

# The Family Centre

65 Hanson Avenue, Kitchener, ON N2C 2H6 - Ph (519) 576-0540 - Fax (519) 576-4709

[familycentrebooking@facswaterloo.org](mailto:familycentrebooking@facswaterloo.org)



## FC ROOM BOOKING – AGREEMENT

### RENTER:

Organization			
Website			
Street address			
City		Postal Code	
Contact name*			
Email			
Cell #			

### IN CASE OF EMERGENCY: Please let us know in case the contact listed below changes. Thank you.

Contact name*			
Cell #			
Email			

### BILLING: Please let us know who we should send the invoice to:

Name		Phone	
Email			
Address			

### CERTIFICATE OF INSURANCE:

Prior to using The Family Centre's facilities, you must provide a valid **Certificate of Insurance** naming: "Family and Children's Services", 65 Hanson Avenue, Kitchener, ON, N2C 2H6 as an **additional insured** and submit it at least a week before your booking. Please refer to page 2 of this AGREEMENT for further information.

- Certificate of Liability is attached.
- Certificate of Liability will be forwarded via email to: [familycentrebooking@facswaterloo.org](mailto:familycentrebooking@facswaterloo.org)

## ROOM BOOKING – DETAILS

<b>Name of Event:</b>			
<b>Room Requested:</b>	<b>Date Required:</b>	<b>Rental Fee:</b>	
<b>Time: from:</b>	<b>to:</b>	<i>(Please note that booked time should include your set up and take down time)</i>	
<b>Estimated Attendance:</b>	If children are attending, you must have an adult supervising at all times. Thank you.		

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### Booking guidelines and information:

- As the Renter, you acknowledge you are at least 18 years of age, have a valid e-mail address to access The Family Centre's room booking software and you will be the responsible party for the booking.
- All meetings will be booked on first-come, first-served basis, subject to room availability.
- The purpose of meetings held must be consistent with the stated purpose or function of your organization.
- Meeting room/s are available during general hours of operation.

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MONDAY – THURSDAY	FRIDAY	SATURDAY	SUNDAY
8:30am – 8:00pm	9:00am – 8:00pm	Per request and subject to approval	Per request and subject to approval

- Meeting space is not available on Statutory Holidays and holidays determined by Family and Children's Services unless approved by The Family Centre's Manager.
- The period booked **must include the time required to set-up the room before and to clean-up after use**. Groups must strictly adhere to booked meeting times.
- You will ensure your group does not exceed the room capacities as per room booking software.

### After-Regular Hours Bookings:

- Bookings taking place outside of The Family Centre's hours of operation **must be for a minimum of four hours and subject to Manager's approval**.

### Rates:

- The Family Centre maintains Weekday (Monday to Friday) and Weekend (Saturday and Sunday) room rental rate categories:

### Cancellations:

- To notify of a cancellation, send an email to [familycentrebooking@facswaterloo.org](mailto:familycentrebooking@facswaterloo.org) with a minimum of 72 hours prior to the event. A reply email will be sent to you to confirm cancellation notice.
- A last-minute cancellation fee of 50% will be charged to your account for less than 72 hours cancellation notice.

### Insurance:

- All renters MUST be insured for a minimum of \$2,000,000 per occurrence.
- Prior to receiving a confirmation of rooms booked, you must provide a valid **"Certificate of Liability Insurance"** naming **"Family and Children's Services", 65 Hanson Avenue, Kitchener, ON, N2C 2H6** as an additional insured.

### Food and Beverages:

- The Family Centre is a "Nut-Safe" facility. Please refer to Family Centre Policy 002 – A Nut Safe Family Centre\* document and the Nut Safe Policy Addendum\*.
- You can bring your own water bottle into The Family Centre. You can refill it at our Hydration Station located across from the café side of the gym.
- Alcoholic beverages are not permitted in The Family Centre premises.
- You are permitted to use any caterer of your choice (please advise them of our Nut Safe policy).
- We also invite you to use White Owl Native Ancestry Association's Catering Services. For more information or to place an order please contact Resident Chef, Sydney Keedwell by email: [sydney@wona.ca](mailto:sydney@wona.ca) or by phone: 519-591-0757.

