

# Family Centre Room Rental FAQs

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## General Booking Inquiries

### 1. What are your standards hours of operation?

The Family Centre is open from 8:30 a.m. – 8 p.m. Monday – Thursday, 9:00 a.m. – 8:30 p.m. Friday, 8:30 – 5:30 Saturday and 8:30 – 1 p.m. Sunday. It may be possible to schedule bookings outside these regular hours, however these must be arranged in advance with Family Centre staff and, for additional charge, reception can be arranged.

### 2. What standards apply for bookings outside regular operating hours?

Bookings taking place outside of our weekday booking schedule (see “Hours of Operation” above) must be a minimum of three hours. To compensate for additional staffing costs of weekend hours, Friday evening and Saturday and Sunday bookings will follow the weekend rental rate schedule.

### 3. How can I cancel my booking?

Send an email to [familycentrebooking@facswaterloo.org](mailto:familycentrebooking@facswaterloo.org) or contact 519-576-0540 x3743. You **must** receive an email confirmation that your cancellation has been received within 48 hours or we have not received the email and your booking is still active. All cancellations must be within 48 hours or they will be charged the lesser of the bookings fee or \$25.

### 4. What is available in terms of parking?

Free parking is available on site at the main entrance. If you are concerned about the availability of parking for a large event/meeting, please contact The Family Centre. Overnight parking is not permitted. Please note that parking is limited and can be a challenge on busy days. Be green! Please encourage your participants to carpool, walk, cycle, or take transit, if possible.

### 5. We have some kids in our group but it’s boring for them – they can play in the Family Centre, right?

Though we have rooms that parents are welcome to use with their children, parents must supervise their children at all times.

**6. We want to use another room in addition to and/or instead of the one we originally booked – what now?**

You are welcome to schedule another room in addition to the original, or in place of and we will accommodate, if possible. Your bill will be adjusted accordingly. Please appreciate that last minute requests can never be guaranteed.

**7. What if our meeting runs over?**

Please be aware of the time and book the space accordingly, allowing for both the necessary clean up and set up in your scheduling. Understand that other parties may book the room immediately following your appointment and need access in a timely manner. If your meeting is running over, please contact reception and they can **(a)** notify you if another group is waiting for the space and **(b)** let you know how facility closing times might be affected – included any room locking times and **(c)** adjust your final booking times for billing should run more than 15 minutes overdue

**Furniture**

**1. Who is responsible for room set up and take down?**

Renters are solely responsible for the set up and cleanup of the rooms they rent. For large events, it may be possible to arrange a cleanup with the Family Centre cleaners through our Property Services department. Such requests must be made a minimum of three weeks in advance of the event and are subject to an additional fee.

**2. Do you have linens available when I rent the auditorium for an event?**

The Family Centre can provide tables and chairs and other like accessories including a podium & microphones. However, table accessories such as linens, centre pieces etc. are additions that must be provided by the renter.

**3. We want to re-arrange the table/chair set-up to suit the event – can we do this?**

Yes – renters are encouraged to rearrange the room to suit their needs with the understanding that the room must be put back in the original layout before the renter vacates. Each room has a furniture layout guide posted beside the main door to assist with returning furniture to its original position.

In our larger board rooms and in the gym – this includes returning any extra furniture to the storage room in a neatly stacked manner that still allows access to the storage room.

**4. Does our booking time include set up and take down time?**

Both clean up and set up time should be factored into the hours that your group reserves the room for – remember that if you book a room starting at 3 p.m. there may be another group in the room up until 3 p.m. and you will not be able to get into the room early to set it up.

## **Technology**

**1. Is there Wi-Fi available to our guests on site?**

Yes. The Family Centre has a “Guests” network with free wifi access available to our renters.

**2. Our event is going to include audio – is that permitted?**

Meeting/event noise should be reasonable and not interfere with the enjoyment of the space by other groups. Please contact The Family Centre if you are unsure about reasonable noise levels.

**3. What does the Family Centre provide to facilitate the audio/visual needs for our booking?**

Please contact The Family Centre at least one week prior to your booking if you have any specific requirements for technology/Audio Visual equipment. A User Guide for technology items is available at reception. Family Centre reception staff are not experts in Audio Visual equipment and Tech support is not available at all times (i.e. evenings, weekends). Please note that technology/gym equipment cannot be guaranteed.

**4. Do you provide laptops/ other technology to renters?**

No – although many of our rooms are equipped with SmartBoard technology, renters must bring their own laptops.

