



Frequently Asked Questions

Can I view the hall prior to booking it online?

Yes. Email parklandvillagecc@gmail.com or text 780-298-9155. The Rental Coordinator will respond to schedule a viewing.

What is the hall capacity?

150 people. (120 people seated comfortably)

Is the Hall wheelchair accessible?

Yes. There is a wheelchair ramp on the front side of the hall. Also, there is a wheelchair accessible bathroom and lift to go downstairs.

How do I get into the Hall?

The Rental Coordinator will send you the Door and Alarm Codes the day prior to your scheduled rental.

Can I get into the hall the day before to decorate and set up?

No, access to the hall is only within the rental times as per the contract. All set up and clean up must take place within the rental times.

What are the tables and chairs like?

The Hall has 22 - 2x6 foot rectangular plastic tables for use inside the hall. Tables are not permitted to be used outside. There are black plastic, stackable chairs as well.

Can I put up decorations?

Yes. Renters Must not attach or hang any materials or items from the ceiling, windows, or floors. **Masking tape, tacks, nails and/or staples are not permitted.** Hooks are provided for decorating use. Painters tape can be used. There is a ladder available to renters so you can reach the hooks. All decorations must be removed from walls and doorways and disposed of properly at the completion of the rental.

Does the hall have a sound system or a microphone we can use?

Neither are available to renters. Please arrange to bring your own equipment.

Does the Hall have a coffee pot?

The Hall has a restaurant style 3-burner coffee machine. Filters are provided for this machine; however, renters are responsible for providing their own coffee, sugar, and creamer.

Does the Hall have dishes?

Yes. Plates, bowls, coffee mugs, glasses, utensil, etc. Dish soap, tea towels, and cleaning cloths are also provided.

What appliances does the hall have?

There is a fridge with small freezer, commercial stove/oven, microwave, and dishwasher.

Do I have to clean the Hall the end of my rental?

Yes. **Renters are required to leave the Hall in the same condition it was when they arrived.** This includes, but is not limited to, vacuuming, sweeping, mopping, cleaning & putting away the tables and chairs, cleaning the kitchen counters, emptying the fridge, taking out garbage, and cleaning the bathroom counters and toilets. A cleaning list and all cleaning supplies are provided for the renter.

A hall representative will complete an inspection within 24 hours of the rental being completed and prior to your damage deposit being returned. **If the Hall is not cleaned according to the posted guidelines a portion of the Damage Deposit will be held back to cover cleaning costs of \$150 per hour.**

Are there cleaning supplies provided?

Yes, dishcloths, towels, detergent, etc. are provided. There is a vacuum, broom and mop for your use.

Who do I contact if there is a problem during my rental?

You can text the Rental Coordinator at 780-298-9155 during your rental in the event of any problems.

Do I have to pay the Damage Deposit when booking?

Yes. Payment of the Damage Deposit is required to hold your booking. The Damage Deposit is to be paid by credit card, as the refund after the event is then processed back to your card. NOTE: if you do not have a credit card please let the Rental Coordinator know in order to make other arrangements for payment.

When is the Rental Fee due?

The rental fee is due a minimum of 7 days prior to the rental. This can be paid by credit card or e-transfer.

When will I get my Damage Deposit back?

An inspection of the Hall will occur within 24 hours of your rental being completed. If there are no damages to the Hall or properties, or any additional charges for items such as cleaning, your Damage Deposit will be refunded within 10 business days.

How will my Damage Deposit be returned?

If you paid online, your Damage Deposit will be returned online to your credit card.

If you paid by cheque or e-transfer, your Damage Deposit will be returned by cheque, please note there may be delays on this type of payment method of up to 30 days.

Why was I charged fees against my damage deposit?

Fees are assessed for damage, unclean premises, garbage not removed, kitchen untidy, etc. When you signed the contract, you agreed that fees could be assessed.

What documents do I need to provide if there will be alcohol served in the hall during my rental?

Renters must purchase **BOTH a liquor license and PAL insurance** if they will be having alcohol on the premises during their rental. Copies of these documents must be provided to the PVCC prior to the rental AND the original documents must be posted in the hall during the rental.

Why do renters have to purchase Host Liquor Liability (commonly known as PAL) insurance?

Host Liquor Liability insurance (commonly known as PAL- Party Alcohol Liability insurance) provides protection when lawsuits are brought against individuals, organizations or companies who host single/multi day functions with alcohol service. It is for the protection of renters, Parkland Village Community Centre, and Parkland County that this insurance is provided. As a member of Parkland County, Parkland Village Community Centre is required to ensure and confirm that Host Liquor Liability insurance coverage is obtained by renters of the PVCC, if and when the rental includes the serving or consuming of liquor.

How do I buy PAL insurance?

To purchase PAL insurance for your rental visit www.palcanada.com

Parkland Village Community Centre and Parkland County must be named as Additional Insured on the PAL insurance application. For the PAL insurance application, you must have the address and phone number of where the event is taking place:

Parkland Village Community Centre #60 53222 RR 272, Spruce Grove, AB T7X 3N5 780-298-9155.

When a liquor license has been obtained for a function INSIDE a community hall location, can people take their alcoholic beverages outside?

No. Alcohol must not leave the inside of the community hall.

Can renters bring their own liquor to an event at the community hall without a liquor license?

No. Any functions at a public community hall having liquor involved MUST have a valid liquor license. The only event that people may bring their own alcohol to without a license is a private residential function. ABSOLUTELY NO Alcohol is permitted without a valid liquor license. For more information on liquor licenses visit: <http://www.aglc.gov.ab.ca/licences/default.asp>

Can renters bring homemade wine, beer or cider?

No. Even with a valid liquor license, homemade wine, beer or cider is **NOT** permitted as per the Alberta Gaming and Liquor Commission.