

## **Frequently Asked Questions**

- **If the building is empty the night before can I access the building?**
  - There is no early entry to the building to accommodate for last minute bookings.
- **When can I pick up my keys?**
  - Keys can be picked up 3 days in advance, but the facility can only be accessed on the date and time that you have booked.
- **When can I decorate?**
  - All activities must be completed within your paid time slot.
- **I need a few more hours after our event to clean up?**
  - No one shall be given extra time on either side of their booking
- **I only need a few hours?**
  - We only book time slots, 8am-4:30pm, 6pm-1am, & 8am-1am. We do not offer hourly bookings
- **What is required of me after my event?**
  - You are required to have the building cleaned and back to its original condition. Tables and chairs stacked and put back, garbage taken out to the dumpster, any spills and debris are to be swept or mopped, & any used dishes are to be cleaned and put away. We do not provide any dish soap, dish cloths or dish towels.
- **What are the Service Rate and Hourly Rate?**
  - The Service Rate are only offered to non-profit and community groups. The Hourly rate is only for community reoccurring events. The time slot rates are for all other users.
- **When am I required to make a payment?**
  - 50% of the rental fee, insurance, & damage deposit is due upon booking. The remaining 50% is due 8 weeks prior to booking
- **What method of payment do you except?**
  - Credit Card/Online, Cash/Debit
- **Can I have my ceremony on the Beach or in the Park?**
  - Yes, you can have your ceremony in the park or on the beach, there is a park rental fee that is associated. However by renting the park or beach it does not stop the general public from accessing park or beach.
- **Can we have fireworks?**
  - As per the Noise by-law #23, "No Fireworks are permitted in any public space"
- **Can I have a fire on the beach?**
  - As per the Parks & Beaches by-law #30, "No fires are permitted on a public beach or park
- **Does the facility come with tables & chairs?**
  - Yes. Each facility comes with tables and chairs to accommodate the maximum capacity
- **What is not included at the facility?**
  - Linens, serving utensils, chafing dishes, dish cloths, dish towels, dish soap, & wine glasses
- **Do I need a liquor license for the facility?**
  - Yes. Each facility needs a liquor license if alcohol is going to be on site. You can apply for a "Special Occasions Permit" through SNB.
- **Can I bring in a Caterer?**
  - Yes, the facilities do not have a designated caterer

- **Do I need rental insurance?**
  - Yes. Effective September 29, 2018 it is mandatory for rental users, groups and individuals to carry liability insurance when renting a Town facility, therefore, the Town of Quispamsis has implemented a Facility User Liability Insurance Program.
  - If you have liability insurance please provide a copy upon payment of the booking. The Town of Quispamsis must be listed as additionally insured for \$5 million.
- **Do the facilities have internet access?**
  - Yes, our facilities have public Wi-Fi with no password required