

Our Process and Policies

What is included:

Rooms perfect for any event from a small birthday party or meeting to medium sized gatherings and weddings. With your booking you get:

- 1 free hour of setup time prior to your event start
- Setup and takedown of tables and chairs
- SOCAN
- Speaker (and mic if needed)
- Wifi
- Access to the park and outdoor amenities for the duration of your event (until 9 pm).
- Discounted rates for residents

To View a Room:

Please email events@chappellegardensra.ca or call 780-705-1815 to set up a time to view the rooms. Our building is open 9 am - 9pm every day, please call or email to ensure the room is not in use before coming.

Our Booking Process:

- Complete a booking request on our website. Requests will be entered into the calendar in the order in which they were received.
- Our event coordinator will be in touch within 2 business days regarding availability and will send you all the necessary forms. Please note that our event coordinator is generally off on Mondays.
- Your event is now considered a pending booking.
- We can only hold a room for 48 hours, if another party is interested, you will be notified and asked if you would like to proceed.
- To confirm your event, we require payment in full, a signed rental agreement and damage deposit.

Bookings/ Holds:

- Bookings are on a first come first serve basis. We can hold your preferred date for up to two (2) days.
- Block bookings are not permitted, unless authorized by management.



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- A staffing fee of \$50.00 per hour past 9:00 pm will apply for all rentals that are booked past 9:00 pm in addition to the room rental rates.
- The Chappelle Gardens Residents Association building, and multipurpose rooms must be vacated by 12:00 am.
- Access to the outdoor amenities is prohibited past 9:00 pm.
- The person booking the event must be at least 18 years of age and must be in attendance for the entire event. The renter is responsible for their guests.

Changes to the Rental Agreement/Cancellation Policy:

- All changes (time, room, or scheduling) must be done in writing at least 2 weeks prior to the rental date. Changes will be made based on availability and at the discretion of the Event Coordinator. A \$15.00 admin fee may apply.
- All cancellations must be made in writing by emailing events@chappellegardensra.ca
- 100% refund if the rental is canceled more than 2 weeks prior to the event.
- 50% refund if the rental is canceled less than 2 weeks, but more than a week prior to the rental.
- No refund will be issued if the event is canceled within 1 week of the rental date.
- Refunds for outdoor bookings will be returned by stored credit for a future booking. A \$15.00 admin fee will be charged for any refunds that are not stored credit.

Additional Charges:

- Failure to leave by your contract end time will result in a penalty of \$50.00/every 15 minutes. Any rental commencing prior to the contract start time will be charged \$50.00/every 15 minutes.
- Cigarette butts found anywhere on the property will result in a \$75.00 charge per cigarette butt.
- Damaged chairs will result in a \$40.00 charge per chair.
- Damaged tables will result in a \$150.00 charge per table.
- Room rentals found to have used confetti during their event will result in a \$100.00 fine.
- All returned cheques will be charged a \$50.00 NSF fee.

Facility Restrictions:

- Renter must complete a Pre and Post-Rental checklist with a CGRA staff member. Failure to complete the inspection will result in a Non-Contest should any damages be identified.



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- The facility may be rented for private functions only. Rental for public events is not permitted. Rental events cannot be advertised, charge an entry fee, or market or sell products or services.
- Your group is restricted to the room(s) rented. Children are not to be left unattended.
- All guests must vacate the facility by the end of the booking.

Management Rights/Misconduct:

- CGRAs personnel has full right to shut down any event if at any time there is any demonstration of unruly, inappropriate, and/or unacceptable behavior by the renter and/or any of their guests, including children, that cannot be resolved immediately. Police will be called and any future rentals will be null and void, without refund.
- Management has the right to cancel any rental agreement if it is found out that the rental is to be used for any purpose other than that which it was originally agreed to, or if the renter has in any way misrepresented themselves to the CGRA staff in order to obtain the rental.
- Management also reserves the right to change this contract and pricing without notice.

Smoking/Fire Extinguishers/Noise Bylaw/Kitchen/Wet Bar:

- Chappelle Gardens Residents Association is a smoke free environment. The entire facility, including park areas, are non-smoking, and we request, and will enforce, strict observance of this regulation.
- There are designated smoking areas in the parking lot.
- If a fire extinguisher is activated without just cause a \$150.00 fine per extinguisher, plus any additional associated costs, will be charged to cover the costs of replacement.
- Please ensure the doors and windows must be closed after 10:00pm and the music must be turned down (as per the City of Edmonton Noise Bylaw #7255).

Alcohol:

- If serving alcohol of any kind, the renter must obtain a liquor permit and post it for the duration of your rental or your rental will be shut down. It is your responsibility to follow the guidelines of your Liquor Permit: www.aglc.gov.ab.ca.
- Alcohol is only permitted in room(s) specified on your contract. Alcohol is not permitted in the park.



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Set Up/Decorating/Clean Up:

- Only painters tape or sticky putty is to be used for any decorating. Absolutely no scotch tape, nails, tacks or staples are permitted.
- No open flame candles allowed (must be in a secure holder).
- No confetti, throwing rice or bird seed of any kind is allowed on the property.
- The room rented must be left in good condition as found at the beginning of the rental period.
- You are responsible for clean-up of the room and it must be done within the time of your rental.
- At the end of your event please ensure all litter and garbage picked up, put in garbage bags and all recycling is put in the recycling. All decorations must be taken down. Floors must be swept. Windows and doors closed. Any personal belongings, equipment, rented décor or furniture, or anything provided by caterers must be removed from the facility at the end of your rental.
- Please refrain from allowing children to play in the hallways during your booking as it is a safety and fire hazard. During your booking, your guests have access to our 5-acre park and all of its amenities. Guests must remain in your rental space.

Forms:

Rental Agreement: Please read this carefully as it outlines all restrictions, rules and possible charges. Required to confirm your event.

Damage deposit: \$ 500 by credit card information (we do not preauthorize it, only keep it in the case of damage during your event). Required to confirm your event.

Third Party Liability Insurance: Many homeowners insurance policies cover this, you just check with your provider or we recommend DUUO Insurance as it is simple, and inexpensive <https://duuo.ca/event-insurance/>

Floor plan: Indicate where your tables and chairs will be setup. Event Coordinator can provide to you.

Guest list: First and last name of all attendees. Due at least 1 week prior to your event

Liquor license (if applicable) <https://aglc.ca/event-licence/survey.html#step=Eligibility>