



CATERING/RENTAL CONTRACT - CROATIAN CANADIAN CULTURAL CENTRE CALGARY

TERMS AND CONDITIONS

Please read this contract in full prior to signing. By signing, you agree to all the terms and conditions outlined below.

EVENT & CLIENT INFORMATION

| **Client Name:** _____
| **Address:** _____
| **Email:** _____
| **Phone Number:** _____
| **Event Date:** _____
| **Event Type:** _____
| **Number of Guests (Estimate):** _____
| **Hall Booked:** _____
| **Specific Event Notes / Requests:**

1. MENU SELECTIONS

Menu selections must be submitted to the catering office **at least fourteen (14) days prior** to the event to ensure availability, proper staffing, and event coordination.

2. CHOICE OF MENU

The same menu must be selected for all guests. Special dietary requirements can be accommodated (vegan, dairy-free, halal, etc), provided arrangements are made **14 days in advance**.

3. GUARANTEED NUMBER OF GUESTS

The guaranteed final number of attendees must be submitted **no later than ten (10) working days prior** to the event. This number will be used for ordering food, linens, scheduling staff and billing and is **non-negotiable**. If fewer guests attend after the confirmation deadline, you will still be billed for the guaranteed number.

4. TAXES AND GRATUITIES

All quoted food and beverage prices are subject to **applicable federal and provincial taxes**. An **18% service charge** will be applied and is subject to **GST**.

5. SEATING AND TABLE ARRANGEMENTS

Any room set-up changes made within **48 hours** of the event will incur a **labour fee of \$25.00/hour per porter**, with a minimum of four (4) hours. Additional cleaning charges may apply for excessive mess or alterations.

6. MENU, BAR, PERSONNEL & ROOM RENTAL CHARGES

Prices are subject to change without notice. Prices will be honored for thirty (30) days from the date of this contract and agreement of details. If an event takes place on a statutory holiday they may incur premium rates. If total event spending falls below our minimum threshold, a **higher room rental fee** will apply.

7. NUMBER OF GUESTS / MINIMUM CHARGES

If the final number of guests falls below the minimum spend for your room, you will be charged based on the **guaranteed number or actual attendance, whichever is greater**. If no guarantee is submitted, billing will be based on the initial estimate in the quotation.

8. DAMAGE DEPOSIT & Liability Insurance

A **damage deposit** is required to confirm your event payable to the Croatian Canadian Cultural Centre. It will be returned as a **cheque within 14 business days** after your event, provided there are no damages, policy violations, or excessive cleaning required.

- The deposit is **non-refundable** once the date is confirmed unless the venue is rebooked. In that case, a **minimum 35% administration fee** (or \$300, whichever is greater) will be deducted from the amount paid for the damage deposit.
- If the client chooses to **change the date** of the booked event, a **35% fee will be deducted from the damage deposit**, and the new date must be rebooked based on availability. A new damage deposit will be needed for the rebooking (equivalent to the 35%).
- Cancellation of a confirmed event will result in forfeiture of the deposit if the space is not rebooked for an event of similar value.
- Visa and Mastercard is accepted however a 3% transaction fee will be applied to the total amount. To avoid this fee we recommend paying via E-transfer, bank draft or debit.
- In the event that any damage occurs to the premises, property, or equipment as a result of the event or its attendees, outside vendors, etc the damage deposit shall be retained by the Centre until such time as the extent of the damage has been assessed and all necessary repairs or replacements have been completed to restore the property to its original condition. The Centre reserves the right to apply all or part of the deposit toward the cost of any such repairs or replacements. If the total cost of damages exceeds the amount of the deposit, the renter shall be liable for the additional amount and agrees to remit payment upon receipt of an invoice from the Centre.

- **Liability Insurance:** Clients who choose not to utilize catering services provided by the Croatian Canadian Cultural Centre, and instead engage an external licensed caterer or elect not to provide food, are required to maintain **comprehensive general liability insurance** coverage in an amount **not less than five million dollars (\$5,000,000) per occurrence**. Such insurance shall cover **bodily injury, property damage, and personal injury**, and must **name the Croatian Canadian Cultural Centre – Calgary as an additional insured**. Proof of insurance must be provided to the Centre prior to the event date.

The Client shall be **solely responsible for insuring its own personal property** against **loss, theft, or damage**, whether occurring before, during, or after the event. The Centre shall not be liable for any such loss or damage, regardless of cause.

9. DISPLAYS, EXHIBITS, AND PRODUCTS

Displays or exhibits must be delivered no more than **24 hours prior** to the function unless otherwise arranged. Such displays, exhibits and products are the responsibility of the exhibitor and the Croatian Canadian Cultural Centre accepts no liability whatsoever for loss or damage thereto whether caused by the negligence of the Croatian Centre, its employees and agents or otherwise. Such displays, exhibits or products must be removed from the function room at the end of each day unless the room is reserved on a 24 hour basis, or other arrangements have been made with the Croatian Canadian Cultural Centre. In such cases, the Croatian Canadian Cultural Centre, at the customer's request will arrange to have the function room locked. The Croatian Canadian Cultural Centre will not be responsible for the exhibits, displays and products locked in the function room.

