

**To View a Room:**

Please email [events@orchardsra.ca](mailto:events@orchardsra.ca) or call 587-525-9640 to set up a time to view the rooms. Our building is open 9:00 am – 9:00 pm every day, please call or email to ensure the room is not in use before coming.

**Our Booking Process:**

- Complete a the “[Request a Booking](#)” form on our website to be placed in queue. Requests will be entered into the calendar in the order in which they were received.
- Our rental coordinator will be in touch within 2-3 business days regarding availability and will send you all the necessary forms.
- Once a hold is placed in the system, your event is now considered a pending booking.
- We can only hold a room for 48 hours, if another party is interested, you will be notified and asked if you would like to proceed.
- To confirm your event, we require payment in full within 7 days of invoiced, a signed rental agreement and damage deposit.
- **Failure to provide the booking requirements within 3 business days from the date of the booking will result in the rental being cancelled.**

**Bookings/ Holds:**

- Bookings are on a first come first serve basis. We can hold your preferred date for up to two (2) days.
- Block bookings are not permitted (i.e. booking multiple Fridays or Sundays), unless authorized by management.
- A staffing fee of \$65.00 per hour past 9:00 pm will apply for all rentals that are booked past 9:00 pm or before 9:00 am, in addition to the room rental rates.
- The Orchards Residents Association building, banquet hall and multipurpose rooms must be vacated by 12:00 am unless booking through a wedding package, then the premises must be vacated by 1:00 am.
- Access to the outdoor amenities is prohibited past 9:00 pm.
- The person booking the event must be at least 18 years of age and must be in attendance for the entire event. The renter is responsible for their guests.

**Advanced Bookings:**

- Residents can book a maximum of 1 year in advance.
- Non-residents can book a maximum of 11 months in advance.

**What is included:**

- 1 free hour of setup time prior to your event start
- Setup and takedown of tables and chairs
- SOCAN music license and Wifi
- Access to the park and outdoor amenities for the duration of your event (until 9:00 pm).

- Discounted rates for residents
- 10% discount at River City Events

**Changes to the Rental Agreement/Cancellation Policy:**

- All changes (time, room, or scheduling) must be done in writing at least 2 weeks prior to the rental date. Changes will be made based on availability and at the discretion of the Rental Coordinator.
- All cancellations must be made in writing by emailing [events@orchardsra.ca](mailto:events@orchardsra.ca)

**Indoor rental refunds:**

- 100% refund if the event is cancelled more than 3 months prior to the rental date.
- 75% refund if the event is cancelled between 2 – 3 months prior to the rental date.
- 50% refund if the event is cancelled 1 – 2 months prior to the rental date.
- No refund if the event is cancelled within 30 days of the rental date.

**Outdoor rental refunds:**

- In the case of inclement weather such as rain, snow, storms, or a high poor air-quality index, you can cancel your event up to 12 hours before and receive a stored credit to use at another booking date or for a program.
- Refunds for outdoor bookings may be subject to a \$15.00 admin fee or be returned by stored credit for a future booking.

**Additional Charges:**

- Failure to leave by your contract end time will result in a penalty of \$50.00/every 15 minutes. Any rental commencing prior to the contract start time will be charged \$50.00/every 15 minutes.
- Damaged chairs will result in a \$40.00 charge per chair. Damaged tables will result in a \$150.00 charge per table.
- Room rentals found to have used confetti during their event will result in a \$100.00 fine. If the fire alarms are triggered, the host is responsible for covering the cost of the false-call to our emergency services provider.
- All returned cheques will be charged a \$50.00 NSF fee.

**Facility Restrictions:**

- The facility may be rented for private functions only. Rental for public events is not permitted. Rental events cannot be advertised, charge an entry fee, or market or sell products or services.
- Your group is restricted to the room(s) rented. Children are not to be left unattended.
- All guests must vacate the facility by the end of the booking.

**Management Rights/Misconduct:**

- ORA personnel has full right to shut down any event if at any time there is any demonstration of unruly, inappropriate, and/or unacceptable behavior by the renter and/or any of their guests, including children, that cannot be resolved immediately. Police may be called and any future rentals will be null and void, without refund.

- Management has the right to cancel any rental agreement if it is found out that the rental is to be used for any purpose other than that which it was originally agreed to, or if the renter has in any way misrepresented themselves to the ORA staff in order to obtain the rental.
- Management also reserves the right to change this contract and pricing without notice.

**Smoking/Fire Extinguishers/Noise Bylaw/Kitchen/Wet Bar:**

- Orchards Residents Association is a smoke free environment. The entire facility, including park areas, are non-smoking, and we request, and will enforce, strict observance of this regulation.
- There are designated smoking areas in the parking lot.
- If a fire extinguisher is activated without just cause a \$150.00 fine per extinguisher, plus any additional associated costs, will be charged to cover the costs of replacement.
- Please ensure the doors and windows must be closed after 11:00 pm and the music must be turned down (as per the City of Edmonton Noise Bylaw #7255).
- Cooking is not permitted; the kitchen may be used only for storing and serving hot food. Only Hawthorn A or Hawthorn Full rentals have access.

**Alcohol:**

- If serving alcohol of any kind, the renter must obtain a liquor permit and post it for the duration of your rental or your rental will be shut down. It is your responsibility to follow the guidelines of your Liquor Permit: [www.aglc.gov.ab.ca](http://www.aglc.gov.ab.ca).
- Alcohol is only permitted in room(s) specified on your contract. Alcohol is not permitted in the park.

**Set Up/Decorating/Clean Up:**

- Only painter's tape or sticky putty is to be used for any decorating. Do not use scotch tape, nails, tacks, or staples as they will damage the walls.
- No open flames are allowed unless small and placed in a secure holder. If the fire alarm is triggered, the host is responsible for covering the cost of the false call to our emergency service provider.
- No smoke or fog machines are permitted as they will trigger the fire alarm. If the fire alarm is triggered without just cause, the host is responsible for covering the cost of the false call to our emergency service provider.
- No confetti (including confetti-filled balloons), glitter, or throwing of rice or birdseed. Rentals found to have broken this will be liable to our \$100.00 cleaning charge deducted from the damage deposit.
- The room rented must be left in good condition as found at the beginning of the rental period.
- The host is responsible for completing the following cleanup by the end of the contracted event time: All decorations taken down and removed from the room, garbage gathered and bags are placed in the outside parking lot garbage bins, and floors swept or cleaned (per the discretion of ORA personnel), windows and doors closed, and any personal equipment or 3rd party equipment must be removed from the facility.

**Forms:**

- **Rental Agreement:** Please read this carefully as it outlines all restrictions, rules and possible charges. Required to confirm your event.
- **Damage deposit:** \$500 by cheque or credit card information (we do not cash or preauthorize it, only keep it in the case of damage during your event). Required to confirm your event.
- **Third Party Liability Insurance:** Many homeowners insurance policies cover this, you just check with your provider or we recommend DUUO Insurance as it is simple, and inexpensive <https://duuo.ca/event-insurance/>
  - Insurance is not required if there is less than 65 guests and no liquor.
- **Floor plan:** Indicate where your tables and chairs will be setup. Due 1 week prior to your event. If a floor plan is not submitted by that date, a standard layout will be assigned.
- **Guest list:** Only required if the main intent of your booking is to utilize the 8-acre park and all of its amenities.
- **Liquor license** (if applicable) <https://aglc.ca/event-licence/survey.html#step=Eligibility>

***We look forward to hosting your event!***