

ROOM BOOKING RENTAL CONTRACT

RENTER INFORMATION

Organization Name:		
Contact Name:	Email Address:	
Phone Number:	Cell:	Fax:
Street Address:		
City:	Postal Code:	
Emergency Contact Person:		Emergency Phone:
Emergency Email:		

EVENT INFORMATION:

Name of Event:		
Room Requested:	Date Required:	Rental Fee:
Time From:	to:	(Please note that booked time will include your personal set up and take down time)
Estimated Attendance:	Are Children Attending? If yes, please read our Policy on Children Supervision. Thank you.	
Please use this section ONLY if more rooms are requested for this event:		
Room Requested:	Date Required:	Rental Fee:
Time From:	to:	(Please note that booked time will include your personal set up and take down time)
Estimated Attendance:	Are Children Attending?	
Room Requested:	Date Required:	Rental Fee:
Time From:	to:	(Please note that booked time will include your personal set up and take down time)
Estimated Attendance:	Are Children Attending?	

INSURANCE INFORMATION:

Prior to using The Family Centre facilities, you must provide a valid **Certificate of Liability** Insurance naming "Family and Children's Services", 65 Hanson Avenue, Kitchener, ON, N2C 2H6 as an additional insured and submit it at least a week before your booking. Please refer to page 3 of this contract for further information.

Name of Insurance Provider:	
Policy Number:	
<input type="checkbox"/> Certificate of Liability is attached <input type="checkbox"/> Certificate of Liability will be forwarded via email to: familycentrebooking@facswaterloo.org	

REMINDERS:

<input checked="" type="checkbox"/> Cancellations <ul style="list-style-type: none"> If a scheduled meeting is cancelled, the renter must send an email to: familycentrebooking@facswaterloo.org within one week of the meeting or event. Notifying the Family Centre Booking ensures that other groups or organizations have access to the meeting room.
<input checked="" type="checkbox"/> Room set up and take down <ul style="list-style-type: none"> Each organization and persons using the room shall be responsible for cleaning up and placing all tables, chairs, and other furniture back in their original position before leaving the room.
<input checked="" type="checkbox"/> Smudging: Please refer to The Family Centre Policy 001 – for more information <ul style="list-style-type: none"> If you are planning a smoke-based cultural ceremony such as smudging, please notify us at least two weeks prior to your event.
<input checked="" type="checkbox"/> Children Supervision: Please refer to The Family Centre Policy 002 – for more information. <ul style="list-style-type: none"> Provide adult supervision for children "at all times". The Renter will be responsible for any damage, vandalism or additional cleanup resulting from unsupervised children.

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WEEKDAY
 WEEKEND
 AFTER HOURS

Event Information:

Name/Title of Event :

Organization Name:

Audio/Visual Requirements:	Date:	Date:	Date:	For office use	
	Room:	Room:	Room:	Picked up	Returned
<input type="checkbox"/> Microphone (hand held)					
<input type="checkbox"/> Microphone (clip on)					
<input type="checkbox"/> Projector/Screen					
<input type="checkbox"/> Speakers					
<input type="checkbox"/> Audio cable					
<input type="checkbox"/> HDMI cable <input type="checkbox"/> VGA cable					
<input type="checkbox"/> Extension Cord					
<input type="checkbox"/> Other - Please specify					
Facility Requirements:				Notes:	
<input type="checkbox"/> Doors Unlocked					
<input type="checkbox"/> Gym Wall					
<input type="checkbox"/> Tables and Chairs					
<input type="checkbox"/> Podium					
<input type="checkbox"/> Flip Chart					
<input type="checkbox"/> Sports Equipment/Mats					
<input type="checkbox"/> Deliveries Expected <small>*Please notify reception</small>					
<input type="checkbox"/> Outdoor Space					
<input type="checkbox"/> Cleaning services <small>(Please ask about fee)</small>					
<input type="checkbox"/> Other (Please specify)					

Please note that we can only accommodate requests that are made to The Family Centre at least one week prior to your event. Requests made the day of the event cannot be guaranteed to be accommodated.

