

# Booking Policies Summary

Last Updated: Jan 13, 2026

This summary highlights key policies for private rentals at the Social House. Full policies apply to all rentals and are available to view in the rental agreement document upon booking.

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## Booking & Payment

- Booking requests are submitted online and processed in the order received
- A provisional hold may be placed for up to two calendar days
- To confirm a booking, renters must submit a signed rental agreement, a damage deposit authorization form, and pay the invoice in full within 48 hours of confirmation
- Minimum indoor rental duration is three hours
- Rentals shorter than six hours must fall within either the 9:00 am to 2:00 pm or 3:00 pm to 9:00 pm booking blocks

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## Setup, Access & Timing

- One complimentary setup hour is included for indoor rentals only
- Outdoor rentals do not include complimentary setup time
- All setup, takedown, and cleaning must be completed within the booked rental time
- Indoor rentals must end and the space be vacated by 12:00 am
- Outdoor rentals and amenities end by 9:00 pm
- A staffing fee of \$65 per hour applies before 9:00 am and after 9:00 pm
- After-hours staffing fees apply in addition to overtime charges

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## Fees

- Overtime or early entry is charged at \$50 per 15 minutes
- Storage of large items left behind is charged at \$100 per hour
- Items not retrieved within 24 hours may be disposed of or donated
- Damage, excessive cleaning, or misuse of space will be billed as needed

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## Cleaning Expectations

- Rented tablecloths must remain on the tables and furniture returned to its original layout
- All decorations and personal belongings must be removed by the end of the booking
- Routine reset is expected and does not count as extra cleaning
- Failure to meet expectations may result in cleaning or overtime charges

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### **Tablecloths & Linens**

- Tablecloths and linens are not included in the rental fee
- Renters may bring their own or rent black tablecloths from CGRA
- \$5 per tablecloth Or Room packages available for more than 6 linens
- Excessive cleaning, stain removal, or replacement fees may apply for damaged linens

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### **Alcohol, Insurance & Conduct**

- CGRA does not provide insurance
- Alcohol is permitted indoors only with a valid AGLC permit and liquor liability insurance
- Alcohol is not permitted in outdoor spaces
- All City of Edmonton noise bylaws must be followed

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### **Use of Space**

- Rentals are for private functions only
- Public events, ticket sales, paid instruction, fundraising, or commercial activity are not permitted
- Guests must remain within the rented space
- Children under 12 must be supervised at all times
- Capacity limits include all guests including children, as well as vendors and contractors who are remaining on site during the event.

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### **Cancellations**

- 14 or more days prior: full refund less a \$15 admin fee
- 7 to 13 days prior: 50 percent refund less a \$15 admin fee
- Less than 7 days prior: no refund
- Weather-affected outdoor rentals may receive a stored credit at CGRA discretion

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### **Enforcement**

CGRA reserves the right to end an event due to unsafe behaviour or policy violations. No refunds will be issued.

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### **Questions or Viewings**

events@chappellegardensra.ca

780-705-1815

Social House hours: 9:00 am to 9:00 pm daily