



## Booking Terms and Conditions Guide

### Terms and Conditions

Thank you for your interest in booking space at Tropicana Community Services (Tropicana) for your event. Please read in full, the following terms and conditions, before completing the booking application. If you have any questions related to the following, please email them to [rentals@tropicanacommunityservices.org](mailto:rentals@tropicanacommunityservices.org).

### General Terms and Conditions

1. You **MUST** be at least **21 years of age** to book any of our facility spaces. Please be prepared to present a valid photo ID, as proof of age. The person who signs the booking agreement must be on-site for the duration of the event.
2. **ALL site visits MUST be booked in advance so we can** ensure the space is free at the time of your visit.
3. **We do not accept bookings for less than 4-hours, all booking MUST be for a duration a 4-hour minimum**, including your set-up, tear down and clean-up time.
4. Signing of **the booking agreement and payment of all applicable fees MUST be completed and received no later than ten (10) days prior to the event.** Additionally, all required documents (such as the Certificate of Insurance, and or a valid liquor license if needed for your event), must be provided to Tropicana prior to payment of the booking fees. Signing of the booking agreement can be completed (more than ten 10 days prior to the event).

In addition, a 50% deposit of your total fees (including the security deposit) is due upon the confirmation of the booking with Tropicana.

5. **The individual booking the space is required to obtain their own liability insurance and MUST provide a copy of the Certificate of Insurance with a minimum \$2,000,000 liability coverage** along with the policy number, adding Tropicana Community Services as an additional Insured. Failure to provide proof of insurance coverage may result in cancellation of your event. The Certificate of Insurance must cover the entire duration of the event time, as listed on your booking agreement.

6. **The individual booking the space MUST acquire a valid liquor license, if they plan on having/serving alcohol at their event**, and a copy of the license needs to be provided to Tropicana prior to the signing of the booking agreement (more than 5 days) prior to the event). The individual booking the space will also be required to have the original physical license on-site at the event. Terms and Conditions
7. **The individual booking the space MUST agree to follow all Liquor Licence Board of Ontario Regulations**, including but not limited to not serving individuals under the age of 19, not serving after past the time indicated on their liquor license (1:00 or 2:00 a.m.), not allowing alcohol to be consumed outside of the premises, and using Smart Serve trained servers, ensuring the liquor license is visibly displayed at the event.
8. **The kitchen is to be only used for storing food.** The individual booking the space is responsible for bringing food and beverage service equipment, including but not limited to kitchen utensils, warmers, chaffing pans, and burners. No equipment will be provided.  
  
The Tropicana kitchen will not be accessible to the individual booking the space or any of their guest/vendors/attendees for cooking or heating food. However, setting up of food and use of the fridge to store food temporarily is allowed.
9. The individual booking the space agrees that all **activities conducted at the event will adhere to the Ontario Fire Code and Ontario Building Code.**
10. **The individual booking the space agrees to adhere to the occupant load posted** in the hired space/room and to adhere to the occupant load stipulations.
11. The individual booking the space agrees to ensure guests and vendors **do not congregate outside of the building**. Complaints from residents will result in the loss of the full security deposit and banishment from future bookings.
12. The individual booking the space **will leave the space and the Tropicana premises in the condition in which they were found.**
13. Tropicana is a smoke-free environment. The individual booking the space will ensure there is **no smoking or vaping of any type on the premises.**

## Set up and clean up

1. **Clean up of the space after the event, as well as assembling, and disassembling items brought to the venue is the responsibility of the individual booking the space.** This includes the removal of decorations and leftover catering (food and beverage, as well as plates, cups, silverware or any other serving equipment and trash). All clean-up activities should be completed by the agreed event end time. Set-up prior to the event and tear-down after the event will be included in your overall event duration, individuals booking the space will be charged extra should additional time be needed for cleaning up and tear-down. When filling the booking application time must be allowed for cleaning up and tear down.
2. **Individuals booking the space are not allowed to fix anything to the walls, floors, or ceilings using staples, tape, or nails.**
3. **Individuals booking a space will be charged a \$50 housekeeping fee.**

## Fees

4. **Payments can be made by credit card, certified cheque, money order, or eTransfer, if they are submitted by the due dates.** We do not accept cash payments. All payments made with a Visa or Mastercard charge card will be subject to the applicable surcharge as imposed by the Royal Bank of Canada on all transactions. Should a cheque payment result in insufficient funds, a \$35 fee will be applied.
5. **Tropicana does not accept fees on weekends, nor do we allow fees to be paid on the event day.**
6. **A deposit of 50% of the total booking fees (including the security deposit) is due upon the confirmation of your booking once the individual booking the space has received the fees breakdown. Only once the deposit is received will Tropicana hold the space for your event.**

7. **All bookings are required to pay for an on-site Tropicana staff support**, at the rate of \$20 an hour per staff member. There are no exceptions. Note: Individuals booking a space are required to pay for one staff member for every 60 attendees.

