

## VENUE POLICIES

**Alcoholic Beverages:** Alcoholic beverages will be served in accordance with the regulations of the Alcohol Gaming Commission of Ontario and the Liquor Control Board of Ontario. The Conference Centre specifically prohibits any alcoholic beverages being brought in without a special occasion permit. Wine can be supplied by the client for any function with the purchase of a Special Occasion Permit and the charge by the conference centre of a corkage fee of \$24.95 per bottle. Liquor service is not permitted after 1:00 am and all liquor services must be accompanied by catering. Alcoholic beverages cannot be carried or brought into the Conference Centre from either one of the adjacent hotels.

**Animals:** Animals or pets, with the exception of working dogs, are not permitted in the Conference Centre.

**Audiovisual Equipment:** Equipment can be arranged directly via our in-house supplier. **ADVANTAGE** will bill the client directly for the equipment rented from the supplier. Additional charges of \$200.00 per room/section of space will be billed by the Conference Centre for the use of audio visual by an outside audio-visual company.

**Bartenders:** A labour charge for a bar tender is charged is a minimum of \$500.00 for a cash or host bar is not met. Bar tender fees are \$40.00 per hour for a minimum of 8 hours.

**Cleaning of meeting space and exhibit areas:** The Conference Centre will maintain the main areas and wastebaskets of each individual booth. Additional cleaning is the Company's responsibility. An extra fee of \$20.00 per booth is applicable and billed to the company if it is requested that the Conference Centre vacuum the booth after the set up.

**Coat Check:** Cash or host coat check is \$4.00 per coat. Coat check is mandatory for all holiday parties. Coat check is not open at all times; our standard is to offer complimentary coat racks. Labour fee will apply of a minimum of 4 hours at \$40.00 per hour.

**Corkage Fee:** \$24.95 per bottle up to one litre

**Decorators:** All décor items must be approved by the OCEC and follow these guidelines:

- Nothing is to be used on the walls except for Green Painters Tape
- All décor must be picked up that the end of the event and not stored overnight
- The OCEC is not responsible for any damages or losses to any items not immediately picked up
- All linens must be provided 48 hours in advance of the event
- All chair covers are the responsibility of the decorator and must be put on and removed by the decorator
- All ceiling décor must be pre-arranged with the conference centre and removed immediately after an event
- The OCEC has a scissor lift available to rent by a licensed operator when pre-arranged

**Delivery of Materials:** Delivery of materials are accepted 24 hours prior to the function set up day. All delivers must be clearly labeled with the name and date of the function, name of the meeting room and Sales Manager. All items must be removed from the Conference Centre within 24 hours or 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.

Receiving Fee for Deliveries and Shipments (a box or packages is deemed 25lbs or less)	
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

**Electrical Services:** Arrangements for Electrical services should be made through the Ottawa Conference and Event Centre’s exclusive contractor. ADVANTAGE Show and Electrical Services provides a safe and effective temporary electrical service for trade shows and events under contract with the conference centre.

Please contact ADVANTAGE directly

Jessica Cass – 613-727-9200 or [sales@advantageav.com](mailto:sales@advantageav.com)

**Exhibits:** Arrangements *for exhibits*, displays and/or products, arrival, unloading and shipping must be made with your Sales Manager. Exhibits, displays and/or products are the responsibility of the exhibitor. The Conference Centre will not be responsible for the exhibits, display or products locked in the function room.

**Fire Regulations:** In accordance with fire regulations all exits must not be blocked. They must remain clearly visible and accessible. Should a fire alarm be sounded all guests are expected to follow the instructions of the Conference Centre staff and exit the building as directed.

**Function Requirements:** All requirements and details pertaining to functions/meetings are required a minimum of thirty days prior to arrival. Should this deadline not be observed the Conference Centre cannot guarantee menu contents and or other necessary arrangements. To ensure the accuracy of all information, signed and approved copies of the Banquet Event Orders and program details are required from the convener prior to the arrival.

**Gratuity/House Charge:** The OCEC does not charge a gratuity on top of food and beverage prices.

**Insurance:** The Company must possess the insurance required to hold their event, including a civil liability insurance of \$2,000,000.00. In the 15 days prior to the scheduled event, the Company shall provide the Conference Centre with an attestation that certifies this insurance.

**Labour Charge:** Labour charges can apply for any miscellaneous requests, such as but not limited to; deliveries to booths, change in room set up, extension of meeting time, change in catering times, extra bar tenders, and any other additional requests. The charge is \$40.00/hour (minimum of 4 hours). Your sales manager will identify the costs at the time of the request.

**Lost and Found:** Lost and found items are gathered and kept at the Reception desk for 7 days. The Conference Centre is not responsible for any items lost or forgotten. Any inquiries regarding lost and found items should be directed to front reception at 613-288-3450.

**Meeting Room Set Up:** Meeting room rental includes set up of the room with the equipment that the Conference Centre supplies. Any changes to the original room set-up on the day of the function will result in additional labour charges.