10. SECURITY

Professional security is **mandatory** for graduations, concerts, public events, and other high-risk events. This is to be arranged at the client's cost. The Croatian Centre reserves the right to require a **damage deposit** for these events.

11. FOOD & BEVERAGE POLICIES

All food and beverage items must be provided by the Croatian Centre, with the **exception of a wedding cake**. Other outside items require prior written approval. We do allow outside catering with prior approval along with liability insurance to cover the outside food.

For events involving **client-supplied alcohol or food:**

- A **corkage fee** will be charged.
- Alcohol service must follow **AGLC regulations**. Whether hosted or client-supplied:
- **Licensed bartenders** are required at \$25/hour (4-hour minimum), with one bartender per 100 guests.
- **Ticket sellers** may also be required at \$25/hour (4-hour minimum).

- The client is responsible for obtaining an **AGLC Special Event Liquor License**:
<https://aglc.ca/liquor/liquor-licences/apply-liquor-licence/liquor-licences-private-special-events>
 - **Liquor Liability Insurance** is mandatory and may be purchased through providers such as **PAL Insurance** or **DUUO**.
 - **Event Liability Insurance** is mandatory and may be purchased through providers such as **PAL Insurance** or **DUUO**.
 - **Receipts for all alcohol purchased in Alberta** must be submitted before the event or when alcohol is dropped off. Alcohol must be purchased in Alberta and sealed upon delivery.
 - **Receipts for all food purchased** must be submitted before the event or when alcohol is dropped off.
 - The Croatian Centre is not liable for any issues arising from outside food or alcohol.
 - The Centre reserves the right to **refuse or discontinue alcohol service** at any time based on staff discretion or AGLC policy violations.
-

12. LIABILITY FOR DAMAGE & CONDUCT

The Croatian Centre reserves the right to control private functions, including the performance of entertainers and volume of music.

- Clients are responsible for **any and all damages** to the venue, including the building, backdrops, equipment, or furnishings.
 - **No pins, tape, nails, or adhesives** are allowed on walls, doors, or fabric.
 - **No open flames, confetti, rice, or flower petals** are allowed. Contained flames in votives or floating candles in vases are permitted. Flower petals are permitted with a clean-up charge.
 - **No fog machines.**
 - Any damage may result in a **partial or full loss of the damage deposit.**
-

13. FUNCTION HOURS AND EXTENSIONS

Events must adhere to the scheduled time.

- **Bar service ends at 12:00 am**, with consumption allowed until 1:00 am.
- **Music and entertainment must cease by 1:00 am and vendors to be packed up and gone by 1:00am.**
- An extension to **1:30 am** is available, booked in advance, for a **\$300 fee plus bartenders and supervisors fees**. The bar can stay open until 1:00am and the venue would close at 1:30am in this case.
- During the **Christmas season**, the venue must close by **1:00 am**, without exception.

14. ELECTRICAL CONNECTIONS

Only provided receptacles may be used. Unauthorized connections, interference, or overloading of circuits is **strictly prohibited**.

15. TERMS OF PAYMENT

Full payment is due **three (3) business days before the event**. All invoices are payable upon receipt.

16. MEMBERSHIP

A **\$20 annual associate membership fee** is required for anyone booking an event. This is a **one-time payment per year**, granting eligibility to rent Centre facilities.

17. PROHIBITED ITEMS & RULES OF CONDUCT

- **No smoking or vaping** indoors
 - **No illegal substances or activities**
 - **No unauthorized alcohol service**
 - **No pets** unless approved
 - **No kitchen access** unless stated in writing
 - **Children may not use the elevator** without adult supervision
 - Hallways and stairs may only be used for accessing booked spaces
-

18. EMERGENCY PROCEDURE

In the event of an emergency (fire, evacuation, or other threats):

Assembly Point:

All guests and staff must gather at the **parking lot on the west side of the building**, clear of entryways, emergency lanes, and fire hydrants. The event organizer is responsible for alerting guests to the nearest exits and evacuation points.

19. INDEMNIFICATION

The Renter shall **indemnify, defend, and hold harmless** the **Croatian Canadian Cultural Centre – Calgary**, including its **employees, volunteers, members, directors, officers, and board**, from and against **any and**

all claims, demands, losses, liabilities, damages, costs, and expenses (including legal fees and disbursements) arising out of or in connection with:

- The **Renter's use or occupation** of the premises, or
- Any **negligent, reckless, or willful act or omission** of the Renter, its employees, agents, volunteers, contractors, members, or guests.

This obligation shall survive the termination or expiration of this Agreement

ACCEPTANCE OF TERMS

I/We agree to all terms and conditions outlined above and acknowledge responsibility for the event, guests, and all financial and legal obligations associated.

Customer (Print Name): _____

Signature: _____

Date: _____

Witness –General Manager Croatian Canadian Cultural Centre Calgary

Signature: _____

Date: _____