

 **Vendor Policies & Procedures**

We would like to take this opportunity to advise you of our in-house policies and procedures with regards to your services within our venue. Our mission is to ensure you have a seamless and enjoyable experience while working within our facility.

**Event Deliveries**

* Deliveries required in advance of an event must be pre-arranged and coordinated with the venue. Such deliveries include but are not limited to specialty table linens, overlays, table runners, napkins and charger plates. The noted deliveries must be delivered no later than 48 hours in advance of the client’s function date. Failure by the client’s vendor(s) to deliver the required items by the time specified will result in the venue’s refusal of the noted rental items.
* All deliveries received in advance of an event must be properly labelled to include the following details:
1. Company/Name of Supplier 4. Number of Items Delivered & the Intended Use of the Items
2. Name of Party/Client 5. Function Date
3. Function Room Reserved for the Event
* The venue is not responsible for lost/damaged goods shipped to the premises prior to, during or following an event.
* The venue is not responsible to transport or provide means by which to transport deliveries to storage in advance of an event day or to the event space on an event day. Trollies/dollies will not be supplied by the venue and are the responsibility of the supplier to coordinate/supply.
* All vendors must report to the venue’s receptionist upon arrival prior to entering the event space.
* Vendors may arrive on site the day of the event any time after 10:00am unless prior arrangements have been granted in writing.
* All set-up must be completed by the client’s vendor(s) no later than 45min. prior to the client’s scheduled event start time.
* Deliveries must be transported into the facility via the venue’s loading dock or an alternative means of access as directed by the venue. Vendors are required to adhere to the delivery instructions provided.
* Vendor vehicles must be parked at the back of the venue’s parking lot at all times in order to allow patrons and guests access to premium parking regardless of the time of day.

**Set-Up Parameters**

* All florals are expected to arrive pre-assembled on the day of the event. The venue is unable to provide workspace for vendors
to assemble floral arrangements on site (bringing in loose floral stems and creating arrangements on site). Vendors are not permitted to utilize the client’s function room, lobby areas or the outdoors/venue parking lot to assemble such items. The venue appreciates that some minor assembly may occur, however, the cleanliness and preservation of the client’s event space/the venue is of the utmost importance.
* Cleaning fees will be billed directly to the client’s vendor should the venue be required to perform any cleaning duties at the conclusion of the vendor’s set-up. Cleaning fees are based on a minimum charge of $150 (+ tax).
* The venue does not permit the use of glue guns or the spraying/misting of flowers within the venue.
* The vendor agrees to be responsible for any costs incurred as a result of any damages sustained to the premises due to the vendor’s negligence. The venue’s Operations Department will conduct a thorough inspection of the event space following the event to note if any damages to the facility, its walls, floors, ceilings and related coverings, fixtures and furniture were sustained. The vendor is responsible to guarantee the facility is left in the same condition that it was prior to the vendor’s set up/tear down.
* All items supplied by the client’s vendors are the responsibility of the vendors to set (with the exception of specialty linens and charger plates required in advance of the event date). Assistance from the venue staff will not be offered.
* In the event that external napkin rings have been contracted by the client, it is the sole responsibility of the client’s vendor to assemble and set out the client’s napkins and rings on the day of the event (this policy is imposed regardless of whether the napkins are outsourced or supplied by the venue).

**Dismantling**

* The dismantling, loading and departure of vendor displays/items must be completed at the conclusion of the event. If vendor items have not been removed from the venue within 1 hour following the client’s contract end time, the venue will have the items removed at the expense of the client and the venue will not be held responsible for any loss or damages sustained during the removal.
* The venue is unable to provide storage space nor assume responsibility for any items left on site at the conclusion of the event. Items left on site at the conclusion of an event will be discarded.
* The venue is not responsible for disposing of vendor boxes/garbage. Vendors are responsible for removing their items at the conclusion of their set-up/end of the event and disposing of such items at their own expense off site.
* The venue is unable to provide storage for delivery boxes/bins used to transport vendor deliveries (this includes live band/entertainment equipment storage boxes/cases). The vendor is required to remove such items from the premises at the conclusion of their set-up. Please note, the use of the space behind a client’s backdrop may not be utilized as storage.

**Business Solicitation**

* Vendors are not permitted to solicit business by actively displaying promotional material or approaching potential clients while working at the venue without prior authorization from the venue’s General Manager.

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**Damages**

* No displays may be attached to the venue’s existing drapes, windows, walls, furniture pieces, etc. The use of thumbtacks, double-sided tape, scotch tape, masking tape, duct tape, nails, screws, fish hooks, bolts and spikes, or any tool or material which could damage the facility, is **PROHIBITED.**
* Should any damages be sustained, the vendor assumes full responsible and will be billed accordingly for the repair costs.
* Vendors that demonstrate discourteous or negligent conduct which may cause harm or damage to the venue, patrons or staff will be held liable.
* The use of bubble machines, sparklers and/or confetti is prohibited.
* Candles are permitted, however, all candles must be non-drip with the flame enclosed within a holder/container. If the vendor’s candles are deemed unsafe, they will not be permitted for use. Any damages such as candle wax drippings, burnt linens, etc. will result in additional fees billed to the client. The client’s candle vendor is responsible for lighting all of the candles within the event space on behalf of the client.
* Floor decals must be removed by the client’s hired vendor at the conclusion of the event. If the client’s vendor fails to return to the venue to complete the removal process, a $150 (+ tax) removal charge will be billed directly to the client.
* While maneuvering through doors and making use of the venue’s elevator, vendors are required to act with care and caution to avoid any damages to the facility. Doors are not permitted to be pushed open by carts or dollies.

**Floor to Ceiling Draping (Universal EventSpace)**

* Floor to ceiling draping must be secured exclusively through Enzo Mercuri Designs. Please contact Universal EventSpace directly for more information.

**Loss/Theft**

* The venue is not responsible for any loss or theft of vendor displays or belongings.

**Health and Safety**

* All vendors will be expected to follow all venue policies and procedures with regards to Health and Safety. All vendors are expected to ensure that their workers work in a manner, and with the protective devices, measures and procedures, required
by the Occupational Health and Safety Act and its regulations. All vendors will ensure that their workers wear the equipment, protective devices or clothing that is required to be used or worn for their specific task.
* Ladders and sky jack equipment will not be provided by the venue.

**Liability**

* The venue will not accept any claim for loss due to fire, theft or damage to the vendor’s items, nor will the venue be held liable
for any personal injury or injury to any of the venue’s patrons.
* All functions must be maintained in a safe manner and in accordance with the Ontario Fire Code and The Property’s Fire Safety Act so as not to create danger to any participant/individual.
* Clear access to all entrances and fire exits is to be observed. NO displays, tables, signage or any other furniture may block
an entrance, exit, or fire exit doors. Failing to adhere to approved floor plans or to disregard the fire code may result in a termination of the event without notice.

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