



Licensee Information			
Name of Organization:			
Street Address:	City:	Province:	Postal Code:
Name of Licensee (Contact person):			
Phone: () ()	Fax: () ()	Email:	
Name of Insurance Provider:		Policy Number:	
Certificate of Liability is attached?* Yes _____ To Be Forwarded Via Email to FamilyCentreBooking@facswaterloo.org			

Long-Term Rental Details	
Date of First Booking:	
Organizational Details:	Have You Rented Previously?
Standard Booking Details i.e. room, dates, times (if applicable):	Expected Number of Participants:
Other Information (regular organizers/coordinators expected to be reserving Space):	
Emergency Contact Person:	Emergency Contact Number & Email:
Extra equipment/large attractions or any additional items/pieces are being rented and/or supplied for this event by a third party? No Yes - list all items and third party provider*	
<i>*All external equipment supplied by third parties to be approved; Agreement of External Equipment Form to follow</i>	
Contract Expires: December 31st, 2018	

Event Information (For Single Event Rentals)	
Name/Title of Event:	
Date of booking:	Start Time (Include Set Up): End Time (Incl. Clean Up Time):
Room being rented:	Expected Number of Participants:
Other Information:	
Emergency Contact Person & Number:	Emergency Email:
Extra equipment/large attractions or any additional items/pieces are being rented and/or supplied for this event by a third party? No Yes - list all items and third party provider*	
<i>*All external equipment supplied by third parties to be approved; Agreement of External Equipment Form to follow</i>	



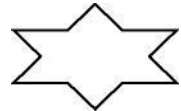
PLEASE READ AND INITIAL THE FOLLOWING TERMS AND CONDITIONS:

General

- As the Licensee, you must be at least 18 years of age and have a valid email address to enter in the room booking software. You acknowledge that you will be held as the responsible party for the booking, and:
 - Agree to 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 to the room or equipment and cleanup charges;
 - you will be responsible for any damage to equipment or extra cleanup to common areas such as hallways and bathrooms;
 - you will ensure your group doesn't exceed the room capacities per room booking software;
 - you (or a designate) will be the last in your party to leave the building and will ensure that the lights and audio/visual equipment are off and doors are closed;
 - you will ensure the facility will be left in the same condition you received it for use
 - ***Large groups may be required to pay in advance of their event by 14 days**
 - You will be invoiced based on the rental rate and booking time of the event as agreed, any additional fees will be invoiced following the event as required.

Hours of Operation and Rates:

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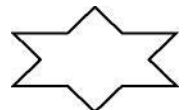


- Meetings must begin during general reception hours as follows:

MON – THURS.	FRIDAY	SATURDAY	SUNDAY
8:30 A.M. – 9:00 P.M.	9:00 A.M. – 8:30 P.M.	8:30 A.M. – 5:30 P.M.	8:30 A.M. – 1:00 P.M.

- It may be possible to book a meeting that extend past these hours, however, this will need to be arranged in advance with Family Centre staff, and extra charges for Reception staffing will apply.
- 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.
- The building is closed on Statutory Holidays and holidays determined by Family and Children’s Services.
- The Family Centre cannot offer the type of staffing assistance you might find at a hotel or conference centre. 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.

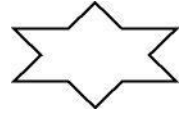
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- You should be vacated from the space at the time your booking ends to allow others access to the space. If you run past your booked time, you will be charged for the extra usage (and extra Reception staffing, if applicable).
- External doors are not to be propped open, this violates Fire Codes and fees resulting from this will be added to renters' invoices. **No-**

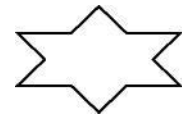
Shows/Cancellations

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- No-Shows (incl. cancellations with less than 48 hours' notice) will be charged the lesser 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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- Invoices will be emailed to the Licensee's email address by the Accounting department at Family and Children's Services by the 15th of the month following the booking. You may send a cheque made payable to "Family and Children's Services" to the Family Centre at 65 Hanson Avenue, Kitchener, ON N2C 2H6. Please quote the invoice number on the cheque.
- Payment can also be done via credit card by contacting 519-772-4399 and speaking with Accounting

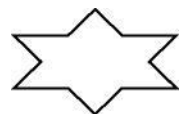
Insurance

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- Prior to using the Family Centre, 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 at least a week before your booking.
- 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.

Food & Beverages

INITIAL HERE:



- 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*](#).
- The Family Centre is a proud partner of Morning Glory Café. You are permitted to use any caterer (please advise of Nut Safe policy), however, we invite you to use Morning Glory Café and support

a youth skills development social enterprise. Visit <https://www.facswaterloo.org/familycentre/projects/morning-glory-cafe-the-family-centre> for more information.

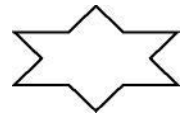
- You are responsible for notifying reception if any food deliveries are expected.
- Leftover food and beverages must be removed at the conclusion of the booking and any dishes used must be washed and put away.
- Alcoholic beverages are not permitted in the building or on the grounds.
- Corrugated cardboard boxes (e.g. pizza boxes), must be flattened and stored neatly in kitchen (1119 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 reception must be notified & a spill kit retrieved
- 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.

Furniture

- Table & chair layout may be adjusted to suit the needs of your 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.
- Setup and takedown of furniture in the gymnasium is the responsibility of the renter. Gym storage must always be left tidy for the next group.

Supervision of Children

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



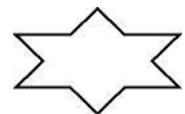
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Noise

- 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

- Contact The Family Centre at least one week prior to your booking with any specific requirements for technology/Audio Visual equipment. 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.



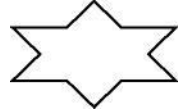
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Evening/Weekend Bookings

- 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.
- 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

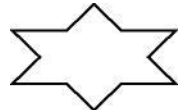
recyclables. **Smoking**

INITIAL HERE:



- Pursuant to Family and Children’s Services policy, smoking is not permitted in the Family Centre or within nine meters of the building **per Ontario provincial by-law.**
- 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.

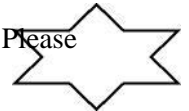
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Parking

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

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Family Centre policy and procedure documents are available at: thefamilycentre.ca/roombooking.html or by contacting Family Centre staff. All renters are expected to abide by Family Centre policies.

Family and Children’s Services hereby grants the above noted Licensee permission to use The Family Centre as outlined, subject to the Terms and Conditions of this agreement contained herein (see reverse).

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.

Signature

Date

SEND COMPLETED FORM ALONG WITH PROOF OF INSURANCE TO:

The Family Centre Administrator

Ph (519) 576-0540 ext. 3495

Fax (519-576-4709

FamilyCentreBooking@facswaterloo.org