



Frequently Asked Questions (FAQ)

Booking & Access

Can I view the hall before booking?

Yes. Please email the Rental Coordinator to arrange a viewing.

How do I access the hall?

Hall access details, including the door and alarm codes, will be emailed to you the day before your rental.

Can I access the hall early for setup or decorating?

No. Access is only permitted during your contracted rental times. Setup and cleanup must be included within your rental period.

Hall Information

What is the hall capacity?

The hall has a maximum occupancy of 180 people, with comfortable seating for approximately 150 guests.

Is the hall wheelchair accessible?

Yes. A wheelchair ramp is located at the front entrance.

What tables and chairs are included?

The hall includes:

- 22 rectangular 2' x 6' plastic tables
- 120 Black stackable plastic chairs

Tables and chairs are for indoor use only and may not be taken outside.

Does the hall provide dishes?

Yes. The hall includes:

- Plates
- Bowls
- Coffee mugs
- Glasses
- Wine glasses
- Utensils

Dish soap, hand soap, and paper towel are provided. Renters must bring their own dish cloths and towels.

What kitchen appliances are available?

The kitchen includes:

- 4 refrigerators with freezers
- Commercial stove and oven
- Microwave

Dishwasher

- Commercial coffee machine

Coffee filters are supplied. Renters must provide their own coffee, sugar, and cream.

Does the hall have a sound system or microphone?

No. Renters must provide their own audio equipment.

Decorating & Cleaning

Can I decorate the hall?

Yes, with some restrictions:

- Do not use duct tape, nails, staples, tacks, or pushpins.
- Painter's tape and existing ceiling hooks may be used.
- All decorations must be removed after the event.

Do renters need to clean the hall?

Yes. Renters are responsible for leaving the hall clean and in the same condition it was received.

Please refer to the Cleaning Checklist provided with your rental agreement.

Are cleaning supplies provided?

Yes. PVCC supplies:

- Cleaning products
- Paper towel
- Garbage bags
- Brooms and mops

Please bring your own dish cloths and towels.

Payments & Damage Deposits

When is the rental fee due?

Rental fees are due at least 7 days before the rental date.

Is a damage deposit required?

Yes. A damage deposit is required to secure your booking.

When will my damage deposit be returned?

Damage deposits are refunded within 30 business days following a satisfactory inspection.

Why might deductions be taken from my damage deposit?

Deductions may occur for:

- Damages
 - Excessive cleaning
 - Garbage removal
 - Rule violations
 - Missing items
-

Alcohol & Insurance

What documents are required if alcohol will be served?

You must provide:

A valid liquor license

- PAL (Party Alcohol Liability) Insurance

Copies must be submitted before your event, and originals must be displayed during the rental.

Why is PAL insurance required?

PAL insurance protects renters, PVCC, and Parkland County from liability related to alcohol service.

Where can I purchase PAL insurance?

Visit: www.palcanada.com

Required Additional Insured:

- Parkland Village Community Centre
- Parkland County

Minimum Coverage Required:

\$5,000,000

Can alcohol be taken outside?

No. Alcohol must remain inside the hall while a liquor license is in effect.

Can homemade alcohol be served?

No. Homemade wine, beer, cider, or liquor is prohibited under Alberta regulations.