**Menu Planning:** We request that menu selections for plated meals (starter(s), entrée and dessert) are the same for all guests in attendance. All split menus (more than one entrée) are subject to an additional \$10.00 per person surcharge in addition to the regular menu prices. Starts and desserts are limited to one selection and entrees are limited to two. Vegetarian options are not considered an extra option and are always available. The client must provide a guarantee of each entrée five (5) business days in advance.

**Miscellaneous:** Events or special circumstances not covered by these operating guidelines may be subject to special consideration and stipulations as deemed appropriate by management.

**Noise:** It is the responsibility of the Renter to ensure that all neighbouring events within the Centre will remain free from distractions, disturbances and interruptions. Sound checks require prior approval from the Centre and the Centre reserves the right to lower sound levels affecting any neighbouring events.

**Pricing Guarantee:** All menu prices and published room rental charges are subject to change without written notice. All prices will be honoured thirty (30) days prior to any event.

**Public Areas:** The main entrances, registration, main Atrium and any pre-function space are considered 'public' space and are generally not under the Renters control. As such, all activities that use public areas, such as registration, special exhibits or displays, must be approved in advance by the Conference Centre.

**Rental of Space:** The Conference Centre reserves the right to assign appropriate function space based on in-house requirements. Re-allocated function space could result should the final number of guests either exceed the maximum capacity or not meet the minimum required number for the event/space. The setup and dismantle times, if required, are not included and should be specified at the time of booking. Should an event extend past the allocated amount of time, the Conference Centre may assess extensive labour and damage fees including but not limited to, penalties affecting inconveniences to other groups committed to the Conference Centre.

**Re:sound fee:** This is a fee that we collect and forward in full to Re:Sound. We are mandated to collect this fee from clients/groups that play recorded music during a function or event. Please refer to our Ancillary Price List for full details.

**Security:** The Ottawa Conference and Events Centre cannot assume responsibility for damage to, loss of, any merchandise or articles left in the Conference Centre prior to, during or following the event. If valuable items must be left in any banquet area, it is recommended that a security firm be retained at the client's expense.

**Signage:** Only pre-authorized signage, promotional materials, etc., will be allowed in the Conference Centre. All material must be professional, respectful and restricted to certain areas as agreed with the Sales Managers and Conference Staff.

**SOCAN fee:** This is a fee that we collect and forward in full to SOCAN. We are mandated to collect this fee from clients/groups that play recorded music during a function or event. Please refer to our Ancillary Price List.

**Special Dietary Needs:** In the event that any of the guests in your group have food allergies, you are responsible to inform us of the names of the guests and the nature of their allergies five (5) business days prior to the event; so that the necessary precautions can be taken when preparing their food.

The conference centre reserves the right to apply an additional surcharge for any dietary restrictions provided less than five (5) business days prior to the event.

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.

**Storage:** Due to limited space, delivery of material is permissible 24 business hours prior to the event date. Those items being delivered must be clearly marked with the event title, contact name and address. Materials must be removed from the Conference Centre on the last day of the event. The Conference Centre will not be responsible for damage or loss of any items left on the premises prior to, during or after the event.

**Tax:** 13% HST is added to all billable items.

**Tear Down:** Following the exhibit, it is the Company's responsibility to ensure that Conference Centre property is returned to the state it was originally found in. If boxes, crates or other materials are left behind or signage not removed, additional charges may be applicable to the Company for clean up.

**Tradeshows:**

- All food and beverage is provided by the venue
- Food and beverage sampling can be approved within certain parameters. Please speak with your sales manager
- Nothing is permitted on our walls except for Green Painters Tape
- Any exhibitors needing power – the client needs to reach out to our provider directly and make these arrangements. ADVANTAGE 613-727-9200 or [sales@advantageav.com](mailto:sales@advantageav.com)
- The conference centre reserves the right to refuse any booth not in adherence with municipal regulations, (including; toxic fumes, combustion, security), they should not include a theme with sexual connotations, racism, violence, hate, and should not be linked to criminal activities or discrimination of any kind.
- Vehicles – see Sales Manager for permission and regulations
- The company acknowledges limitations in crowd control and maximum numbers for fire regulations
- Client is to ensure that their guests/exhibitors/suppliers and vendors do not obstruct corridors, elevators or stairways
- Loading and unloading of merchandise, supplies, materials, refuse and waste shall be carried out by way of the doors (excluding the front main doors), corridors, elevators and loading docks as designated by the Conference Centre. Times must be arranged ahead of time with your sales manager.
- The conference centre is not responsible for any loss, theft or damage to the clients or his/her guests' property

**Vehicles:** For the exhibit of motor vehicles please follow the guidelines set out by your Sales Manager. Arrival times and departure times must be confirmed with the conference centre.

**Weddings:**

- Our team does the set up and tear down of our items and the decorator is responsible for their items
- All linens must arrive 48 hours in advance
- You provide the Wedding cake or cupcakes
- Special arrangements can be made for you to provide traditional treats or a candy station
- We will provide risers for under the head table
- A block of rooms can be arranged at a discounted rate at either attached hotel
- A variety of entertainment is allowed; please check with your sales manager for any special permits or permissions