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Terms and Conditions

The following terms and conditions apply to all room rentals at The Family Centre. Please read and initial:

General:

As the Renter, you must be at least 18 years of age and have a valid e-mail address to access the room booking software. You acknowledge that you will be held as the responsible party for the booking, and:

- You agree to the rental rates pertaining to the room(s) you occupy and/or reserve for the time in which you render them physically unavailable or appearing to be unavailable due to reservation time;
- You will be responsible for any damage done to the room(s) you occupy, including any damage to equipment;
- You will be responsible for any damage done to common areas (hallways, bathrooms etc.);
- You will ensure your group does not exceed the room capacities as per room booking software;
- You (or a designate) will be the last in your party to leave the building and will ensure that all lights and audio/visual equipment are turned off and doors are closed;
- You will be invoiced based on the rental rate and booking time of the event as agreed (if applicable, additional fees will be invoiced following the event).
- Large groups may be required to pay 14 days in advance of their event.

Hours of Operation:

Meetings must begin during general reception hours as follows:

MONDAY – THURSDAY	FRIDAY	SATURDAY	SUNDAY
8:30am – 9:00pm	9:00am – 8:30pm	8:30am – 5:30pm	8:30am – 1:00pm

- It may be possible to book a meeting that extends past these hours; however, this needs to be arranged in advance with Family Centre staff, and extra charges for Reception staffing will apply.
- The building is closed on Statutory Holidays and holidays determined by Family and Children’s Services.
- You should be vacated from the space at the time your booking ends to the space. If you run past your booked time, you will be charged for the extra usage (and extra Reception staffing, if applicable).
- External doors are not to be propped open, this violates Fire Codes and fees resulting from this will be added to the renter’s invoice.

Evening/Weekend Bookings

- Bookings taking place outside of our weekday booking schedule must be a minimum of three hours.
- To compensate for additional staffing costs of weekend hours, Friday evening, Saturday and Sunday bookings will follow the weekend rental rate schedule.

Rates:

- The Family Centre maintains two rental rate categories: Standard and Subsidized, as well as weekday and weekend rates.
- Applicable rates will be determined by Family Centre staff according to the [Family Centre Procedure 01 - Room Booking*](#) document. Refer to these schedules on the Family Centre website or contact staff for more details.

Insurance:

- Prior to using The Family Centre facilities, you must provide a valid **“Certificate of Liability insurance”** naming “Family and Children’s Services”, 65 Hanson Avenue, Kitchener, ON, N2C 2H6 as an additional insured.
- Groups that do not have insurance must purchase insurance at their own expense. You may contact David Outa B.A., C.I.P. from Cowan Insurance Group at (519) 650-6363 x 41392, who is familiar with The Family Centre, or another insurance provider of your choice.
- **All renters MUST be insured for a minimum of \$2,000,000 per occurrence.**

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Supervision of Children:

- Adult supervision must be provided for children **at all times**.
- The Renter will be held responsible for any damage, vandalism or additional cleanup resulting from unsupervised children. For more information, please refer to [Family Centre Policy 003 – Supervision of Children](#).

Noise:

- 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.

Technology/Audio Visual:

- The Family Centre tech support is available from Monday to Friday from 9:00am to 4:00pm.
- Contact The Family Centre at least one week prior to your booking to test any specific requirements for technology/audio/visual equipment
- Please note that technology/gym equipment cannot be guaranteed.
- User Guide for technology items is available at reception and in each room.

Smoking:

- Pursuant to Family and Children’s Services policy, smoking is not permitted in The Family Centre or within nine meters of the building as per Ontario provincial by-law.
- **Recreational drugs are not permitted at all in The Family Centre premises.**
- If you are planning a smoke-based cultural ceremony such as smudging, please notify us at least two weeks prior to your booking. For more information, please refer to [Family Centre Policy #001 – Policy on Smudging Ceremonies](#).

