

Booking Policies and Procedures

- All bookings require a signed agreement and a 25% non-refundable, non-transferable deposit in order to consider an event confirmed.
- The Ottawa Conference and Event Centre reserves the right to be the sole supplier of all food and beverage requirements on property. An exception to this is celebration cakes
- A guarantee of anticipated attendance is to be supplied to your Sales Manager five (5) business days prior to the event. You will be charged for this number or the number served, whichever is greater, and cannot be subject to any reduction beyond this point. If guaranteed numbers are not sent at this point your invoice will be based on original numbers provided at time of booking – or last numbers previously provided
- All advertising of your event should be verified by your Sales Manager to confirm appropriate logo is used, address, phone numbers and facility name is correct
- **All** events are responsible for obtaining necessary licensing using dramatic materials, or any other property that is subject to trademark, patent or other proprietary right which is used or incorporated into your event. For events using copyrighted music a SOCAN licence to play (publicly perform) music at receptions, conventions, assemblies, fashion shows and any other event playing music will be applied to the main account and billed directly to Conference Centre. The Conference Centre will then send this directly to the SOCAN on each client's behalf as required. Events are also required to pay the Re-Sound fee. RE:SOUND – represents the rights of the performers who played on recordings and the record companies that released those recordings. Re:Sound tariff applies to recorded music publicly performed at live events rather than music performed live and in person such as a live performance by a band at a concert venue.
- Use of masking, clear packaging and plastic-based tape are prohibited on all walls and surfaces, only painters tape is permitted
- The Conference Centre reserves the right to control music and sound levels at any time during a function
- Decorating material that the client intends to bring for any event must be approved by the Conference Centre and must conform to the fire department regulations. (Glitter, Confetti, Streamers will not be allowed in the Centre)
- All material must be anti-inflammable. No combustible items are permitted. Helium balloons require prior authorization for use
- Animals, birds or pets are prohibited in the Conference Centre. Working dogs are an exception to this rule and must be brought to the attention of your Sales Manager prior to the scheduled event
- The main entrances, Atrium and pre-function space are considered public areas. All activities that use public areas such as registration, special exhibits, displays or signage must be approved by your Sales Manager in advance
- Audio Visual equipment is to be supplied by our in-house preferred supplier, ADVANTAGE. A surcharge of \$200.00 per meeting room and \$200.00 per section of ballroom will be applied if another audio visual supplier is hired
- One setup per meeting room will be provided. Any room flips will be subject to labour charges (see ancillary price list) and will need prior approval from your Sales Manager
- Delivery of materials will only be accepted 24 hours prior to the function set-up day. All deliveries must be clearly labelled (see shipping label) with the name and date of the function, name/s of the meeting room and Sales Manager. All items must be removed from the Conference Centre within 24 hours of the ending time of the event. The Conference Centre will not be responsible for items left on the premises after 24 hours. Daily cartage and storage fees will apply. A delivery schedule should be provided one week prior to the scheduled event. Please note the maximum weight for a delivery in the Conference Centre is 1 tonne.

Receiving Fee for Deliveries and Shipments

1-20 boxes or packages*	Complimentary
21-30 boxes or packages*	\$100.00
31-40 boxes or packages*	\$200.00
41-50 boxes or packages*	\$300.00 and so on

**a box or package is 25 lbs or less*