

TERMS & CONDITIONS

BILLING ARRANGEMENTS:

- a. All bookings require a signed agreement and non-refundable, non-transferable deposit in order to consider an event confirmed. All deposits will be credited to the final invoice.
- b. A \$250.00 or 25% deposit whichever is greater is due upon signing
- c. All functions must pay an additional 50% deposit thirty (30) days prior to the event
- d. All functions booked less than thirty (30) days prior to the event will be responsible for a 75% initial deposit
- e. Should the client wish to establish direct billing, a completed credit application must be forwarded to the Ottawa Conference and Event Centre at least thirty (30) days prior to the event date. The above deposit structure still applies.
- f. For all functions a credit card must be on file

CLIENT CANCELLATION/ POSTPONEMENT POLICY:

- a. If a function is cancelled by the client anytime after the contract is signed and the non-refundable/non-transferable deposit has been paid, a cancellation fee equivalent to the full-published room rental will apply, less any revenue recouped by the Conference Centre through resale of this space
- b. If a function is cancelled by the client within thirty (30) days prior to a pending event, a cancellation fee equivalent to the full published room rental and 50% of the actual food and beverage revenue will be levied as liquidated revenue damages less any revenue recouped by the Conference Centre through the resale of this space.
- c. If a function is cancelled by the client within five (5) business days prior to an event, a cancellation fee equivalent to 100% of the actual food and beverage revenue and the actual room rental will be levied as liquidated revenue damages less any revenue recouped by the Conference Centre through the resale of this space.
- d. If a function is cancelled by the client as a direct consequence of a statutorily mandated pandemic lockdown or stay-at-home order, Ottawa Conference and Event Centre will first work with the client to secure a mutually suitable date to re-schedule the function, but if within thirty (30) days a suitable date is not agreed on, the client's non-refundable/non-transferrable deposit will continue to be held by the Ottawa Conference and Event Centre and will apply the deposit to the re-scheduled date for the client's function, or will return the deposit to the client eighteen (18) months after the originally scheduled function date if the client's function date has not been rescheduled.

CANCELLATION BY OTTAWA CONFERENCE AND EVENT CENTRE:

Ottawa Conference and Event Centre may by written notice to the client immediately terminate this contract without liability to Ottawa Conference and Event Centre, if Ottawa Conference and Event Centre determines that:

- a. either or both the client or the function is or is reasonably anticipated it or they will be in breach of any of the Prohibited Acts, in which case, such cancellation shall be treated as if the event were cancelled by the client for the purposes of determining the applicable cancellation fee and liquated revenue damages; or
- b. the fulfilment of any of Ottawa Conference and Event Centre's obligations is or will be prevented or delayed by a cause which is beyond its reasonable control; in which case, the client's deposit(s) will be returned to the client. Such causes include but are not limited to fire, tempest, act of God; statute, law or order-in-council, or any regulation or order passed or made pursuant thereto or by reason of the order of direction of any administrator, controller or board, or any governmental department or officer or other governmental, quasi-governmental, or health or public safety authority; epidemics, pandemics or other medical situations; fire, flood or explosion; riot, civil disorder, insurrection, war, strike or lockout, a power failure or other interruption in utilities or services; any delay in necessary and essential construction of the facility; or curtailment of transportation facilities or other emergency making it illegal or otherwise impossible to provide the facilities of the services to hold the meeting.

EVENT POLICIES:

- a. Use of masking, clear packaging and plastic-based tapes are prohibited on all walls and surfaces, only painters' tape is permitted
- b. The Conference Centre reserves the right to control volume and sound levels at any time during the function
- c. 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 permitted)
- d. Animals, birds or pets are prohibited in the Conference Centre. Working dogs are permitted and must be brought to the attention of your Sales Manager prior to the scheduled event.
- e. 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.
- f. Ottawa Conference and Event Centre has zero tolerance for any function, activity or behavior which is deemed or anticipated by Ottawa Conference and Event Centre (i) to promote hatred, discrimination, violence, or contempt against any person or group of persons on any basis; or (ii) be a nuisance or otherwise disruptive, or (iii) to be vexatious, violent, illegal or immoral; (each being herein called a 'Prohibited Act").