**5. Are your projectors/smartboards Mac compatible?**

The SmartBoards do not connect to Mac computers without adapters. Renters will need to supply their own adapters; we do not keep them on site.

**6. What if I don't bring the right hook-ups for my computer?**

Unfortunately, the Family Centre does not keep cords or other computer attachments on site. It is important to make sure you know what hook-ups you need for your computer and bring them on the day of your booking. Schedule a preview with our Family Centre Administrator in advance of your meeting to view the room and technology available if you want to ensure you bring the proper attachments.

**7. We need an evening booking or weekend booking – what support will be available?**

There is no technology staff on site to assist with audio/visual needs during evening or weekend bookings. Our Family Centre Administrator may be available for limited assistance; we encourage pre-event preparation for technology. Please contact the Family Centre to confirm what technology is available.

**Food \*\*\*The Family Centre is a NUT FREE facility\*\*\***

**1. Can We Bring In Outside Food?**

Yes – renters can bring in outside food and non-alcoholic drink. Ensure that everything is cleaned up properly once you've left in accordance with our cleaning policy. If you expect to have food delivered, it is essential that the delivery company has a first and last name **in addition to your company/meeting group and room number at the Family Centre**. Also – our reception must be notified that the food is expected to be delivered. If food is delivered to reception without a proper name, room number and reference for reception to notify you, reception cannot accept an unknown food delivery and it will be turned away.

**2. Do you provide food?**

The Family Centre does not provide food. On site, Monday to Friday from 8:30 – 2 p.m. the Morning Glory Café offers for purchase coffee, baked goods and lunch items including salads, soups and sandwiches. **The Café is not open on weekends**. The Family Centre does not presently have vending machines of any kind on site.

**3. Can you recommend a catering service?**

The Morning Glory Café can provide catering and/or coffee to meetings. **Contact:**  
519-772-4399 x2750

**4. Do you have coffee maker/kitchen services available on site?**

Our large boardrooms have shared kitchen access, including a fridge, coffee makers and kettle. There is also a kitchen available on the main level for use during large events with a full suite of appliances.

Coffee makers are available in kitchen 2014 which you are free to use when booking rooms 2015 and 2011. You may be permitted to use coffee makers in kitchen 1019 outside of Morning Glory Café operating hours and so long as the kitchen has not been rented by another group.

Please bring your own coffee, cream, sugar, etc., and ensure you clean up after use. Family Centre coffee thermoses must be returned to the kitchen, rinsed, and placed near the coffee maker. Filter baskets must be emptied, rinsed and returned as well.

Please inquire with the Family Centre Administrator for further details regarding use of the kitchen. *\*\*\*\*Kitchen Access must be requested a minimum of 10 business days in advance of the event\*\*\**

**5. Can we prepare and/or store food on site?**

This is possible – details must be discussed with the Family Centre Administrator a **minimum of two weeks** in advance of your event.

**Miscellaneous**

**1. We need extra chart paper – where can we get some?**

The Main Reception Desk keeps extra chart paper – you can inquire for an extra pad.

**2. The room has a display/poster/feature we would like to adjust – who can we speak to?**

Before anything is adjusted, please check with Reception. Although occasionally previous renters do leave attachments and displays in rooms, the Family Centre

runs many of our own programs and posts notices and displays of our own. Please be respectful of these displays and do not remove anything without checking first.

### **3. How does cleanup work?**

Renters are responsible for their own clean up. All food waste, paper, recycling, etc. that is the result of your group must be cleared from the space before you leave. For any large spills, please notify reception.

Leftover food and beverages must be removed at the conclusion of the booking and any dishes used must be washed and put away. Garbage from evening/weekend bookings must be removed from the room and left in the café near the garbage and recycling. Please double-bag garbage and recyclables.

Corrugated cardboard boxes (e.g. pizza boxes), must be flattened and stored neatly in kitchen (1019 or 2014) or taken to the cardboard bin located by the west entrance. If anything is spilled on the furniture or carpet that you cannot remove, **PLEASE notify reception immediately to retrieve a spill kit.**

### **Smoking**

- Pursuant to Family and Children's Services policy, smoking is not permitted in the Family Centre or within nine meters of the building.
- If you are planning a smoke-based cultural ceremony such as smudging, please refer to [Family Centre Policy #001 – Policy on Smudging Ceremonies](#)\*. Please notify us of smudging ceremonies at least two weeks prior to your booking.