

Teatro Conference and Event Centre Policies and Procedures

CONTRACT

Each event is issued a FUNCTION AGREEMENT which outlines the per person price and rental charges, as well as applicable taxes, gratuities and terms and conditions. This must be signed by the individual noted on the agreement and returned to Alemilia Hospitality Group (AHG) within 48 hours.

DEPOSIT

A deposit of 20% of the estimated cost is due upon signing the function agreement for all social and corporate functions. Please speak with your event consultant for wedding deposit terms. All items, which are added to the function agreement after the initial booking, must be confirmed in writing by the client to AHG and will be added to the final invoice.

FINAL PAYMENT

All payments must be RECEIVED IN FULL, 7 BANKING DAYS PRIOR TO FUNCTION. All bars billed on consumption will be estimated for final invoice purposes. If the actual consumption is less than estimated amount, AHG will issue a refund to the client. If the actual consumption is greater than the estimated amount, AHG will invoice the client the difference and the amount due upon receipt.

PRICING AND PAYMENT FORMS

Listed pricing and items are subject to change without notice. All proposal pricing will be honoured for thirty (30) days from date of proposal creation. Pricing quoted is based on payment terms of cheque, cash, direct deposit, or interact debit cards and includes a 2.5% cash discount. Credit card payment is permitted, but does not qualify for the cash discount, and will result in your discount being removed from the final invoice total value. Personal cheques must be received seven (7) banking days prior to payment term(s) deadline. All listed prices are subject to 13% HST and any future provincial or federal sales taxes. Gratuities of 15% are also applicable on all listed prices. Room rental charges may apply based on type of function, minimum numbers and menu selection.

EVENT SET-UP AND DELIVERY TIME

This must be arranged directly through Teatro sales department. All set-up by the client must be completed three (3) hours prior to function start time, subject to facility availability and at the discretion of AHG. Additional setup time can be arranged at a charge of \$100.00 per hour. Setup time scheduled on dates preceding the function date may result in additional daily room rental charges and is subject to facility availability.

DELIVERIES

Deliveries are only accepted on the day of the event. Teatro recommends each client provide their own transportation units, such as dollies, carts etc. If required, Teatro will provide such transportation units provided arrangements are made 72 hours prior to the event date. It is the sole responsibility of the client to return these items to designated Teatro personnel. All deliveries are made via the Delivery Entrance(s). Please ask if you are unsure of the location of this door.

EVENT GUEST ARRIVAL TIMES

Guest arrival times are pre-determined by the client and the Teatro sales department.

EVENT TERMINATION TIME

All events terminate at 1:00am (12:00am on Sundays) unless another mutually agreed upon time is specified by the client to Teatro.

EVENT TEAR DOWN

Event tear down must be completed within two hours after the event end time. All contractors must remove their equipment by this time. If tear down runs later, CLIENT WILL BE BILLED for the additional time. Any items left behind from a function must be picked up by the next business day prior to 11:00am, as Teatro will not be responsible for these items.

ALL SIGNS, POSTERS, DÉCOR MUST BE FREESTANDING, RESTING ON EASELS OR ATTACHED TO THE WALLS ONLY WITH NON MARKING PUTTY ADHESIVE. ANY DAMAGES WILL BE BILLED TO THE CLIENT.

GARBAGE

If the event space is left with excessive debris in the room after the event, Teatro housekeeping clean up charge of \$350.00 will be billed to the client.

Policies and Procedures (continued)

OUTSIDE FOOD

For the protection of our guests, no food items are to be brought in or removed from the venue outside of client supplied wedding or celebration cakes, which must be supplied by an accredited bakery.

LOST PROPERTY

AHG and its staff are not responsible for any lost property but will make every effort to assist guests with retrieval of such items.

SECURITY

If required, in our sole judgment, based on size and nature of event, AHG will arrange, at convenor expense, security guards from a reputable licensed security agency. AHG also maintains the right to monitor its facilities through the operation of a video surveillance system to ensure customer and property safety.

For complete contract details and policies please refer to your signed facility rental agreement and function order.

