

## Chappelle Gardens Residents Association Bookings Policy and Procedures

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**What's Included with Your Booking:** Rooms are perfect for a variety of gatherings—from intimate birthday parties or meetings to medium-sized weddings and celebrations. With your booking, you receive:

- One (1) free hour of setup time prior to your event start
  - Setup and takedown of tables and chairs
  - SOCAN coverage
  - Speaker system and microphone (if needed)
  - Wifi access
  - Access to the park and outdoor amenities until 9:00 PM
  - Discounted rates for Chappelle Gardens residents
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**To View a Room:** Please email [events@chappellegardensra.ca](mailto:events@chappellegardensra.ca) or call 780-705-1815 to schedule a room viewing. The building is open daily from 9:00 AM to 9:00 PM. To avoid conflicts, please ensure the space is available before dropping in.

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### **Our Booking Process:**

1. Complete a booking request through our website. Requests are processed in the order received.
2. Our Event Coordinator will respond within two (2) business days. Please note the Event Coordinator is typically off on Mondays.
3. Your event is now considered a *pending booking*.
4. We can hold a date for up to two (2) days. If another request is received, you'll be notified and asked if you wish to proceed.
5. To confirm your booking, we require:
  - Full payment
  - A signed Rental Agreement
  - Credit card information for the damage deposit

All indoor bookings require a minimum rental duration of three (3) hours.

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### **Booking Holds & Block Bookings:**

- Bookings are first-come, first-served.
- Block bookings are not permitted unless approved by management.

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**Staffing & Building Access:**

- A staffing fee of \$50/hour applies to rentals before 9:00 am or past 9:00 PM.
- All rooms must be vacated by 12:00 AM.
- Access to outdoor amenities ends at 10:00 PM.
- The renter must be 18 years or older and present for the entire event. The renter is responsible for all guests.

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**Rental Agreement Changes & Cancellations:**

- All changes (date, time, room) must be submitted in writing at least two (2) weeks before the event. Changes are subject to availability and a \$15.00 admin fee may apply.
- All cancellations must be submitted via email to [events@chappellegardensra.ca](mailto:events@chappellegardensra.ca).
  - More than 2 weeks prior: 100% refund
  - Between 1–2 weeks prior: 50% refund
  - Less than 1 week prior: No refund
  - Outdoor bookings: Refunds will be issued as **credit only** unless a \$15.00 admin fee is paid.

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**Additional Charges:**

- Overstay fee: \$50 per 15 minutes past contract end time
- Early entry fee: \$50 per 15 minutes prior to contract start
- Cigarette butts on property: \$75 per butt
- Damaged chair: \$40
- Damaged table: \$150
- Use of confetti: \$100 fine
- NSF (returned) cheques: \$50 fee

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**Facility Restrictions:**

- A Pre- and Post-Rental Checklist must be completed with a CGRA staff member. Failure to do so waives your right to dispute damage claims.
  - Rentals are for **private functions only**. Public events, paid entry, and sale of products/services are not permitted.
  - Your group is restricted to the room(s) rented. Guests may not occupy other spaces.
  - Children must not be left unattended.
  - Guests must vacate the facility by the end of the booking.
  - Violations of maximum room capacities may result in fines and/or event shutdown.
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### **Misconduct & Management Rights:**

- CGRA reserves the right to shut down any event due to unruly or inappropriate behavior by guests, including children. Police may be called. No refund will be issued.
  - Rentals used for purposes other than declared are subject to cancellation.
  - CGRA reserves the right to update this policy and pricing without notice.
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### **Smoking, Fire Extinguishers, Noise, Kitchen & Bar Use:**

- CGRA is a smoke-free facility, including park space. Designated smoking areas are located in the parking lot.
  - Unauthorized use of fire extinguishers: \$150 fine plus replacement costs
  - After 10:00 PM: Windows and doors must be closed; music must comply with City of Edmonton Noise Bylaw #7255
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### **Alcohol Policy:**

- Alcohol may only be served in designated room(s) with an approved AGLC liquor permit, visibly posted during the event. Visit [aglc.ca/event-licence](http://aglc.ca/event-licence) for more info.
  - Alcohol is **not permitted in the park**.
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### **Decorating, Set Up & Clean Up:**

- Only painter's tape or sticky putty allowed. No scotch tape, nails, tacks, or staples.
  - No open flame unless fully enclosed in a holder.
  - No confetti, rice, or birdseed.
  - Renter is responsible for full cleanup within the rental period:
    - Garbage and recycling sorted
    - Decorations removed
    - Floors swept
    - All personal items and vendor supplies removed
    - Windows and doors closed
  - Children are not allowed to play in hallways; this is a fire and safety hazard.
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### **Required Forms & Documentation:**

- **Rental Agreement:** Required to confirm booking.
- **Damage Deposit:** \$500 held via credit card info (not pre-authorized).
- **Third-Party Insurance:** Required. Home policies may cover it; otherwise, we recommend DUUO Insurance ([duuo.ca/event-insurance](http://duuo.ca/event-insurance)).
- **Floor Plan:** Submit your setup preferences; staff can assist.

- **Guest List:** Due at least 1 week prior. Must include all attendees (guests, family, contractors). Use full names. Children under 2 may be listed with a parent. Indicate if each person is an adult or a child (under 18).
  - **Event Name:** Please provide a clear name for your event (e.g., Sarah's Birthday Party, Jodi's Bridal Shower, XYZ Company BBQ) to help direct guests upon arrival.
  - **Liquor License (if applicable):** AGLC permit must be posted during event.
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Thank you for choosing Chappelle Gardens Residents Association. We look forward to helping you host a successful event!