



Dear Mama Banquet Hall Policies and Guidelines.

1. Reservation and Deposit:

- All reservations for the event hall must be made in writing or through the hall's official booking system. A non-refundable deposit is required to secure the booking.
- The deposit amount and payment schedule will be outlined upon confirmation of the booking.

2. Purpose of Use:

- The event hall is available for private events, including weddings, receptions, corporate meetings, seminars, and social gatherings. Any other use requires prior approval from the management.
- Organizations hosting events must comply with the Ontario Human Rights Code and ensure inclusivity and non-discrimination in their activities.

3. Operating Hours and Access:

- The standard operating hours of the event hall are from [start time] to [end time] as agreed. Events should conclude within these hours unless prior arrangements have been made for extended hours.
- Organizers must notify the management of any changes to the event schedule or access requirements in advance.

4. Alcohol and Smoking Policies:

- Alcohol may be served and consumed on the premises only if the event organizer possesses a valid liquor license.
- **Smoking, including vaping, is strictly prohibited within the event hall and its immediate vicinity, in accordance with Ontario's Smoke-Free Ontario Act.**

5. Capacity, Safety, and Accessibility:

- The maximum capacity of the hall must not exceed the specified limit on both floors for safety reasons. Event organizers are responsible for ensuring compliance.
- The hall must adhere to all safety regulations, including proper emergency exits, fire suppression systems, and accessibility features for persons with disabilities.

6. Decorations and Cleanliness:

- Decorations and setups should be pre-approved by the management to ensure they comply with fire codes and do not damage the premises.
- The event organizer is responsible for the setup, removal, and cleanliness of the hall before and after the event. A cleaning fee may apply for excessive mess or damages.

7. Noise, Disturbance, and Security:

- Event organizers are required to ensure that noise levels are kept at reasonable levels, especially during late hours, to prevent disturbances to neighbors.
- The organizer must arrange for adequate security, especially for larger events, to maintain order and prevent unauthorized access.

8. Catering, Vendors, and Insurance:

- External vendors and caterers are permitted upon prior approval from the management. Proof of liability insurance and relevant permits are required from vendors.
- The event organizer assumes responsibility for any liabilities associated with external vendors and their services.

9. Compliance with Laws and Regulations:

- Users of the event hall must comply with all local, provincial, and federal laws, including health and safety regulations, during the event.

10. Cancellation and Refund Policy:

- Any cancellations must be communicated to the management within the stipulated timeframe to receive a refund of the deposit, as per the agreed-upon terms.

11. Right to Refusal and Termination:

- The management reserves the right to refuse or terminate any event that does not adhere to the hall's policies or violates local regulations.

This includes:

Violation of Safety Regulations: If the event fails to comply with safety standards or violates fire, health, or building codes, it might lead to immediate termination.

1. **Noise or Disturbance:** Excessive noise levels or disturbances that disrupt neighboring properties or violate local noise ordinances could result in termination.
2. **Non-Compliance with Licensing Laws:** Failure to possess necessary permits or licenses required for the event, such as liquor licenses or entertainment permits, might lead to termination.
3. **Unlawful Activities:** Any illegal activities or actions that contravene federal, provincial, or municipal laws on the premises may prompt immediate termination.
4. **Overcapacity or Violation of Capacity Limits:** If the number of attendees exceeds the hall's designated capacity or violates occupancy limits set by regulations, the event might be terminated.
5. **Violation of Contractual Terms:** Non-adherence to the terms and conditions specified in the contract or agreement between the event organizer and the hall management might lead to termination.
6. **Damage to Property:** Intentional or significant damage to the hall's property or facilities during the event might result in immediate termination.
7. **Public Safety Concerns:** Any situation that poses a risk to public safety or threatens the well-being of attendees, staff, or the surrounding community could lead to event termination.

By reserving the event hall, the organizer and attendees agree to comply with these policies and guidelines.