Attendees	Tropicana On-site Staff Requirement
1-60	1 @ \$20/hr
60-120	2 @ \$40/hr
121-180	3 @ \$60/hr
181-240	4 @ \$80/hr
<b>241+</b>	<b>5 @ \$100/hr</b>

8. **All remaining fees must be paid 10 days prior to the event date.**

9. **A breakdown of booking fees and the total owed will be emailed to the individual booking the space once the booking application has been submitted and reviewed.** All booking fees including the refundable security deposit will be listed in the breakdown. These will include:

- Refundable security deposit
- Incidental/housekeeping fees
- On-site staff

10. **A refundable security deposit of \$300 is required for all bookings, in addition to all service and booking fees and must be included in the one-time payment for all fees due. Security deposits do NOT hold bookings.** The deposit fees cover:

- Negligent damages occurring to Tropicana property and/or the premises.
- Additional fees incurred by individuals making the booking relating to on-site staff and usage of the venue, including for exceeding the initial booking duration.

11. **An inspection of the premises will be conducted by the on-site staff once the event, including tear down and clean up, is concluded.** Once the inspection is completed, it will be determined if all agreed upon conditions have been met and that no damages to the space and or the premises resulted from the individuals responsible for the booking and/or their guests and vendors. If all conditions are met, the on-site staff will sign off on the release of the deposit, and the deposit will be refunded to the original payor. The deposit refund will be returned using the same method of payment as the initial payment used.



**12. We do not accept instalment payments for booking, service, or deposit fees owed.** Only when all the requirements listed in this document are met will a booking be considered confirmed, including:

- a. The application is completed and submitted to Tropicana
- b. The individual booking the space has obtained liability insurance, listing Tropicana as one of the insured, with a minimum of \$2,000,000 liability coverage and has provided a copy that clearly shows the policy number to Tropicana and that includes Tropicana Community Services as an additional insured.
- c. The individual booking the space has obtained a valid liquor license if alcohol is being served at the event
- d. The individual booking the space has provided **ALL** required documentation more than 5 days prior to the event.
- e. The individual booking the space has provided full payment of all fees and the security deposit.

**13. A receipt of payment is only given if requested by the individual booking the space.**

**14. The booking fees for our available spaces are as follows:**

Room	Capacity	Corporate Rate/ Personal/Private	NFP Rate
Community Room (Full)	250	\$100/hr	\$55/hr
Community Room (South)	60	\$70/hr	\$40/hr
Community Room (North)	60	\$70/hr	\$40/hr
Classroom 1 & 2 - Blue/Green Rooms	20	\$65/hr	\$35/hr
Classroom 1 - Blue Room	10	\$40/hr	\$25/hr
Classroom 2 - Green Room	10	\$40/hr	\$25/hr
Classroom 3 - Purple Room	10	\$40/hr	\$25/hr
Classroom 4 - Orange Room	10	\$40/hr	\$25/hr
Board Room	10	\$40/hr	\$25/hr
Gymnasium (including change rooms) available for recreational activities only	250	\$65/hr	\$35/hr

15. The booking fees for equipment and staff support are as follows:

Item	Corporate Rate/ Personal/Private	Not for Profit Rate
Sound System and 1 Microphone (Community Room)	\$135	
Sound System and Screen (Community Room)	\$85	
Sound System, Screen, and 1 Microphone (Community Room)	\$160	
Project (All Rooms)	\$50	
Bar	\$75	
Staff	\$20/hr/person/ with a min of 4 hours (1 staff required for up to 60 attendees, and 2 staff required for events with 60+ attendees)	
Staff Overtime	\$30/hr/person	
Table and Chair Set Up by Tropicana	\$50 + 2 Staff at \$20	
Table and Chair Take Down by Tropicana	\$50 + 2 Staff at \$20	
Stage Removal (Community Room)	\$120	\$50
Alternative configuration of the sage - 8x4 feet (Community Room)	\$40	

16. The additional fees include:

Item	Corporate Rate/ Personal/Private	NFP Rate
Refundable Security Deposit	\$300	
Housekeeping and Incidentals	\$50	

## Cancellations

1. Booking **cancellations require advanced notice of 14 business days.**
2. **There is a cancellation fee of \$50** if an event is cancelled 14 days or more before an event.
3. **There is a cancellation fee of \$100** if an event is cancelled in less than fourteen [14] days before an event.

Please note a detail listing of the terms and conditions will be included in our booking agreement.