Event Planning at Robson Square During Covid-19: 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 at UBC, including classrooms, rented spaces, lobbies, hallways, stairwells, and elevators. Some of the exemptions include:

- 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 5
- People who need to remove their masks to communicate due to another person's hearing impairment

Please review BC’s Provincial and Regional Restrictions as well as the latest Public Health Officer’s mask guidelines.

Q: Is physical distancing required at UBC Robson Square?
A: No. Although as part of UBC’s step 3 requirements, physical distancing is not required, Public Health encourages physical distancing where possible. We will continue to follow any changes or updates to Public Health guidance that may arise in the future.

Please contact our Events Planning Team at 604 827 5444 or robson.bookings@ubc.ca to discuss booking a larger space to accommodate physical distancing.

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 educational events or bookings has returned to pre-pandemic levels, but following the current public health order protocols. As per the most recent PHO and UBC’s Health and Safety protocols, non-educational-related indoor organized events can take place with up to 50% of room capacity (no matter the size) with face coverings and communicable disease plans in place. All participants (aged 12+) must be fully vaccinated.
There are no capacity limits or restrictions on indoor worship services if all participants (aged 12+) are vaccinated. If participants are not all vaccinated, worship services and choirs are limited to 50% seated capacity. Mask guidelines still apply.

Q: Can I book a UBC class or meeting at UBC Robson Square?
A: Yes. We’re available for room bookings in advance. Please contact our Events Planning Team at 604 827 5444 or robson.bookings@ubc.ca.

Q: Is UBC Robson Square open for external or community bookings?
A: Yes. We’re available for room bookings in advance. Please contact our events planning team at 604 827 5444 or robson.bookings@ubc.ca.

Q: Has there been any changes to UBC Robson Square’s cancellation policy?
A: No, our cancellation policy remains unchanged. 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 packaged in an individual recyclable box-style format to limit touch points and contact exposure. Our catering model is ‘delivery and pick-up’ only, however servers are available upon request or if participant numbers exceed 50. To view the current menu, please click here. 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.

Q: Is proof of vaccination required for events at UBC Robson Square?
A: Yes, proof of vaccination is required for non-educational, indoor events. Educational events are exempt. Please check with the most recent B.C. Public Health Order for details.

Q: Who is responsible for checking vaccine passports?
A: Event organizers are responsible for verifying vaccine passports as attendees enter the space booked for their event in accordance with UBC’s Covid-19 Health Guidelines and by the order of the provincial health officer (PHO). Staff at UBC Robson Square will perform routine checks at the events to ensure this requirement is being followed. Proof of vaccination information for organizers is available through the provincial health authority. Organizers who do not comply with the PHO order may be issued a violation ticket.

For bookings or specific details, please contact your dedicated UBC Robson Square Event Planner, or phone us at (604) 827-5444.