FOOD AND BEVERAGE GUARANTEES:

The Ottawa Conference and Event Centre is relying upon the food and beverage functions as outlined. The client agrees that a loss will be incurred by the Conference Centre if there is a cancellation or reduction in the number of food and beverage functions and the number of persons expected. Therefore, the following reduction in numbers will be permitted:

- a. Two (2) months or more prior to the function date, cancellation of up to 25% of the number of persons as per the original signed agreement will be accepted without penalty.
- b. Less than 30 days prior to the function date, cancellation of up to 10% of the number of persons as per the original signed agreement will be accepted without penalty.
- c. Five (5) business days prior to the function date, cancellation of up to 5% of the number of persons as per the original signed agreement will be accepted without penalty. This guarantee (or attendance, whichever is greater) will be billed to your final invoice.

FOOD AND BEVERAGE POLICIES:

- a. All Food and Beverage selections need to be made thirty (30) days in advance of your first contracted date.
- b. The Ottawa Conference and Event Centre is pleased to offer alternative meals for those guests with special dietary constraints and or food allergies. Any special dietary constraints or food allergies must be made five (5) business days prior to the date of the event.
- c. The Ottawa Conference and Event Centre reserves the right to apply an additional surcharge for any dietary restrictions provided less than five (5) business days prior to the event.
- d. Any specific plates created in place of a buffet meal for individuals with special dietary constraints or food allergies that are not picked up will automatically be added to the final invoice at the full meal price in addition to the final number guarantees.

FOOD AND BEVERAGE SUPPLIER:

The Ottawa Conference and Event Centre is the sole supplier of all Food and Beverage requirements on property (the only exception is wedding cakes) and specifically prohibits the removal of food and beverage from any catered function by the client.

Alcoholic beverages will be served in accordance with the regulations of the Liquor Control Board of Ontario and the Alcohol Gaming Commission of Ontario.

FUNCTION SPACE POLICY and FINAL DETAILS:

- a. Function space must be set for no more than 10% over the Food and Beverage guarantee up to a maximum of 20 persons.
- b. The Ottawa Conference and Event Centre reserves the right to assign appropriate function space based on in-house requirements and to reallocate function space should the final number of guests either exceed the maximum capacity or not meet the minimum number of guests required. If the size of the room required is larger, the additional room rental will be added to your final invoice.
- c. Should an event extend past the allocated amount of time, the Conference Centre may assess extensive in house labour and damage fees including, but not limited to; charges affecting inconveniences to other groups committed to the Conference Centre and any overtime pay to Conference Centre staff.
- d. One set up per meeting room will be provided. Any set up changes will be subject to labour charges (see ancillary price list on our website) and will need prior approval from your Sales Manager
- e. Function room rental includes set-up of room. Any changes to the original room set-up on the day of the function will result in an additional charge of \$250.00 per room changed that will be added to your final invoice.
- f. Final details, including but not limited to final numbers, allergies and floor plans are due to us no later than five (5) business days prior to an event. Anything later may result in the Ottawa Conference and Event Centre not being able to accommodate the requests or may result in an extra labour charge.
- g. All outside vendors must set up and dismantle within contracted times.

STORAGE AND ABANDONED PROPERTY POLICY:

Due to limited storage space, delivery of equipment, supplies, materials and other client property is permissible twenty-four (24) hours prior to the event date. Those items being delivered must be clearly marked with the event title, contact name and address. The Ottawa Conference and Event Centre will not be responsible for damage or loss of any property brought onto the Conference Centre by or on behalf of the client or in connection with the client's event. All such property must be removed from the Conference Centre on the last day of the event failing which it will be deemed to have been abandoned and the Ottawa Conference and Event Centre will be entitled to dispose of or destroy such property without recourse.

THE BANQUET EVENT ORDER, WHEN OFFERED AS A TENTATIVE QUOTE, WILL EXPIRE 14 DAYS FROM DATE INITIATED.

The Ottawa Conference and Event Centre has a zero tolerance for any un-welcome behavior. An event will be terminated immediately, and the group evicted in the event of any vexatious, violent, illegal or immoral behavior or which promotes hatred, discrimination, violence, or contempt against any person or group of persons on any basis.