





**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:
  - 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 posted on the 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.
- Larger groups (50+) will be asked to pay a security deposit. The security deposit will be due to The Family Centre at least one week in advance of your booking, and will be as follows:

50-99 people	\$100
100-149 people	\$150
150-199 people	\$200
200+ people	\$250

- You may be asked to provide a larger security deposit, depending on the scale of your event.
- The security deposit will be returned unless extra charges are applied due to special cleaning that must be done as a result of your booking. Please notify reception immediately if you have a concern regarding the condition of your rented space upon your arrival. This charge is not applied for normal use of the facility.

**Hours of Operation and Rates:**

- Meetings must begin during general reception hours as follows:
  - l **Mon. - Thur. 8 a.m. - 8 p.m.**
  - l **Fri. 9 a.m. -8:30 p.m.; Sat. 8:30 a.m. - 5:30 p.m.; Sun. 8:30 a.m. - 1 p.m.**
- It may be possible to book a meeting outside of 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. Rental rate category 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 Family Centre maintains a weekday and a weekend rental rate schedule. Please refer to these schedules on the Family Centre website, or contact staff for more information.
- 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.
- 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.

**No-Shows/Cancellations**

- No-Shows will be charged the lesser of \$25 or the full cost of your booking.
- A cancellation with less than 48 hours' notice will be treated as a No-Show.

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- We may choose to close the building in the event of adverse weather or other emergency situations, as per Family and Children's Services policy. You will not be charged for bookings that have been cancelled by Family and Children's Services due to adverse weather or emergency situations.
  - 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.

**Payment**

- Invoices will be emailed to the Licensee's email address by the Accounting department at Family and Children's Services by the 15<sup>th</sup> 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.

**Insurance**

- 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**

- **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 caterer of Nut Safe policy), however, we invite you to use Morning Glory Café and support a youth skills development social enterprise. Visit <http://www.thefamilycentre.ca/mgfccafe.html> 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 (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.
- Coffee makers are available in kitchen 2014 which you are free to use when booking room 2015. 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.

**Furniture**

- You are welcome to change the table and chair configuration to suit your needs provided that you return them to their original configuration at the conclusion of your meeting (please see diagram on back of meeting room door for reference). Furniture is not to be moved between rooms or removed.

**RENTAL CONTRACT #:**

- 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 or additional cleanup resulting from unsupervised children. 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**

- 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.

**Evening/Weekend Bookings**

- There is no technology staff on site to assist with audio/visual needs during evening or 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. Bookings permitted to extend beyond the Family Centre weekend Reception hours (above) w
- 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**

- 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.

**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.
- For directions to the Family Centre, please [refer to our directions document](#).

Family Centre policy and procedure documents are available at:

[thefamilycentre.ca/roombooking.html](http://thefamilycentre.ca/roombooking.html) or by contacting Family Centre staff. All renters are expected to abide by Family Centre policies.