Food and Beverages:

- The Family Centre is a “Nut-Safe” facility.
- Please refer to [Family Centre Policy 002 - A Nut Safe Family Centre*](#) document and the [Nut Safe Policy Addendum*](#).
- **Alcoholic beverages are not permitted** in The Family Centre premises.
- The Family Centre is a proud partner of Morning Glory Café. You are permitted to use any caterer (please advise them of our Nut Safe policy); however, we invite you to use Morning Glory Café and [support a youth skills development social enterprise](#). For more information or to place an order please visit: <https://morningglorycatering.net/>
- In the event that you use any of The Family Centre’s coffee thermoses, they must be returned to the kitchen, rinsed, and placed near the coffee maker. Filter baskets must also be emptied, rinsed and returned to the kitchen as well.
- You are responsible for notifying reception if any food deliveries are expected.
- If anything is spilled on the furniture or carpet that you cannot remove, reception **must** be notified and a spill kit retrieved.

Furniture:

- Table & chair layout may be adjusted to suit the needs of your meeting provided that you return them to their original configuration at the conclusion of your meeting (please see diagram by the door).
- Furniture may not be moved between rooms or removed.
- Set up and take down of furniture in the gymnasium is the responsibility of the renter. Gym storage must always be left tidy for the next group.
- Responsibility for furniture and A/V setup and cleanup belongs to the renter. You are expected to allow, within your booking and at your expense, time for set up and take down.

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Cleaning:

- You will ensure the room you used is left in the same condition in which you found it; if any area requires further cleaning upon your departure, you are responsible for extra clean-up fees.
- Leftover food and beverages must be removed at the conclusion of the booking and any dishes used must be washed and put away.
- Corrugated cardboard boxes (e.g. pizza boxes), must be flattened and taken to the cardboard bin located by the west entrance.
- Garbage must be placed in bags, removed from the room and taken to the garbage bins located by the west entrance.

Payment:

- Invoices will be emailed to the Renter's email address by the Accounting department at Family and Children's Services by the 15th of the following month of your booking.
- To make a payment, you may send a cheque payable to: "Family and Children's Services". Please quote the invoice number on the cheque and mail it to the Accounting Department at The Family Centre, 65 Hanson Avenue, Kitchener, ON N2C 2H6.
- Payment can also be done via credit card by contacting 519-772-4399 and speaking with Accounting.

Parking/Bus:

- Free parking is available on site at the main entrance. If you are concerned about the availability of parking for a large event/meeting, 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.

No-Show/Cancellation:

- No-Show (including cancellations with less than 72 hours-notice) will be charged the renter of \$25 or the full cost of your booking.
- Should the building close due to adverse weather or other emergency situations, as per Family and Children's Services policy, no charges will apply for bookings that have been cancelled by Family and Children's Services.
- If you choose to cancel your booking due to adverse weather or emergency situations less than 48 hours before your booking, and a weather or emergency event has not been declared by Family and Children's Services, your booking will be treated as a No-Show.

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The Family Centre's Policies and Procedures documents are available on-line at: <https://www.facswaterloo.org/familycentre/using-the-family-centre/family-centre-policies> or by contacting The Family Centre. All renters are expected to abide by The Family Centre's Policies.

Family and Children's Services hereby grants the above noted Renter permission to use The Family Centre as outlined, subject to the Terms and Conditions of this agreement contained herein.

By signing this contract, you indicate that you have read and agree to the conditions of room rental and will be responsible for fulfilling the terms of this contract.

Print your name: _____

Signature: _____ Date: _____

PLEASE EMAIL OR FAX COMPLETED FORM ALONG WITH PROOF OF INSURANCE TO:

Family Centre Booking
By Email: FamilyCentreBooking@facswaterloo.org
Fax: (519) 576-4709

Thank you.