



EIGHTH AVENUE PLACE

Hines

Conference Centre Rules and Regulations

These rules and regulations are provided for tenant convenience and clarity. They may be changes and updated at any time.

After Hours Events

The Conference Centre is open Monday through Friday from 7:30am to 6:00pm. Evening events are subject to hourly rates that include overtime HVAC and cleaning charges. **Please note, it will not be applied to the Tenant Contra Account.** Weekend events will be considered by Property Management on a case-by-case basis dependant on potential work happening throughout the building at that time.

Ancillary Cleaning Charges

Take down and general tidying are included in the Room Rental Charge. Any additional carpet cleaning, damage done to walls, excessive garbage and left over materials, or extra cleaning or furniture and fixtures, may incur ancillary cleaning charges.

Audio-Visual

Please note Property Management is not responsible for any technical issues that may arise which are beyond out control and we recommend having an I.T. technician on site should any such issues occur. Any damage done to the Centre's audio-visual equipment will be the responsibility of the tenant using the space. Any existing damage or malfunctions discerned must be brought to the attention of Property Management staff at the start of your event.

Booking Fee

Each booking is subject to a \$50 booking fee. This fee is non-refundable and will be billed independently and invoiced at the end of the current month. It will not be applied to the Tenant Contra Account. This fee will be charged after the 72-hour grace period following the booking confirmation.

Booking Times and Set Up

2-3 people will be permitted to enter the room 15 minutes before the event Booking Time to set up at no additional rental charge. Additional required set up time must be accounted for in the Booking Time. Early arrivals will result in an updated Booking Time and additional rental charges.

Cancellation Policy

A three-day grace period will be applied for bookings - if cancelled less than 72 hours from the time of the booking then no charge will apply. This does not apply for last minute events booked less than 30 days before the event.

All other bookings are subject to a cancellation charge of 100% of the room rental, if cancelled less than 30 days before the event. This amount can be applied to the Tenant Credit Account if cancelled within 48 hours before the event. If cancelled within 48 hours of the event start time, 100% of the room rental will be billed independently and invoiced at the end of the current month. For all afterhours events, cancellations within 30 days prior to the event will incur the full charge plus a 15% administrative fee & GST to be included on your invoice. No show - 100% charge billed directly to Tenant. Not applied to Tenant Contra Account.



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Catering

Catering is to be arranged by the Tenant. All deliveries must occur no more than 1 hour before the start of your event. Early deliveries may result in additional rental charges and fees. Catering items must be removed from the Centre no more than 2 hours after the end of your bookings. Property Management is not responsible for missing or damaged catering items that are being stored. Additional Storage Fees may apply.

Items not provided

Property Management does not provide catering equipment or other miscellaneous items that are not listed on the Conference Centre Booking Form.

Last Minute Changes

Property Management will do its best to accommodate all requests but we can only guarantee seating and table arrangements for the number of attendees confirmed on the Conference Centre Booking Form. Last minute changes will be addressed by may be limited by room capacity or table and chair availability.

Liquor Consumption

A Special Events Liquor Permit is required for all liquor consumption. This must be arranged by the Tenant. They are administered through the Alberta Gaming and Liquor Corporation and can be purchased at several local liquor stores. For more information please go to <http://www.aglc.gov.ab.ca/licences/specialevents.asp> or speak to the Conference Centre Coordinator. Property Management is not liable for actions resulting from liquor consumption.

No Show Charges

No shows will be billed at 100% of the room rental charge. This amount will not be deducted from the Tenant Credit Account but will be billed independently and invoices at the end of the current month.

Public Space and Signage

No registration tables or catering tables are to be placed outside the meeting room in public space without the express written permission by Property Management. No signs are to be taped to the wallpapered surface in the Conference Centre, only on glass and painted surfaces. Any exterior signage (including on the 4th floor and lobby) must be approved by Property Management at least 72 hours in advance of the meeting.

Removal of Items & Lost and Found

Please ensure that all catering equipment and personal materials are removed at the end of your meeting. Property Management is not liable for any missing or damaged equipment left unattended. Any personal items located will be stored and logged in Lost and Found at the Security Office in the Lobby. Property Management and Security are not responsible for any missing or forgotten personal items.

Tenant Contra Account Usage

Credit will be withdrawn from the Tenant Contra Account immediately after the 72 hours grace period. If the reservation is cancelled more than 30 days before the event date, then the credits will be added back to the Tenant Contra Account.