are masks mandatory at UBC Robson Square?
Yes. The Order requiring non-medical masks came into effect on August 25, 2021 for all indoor public areas on UBC campuses, including classrooms, lobbies, hallways, stairwells, and elevators.

There are exemptions for:

- People with health conditions or with physical, cognitive or mental impairments who cannot wear one
- People who cannot remove a mask on their own
- Children under the age of 12
- People who need to remove their masks to communicate due to another person's hearing impairment

Q: Is physical distancing required at UBC Robson Square?
A: No. As part of UBC's step 3 requirements, physical distancing is not required. Guidance from Public Health indicates that with increased vaccine rates, lower transmission rates in the community and people staying home when they are sick, the risk of transmission has been reduced enough to remove the requirement for physical distancing. We will continue to follow any changes or updates to Public Health guidance that may arise in the future.

Q: Do participants need to complete a self-assessment test before entering UBC Robson Square?
A: Yes. Everyone is required to complete a daily health self-assessment and stay home if feeling ill. The self-assessment tool can be found at https://bc.thrive.health/

Q: Are there occupancy requirements for common spaces and booking rooms?
A: Occupancy requirements for academic related learning has returned to pre-pandemic levels. Guidance from Public Health indicates that with increased vaccine rates, lower transmission rates in the community and people staying home when they are sick, the risk of transmission has been reduced enough to remove the requirement for occupancy limits.

However, please note that non-academic-related indoor seated organized events can take place with up to 50 people or 50% of room capacity, whichever is greater, with safety plans in place. Patrons should remain seated and avoid mingling. There are no capacity limits or restrictions on indoor or outdoor religious gatherings and worship services.
Q: Has there been any changes to UBC Robson Square’s cancellation policy?
A: No, there have not been any changes made to the cancellation policy. To review UBC Robson Square’s cancellation policy, please refer to your contract or call 604.827.5444 to speak to one of our event planners.

Q: Is catering still offered at UBC Robson Square?
A: Yes. We are offering a menu with select items that are packaged in an individual recyclable box-style format to limit touch points and contact exposure. Our catering model does not include dedicated service and is ‘delivery and pick-up’ only, unless a server is requested by the client or participant numbers exceed 50. To find out more about our menu, please refer to the link on this page. For more questions, please call 604.827.5444 or contact your event planner.

Q: Has the HVAC system been upgraded at UBC Robson Square?
A: Yes. The HVAC system uses hospital-grade MERV-13 filters in all areas of UBC Robson Square. In addition, the use of outdoor air is increased above American Society of Heating, Refrigeration and Air-Conditioning Engineers (ASHRAE) design quantity during occupied hours; the level of increased outdoor air is based on equipment design limitations to provide the best possible occupant comfort and humidity levels. For further details regarding our HVAC upgrades, please call 604.827.5444 or contact your event planner.

Q: How can I access UBC Robson Square’s COVID-19 Safety Plan?

Q: Are there additional cleaning and sanitization protocols in place?
A: Yes. All high-touch points throughout the facility are disinfected at regular intervals including countertops, doorknobs, light switches, toilets, elevator buttons, as well as tables and chairs between classes. We have also placed additional alcohol-based hand sanitization stations throughout the facility. Please remember to use good hand hygiene to help reduce the spread of COVID-19.

Q: Has UBC Robson Square implemented any additional improvements during the renovations?
A: Yes. As part of the renovations, we have implemented various improvements with safety in mind, as well as ease of use and functionality. Some of these improvements include no-touch faucets and toilets, push button doors on washrooms, and no-touch water bottle fountains.