### Technology/Audio Visual:

- Contact The Family Centre at least one week prior to your booking to test any specific requirements for technology, audio/visual equipment
- User Guide for technology equipment is available at reception and in each room.
- Responsibility for A/V set-up and takedown belongs to the renter.

### Room/gym set-up:

- Table & chair layout may be adjusted to suit the needs of renter's meeting -provided that renter will return it to the original configuration at the conclusion of the meeting (please see diagram by the door).
- Furniture is not to be removed between rooms.
- Set-up and take-down of furniture (chairs, tables, sports equipment) in the gymnasium is the responsibility of the renter.

### Supervision of Children:

- Adult supervision must be provided for children **at all times**.

### Smoking:

- Pursuant to Family and Children's Services policy, smoking is not permitted in The Family Centre or within nine meters of the building as per Ontario provincial by-law.

### Drugs

- Recreational drugs are not permitted at The Family Centre premises.

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#### **Smudging:**

27. Smudging is welcomed at The Family Centre. Please write, “*Smudging will occur*” beside the title of your event when entering your booking online.

#### **Damages:**

28. The renter is responsible for any damage they or their guests have produced.

29. The renter needs to report the damage they have caused to Reception (ext. 3299).

30. Any unreported incidences that occur may be used as grounds to refuse booking privileges to the renter for future bookings.

#### **Clean-up:**

31. Your group is responsible for the cleanliness of room(s) booked upon conclusion of event/meeting. A clean-up fee of \$100.00 will be applied in case meeting space is not returned to its original state *payable prior to the restoration of meeting privileges*.

32. Chairs and tables must be placed back to its original position. (See layout on each meeting room’s door).

33. No leftover food, beverages, used materials or trash (including used flipchart paper) should be left in the room.

34. Flatten corrugated cardboard boxes (i.e, pizza boxes) must be flattened and taken to the cardboard bin located by the *west entrance*\*\*.

35. Garbage must be placed in garbage bags and taken to the waste bins located by the *west entrance*\*\*.

36. In the event that you use any of The Family Centre’s coffee thermoses and filter baskets from the school kitchen (room 1029), return them back to the kitchen, properly rinsed and place them beside the coffee maker.

37. If spills on the furniture or carpet occur and you cannot remove them, please notify reception at extension 3299.

#### **Parking/Bus:**

38. Free parking is available on site at the main entrance during operation hours. If you are concerned about the availability of parking for a large event/meeting, contact The Family Centre.

39. Parking can be a challenge on busy days. Be green! Please encourage your participants to carpool, walk, cycle, or take bus transit, if possible.

40. Overnight parking is not permitted.

#### **Inclement weather:**

41. No charges will apply to bookings affected if the building closes due to a weather or emergency event declared by Family and Children’s Services.

#### **Forms of payment accepted:**

42. Payment is due upon receipt of invoice.

43. We accept the following forms of payment:

- In person (at Main Reception) during hours of operation (please note we are not open on weekends)
- Over the phone: 519-772-4399, ext. 2719
- E-transfer
- Authorization by email: [ar@facswaterloo.org](mailto:ar@facswaterloo.org) to charge to your account.

**By signing this agreement, you indicate that you have read and agree to the conditions of room rental and will be responsible for fulfilling it.**

**Print your name:**

**Signature:**

**Date:**

**PLEASE EMAIL OR FAX THE COMPLETED FORM TO:**

By Email: [FamilyCentreBooking@facswaterloo.org](mailto:FamilyCentreBooking@facswaterloo.org)

Fax: (519) 576-4709

**You will receive a confirmation email as soon as your request is processed.**

Thank you for choosing The Family Centre.