

**ENBRIDGE CENTRE**  
*Conference Centre Rules*  
*Location: 23<sup>rd</sup> Floor, Suite 2330*

*These rules and regulations are provided for tenant convenience and clarity. They may be changed and updated at any time.*

**1. Booking the Conference Centre:**

Hines Property Management will only accept booking forms with the Authorized Tenant Contact's authorization signature. The Conference Centre is exclusively available for use by the tenants of Enbridge Centre.

**2. After Hours Events:**

The Conference Centre is open Monday through Friday from 8:00 am to 5:00 pm. Evening events are subject to an hourly rate of \$47 (plus GST and 15% admin fee), which includes overtime HVAC and cleaning charges. Property Management will consider weekend events on a case-to-case basis.

**3. Cleaning Charges:**

Additional cleaning charges will result from any additional carpet cleaning, damage to the walls and equipment, excessive garbage and leftover materials, or extra cleaning of furniture and fixtures.

**4. Audio-Visual:**

Please note that Property Management is not responsible for any technical issues beyond our control. We recommend having an IT technician on-site should any such issues occur. On-site hosts and tenant contacts should be familiar with the system. Please get in touch with Hines Property Management to arrange a training session on the system. The tenant using the space will be responsible for any damage to the Conference Centre's audio-visual equipment. Any existing damage or malfunctions identified must be brought to the attention of Property Management staff immediately. **Please ensure you have reviewed the updated audio-visual instructions found in each room.**

*Long-distance phone charges are the user's responsibility to pay.*

**5. Booking Times and Set Up:**

Event hosts will be permitted to enter the room 30 minutes before the event booking time to set up at no additional rental charge. Additional required set-time must be accounted for in the booking time.

**6. Breakout Rooms:**

The Conference Centre has two breakout rooms available, which will be assigned on a first-come, first-serve basis upon booking.

**7. Cancellation Policy:**

If cancelled more than 24 hours prior to booking, no charge will apply. If cancelled less than 24 hours before the event, all bookings are subject to a cancellation charge of 100% of the room rental and cleaning fee.

**8. Catering:**

Catering is to be arranged by the tenant. All deliveries must occur no more than 1 hour before the start of your event. Early deliveries may result in additional rental fees. Catering items must be removed from the Conference Centre immediately upon completion of your meeting. Any items remaining are subject to disposal. Property Management is not responsible for missing or damaged catering items being stored in the Conference Centre. Additional storage fees may apply.



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**9. Ramsey Bistro:**

The Ramsey Bistro in the Conference Centre is a common area booked on a first-come, first-serve basis. As this is a common area, everyone is required to be considerate of others and leave the bistro clean.

**10. Last Minute Changes:**

Property Management will do its best to accommodate all requests but can only guarantee seating and table arrangements for the number of attendees confirmed on the Conference Centre Booking Form. Last-minute changes will be addressed but may be limited by room capacity or table and chair availability.

**11. Liquor Consumption:**

A Special Events Liquor Permit is required for all liquor consumption. This must be arranged by the tenant. They are administered through the Alberta Gaming and Liquor Corporation and can be purchased at several local liquor stores. For more information, please go to <https://aglc.ca/liquor/liquor-license/special-event-licenses-public-and-private>. Property Management is not liable for actions resulting from liquor consumption. A copy of the permit must be provided to Hines before the event.

**12. No Show Charges:**

No-shows will be billed 100% of the room rental charge, which will be deducted from the Tenant's Credit Account.

**13. Public Space and Signages:**

No registration or catering tables are to be placed outside the meeting room without written permission from Property Management, and no signs are to be attached to any surface in the Conference Centre.

**14. Tape Usage:**

No tape is allowed on any surfaces, including windows. This includes putting any paper up on the windows.

**15. Removal of Items & Lost and Found:**

Please ensure that all catering equipment and personal materials are removed at the end of your meeting. Property Management is not liable for any missing or damaged equipment left unattended. Any personal items found will be stored and logged in Lost & Found and can be picked up by inquiring at the lobby security desk. Property Management and security are not responsible for missing or forgotten personal items.

**16. Tenant Credit Account Usage:**

Credit(s) will be withdrawn from the Tenant Credit Account immediately after booking. If the reservation is cancelled more than 24 hours before the event date, the credits will not be removed.

***On-Site Event Host Sign-Off:***

*I have read and understand these rules.*

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*Name*                                      *Company*                                      *Signature*                                      *Date*

