WILLOW RIDGE COMMUNITY ASSOCIATION
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(403) 271-8044
www.mywillowridge.ca

FACILITIES

Q: Is the building air-conditioned?
A: Yes, all three halls and the main communal area have air-conditioning.

Q: Will the other hall be booked for the same day as my event?
A: There will likely be other activities going on (such as yoga, dance class, spiritual group). The distance between the two halls is sufficient to offer very good sound barriers. Any activity going on in the building should not interfere with your event.

Q: Do you offer security services?
A: No, we do not include security in our rental fee. This space is a community center, and as such there may be volunteers, staff, and community members entering the building for various reasons. Feel free to put up a sign asking people to be quiet and respectful during ceremony times.

Q: Do you offer set-up and take-down services?
A: Yes, we can arrange set-up and/or take-down services for an additional charge of $300.00 per hall but we can't guarantee it. You can talk to a staff member during the booking process to find out more.

Q: How many chairs do we have access to?
A: Maple Hall: 101 black chairs.
Herard Boardroom: 30 black chairs. These chairs can be linked together to maximize space and maintain straight rows.
Willow Hall: 160 grey chairs. Cushions can be place on them for extra comfort.

Q: How many tables do you have and what are the sizes:
A: Maple Hall: 15 rectangular tables 6 x 2.5 ft and 12 round tables 5 ft diameter
Willow Hall: 15 rectangular tables 6 x 2.5 ft and 14 round tables 5 ft diameter
Herard Boardroom: 12 square tables 3 x 3 ft
We do not provide tablecloths

Q: Is there a podium included?
A: Yes, the podium is included if you are renting the Willow Hall.

Q: Is there a sound system included?
A: Yes, both the Willow Hall & Maple Hall come with a sound system and/or speaker(s), and a microphone. Each system can connect to your device via aux cable (you may need an adapter depending on your device) or Bluetooth. Talk to a staff member during the booking process to secure these for your event.

Q: Is there an AV/Projector included?
A: Yes, we can provide a projector with any rental for an additional charge of $20.00.

Q: Is there a portable bar included?
A: No, we don't have a portable bar. There are a few companies in Calgary that rent equipment for events and special occasions.
http://www.radarsrentals.com
https://calgary.specialeventrentals.com
https://modernrentals.ca

Q: Can we bring alcohol?
A: Yes, you can bring in alcohol, but you are required to purchase a liquor license and Party Alcohol Liability (PAL) Insurance.
https://aglc.ca/liquor/liquor-licences
https://www.palcanada.com/index.php/en-us/

Q: Do you have WI-FI in the building?
A: Yes, our Wi-Fi works throughout the building. The username is Willow Guest, and the password is posted in various places around the building.

Q: Where are the power outlets located in the building?
A: Herard Boardroom: 3 outlets along the bottom walls
Maple Hall: 6 outlets along the bottom walls
Willow Hall : 8 outlets along the bottom walls. There are additional outlets where the AV equipment is stationed.
There are also outlets on the back wall of the kitchen, on the counter area, and the lower part of the wall in front of the office.

Q: What is the best way for caterers and other deliveries to access the building?
A: Deliveries to the building can drive right up to the front door. There is an access ramp that will take you up to the main doors if they are bringing in their supplies on rolling carts. The kitchen area is in the front as soon as you walk in the door, so this is the best place to unload.

Q: Are pets allowed in the building?
A: Yes, but you must have them under control and they cannot roam freely.

BOOKING PROCESS

Q: How early/late can I book a hall?
A: You can rent the halls as early as 6:00am and as late as 1:30am.

Q: What payment methods do you take?
A: We accept e-transfer, cash or cheque.

Q: Can I add on extra hours to my booking?
A: Yes, subject to availability. You can add hours before or after your booking time to suit your needs. Speak to a WRCA staff member to learn more.

Q: What are the conditions for the 6 and 13 hour day rates?
A: The 6 or 13 hours must be consecutive. A 3 hour booking to decorate the night before and 10 hour booking the next morning would **not** qualify for the 13 hour day rate. We only offer the day rates on weekends.

WASHROOMS

Q: How many washrooms do you have?
A: We have four individual unisex washrooms, two of which are wheelchair accessible, and one includes a baby changing station.

Q: Is there access to additional bathroom supplies if needed (ie: toilet paper or paper towel)?
A: The bathrooms have 2 toilet roll holders each, and we will ensure that soap dispensers are full. We do not use paper towels in the bathrooms, they are equipped with air dryers. There are dish cloths and tea towels in the kitchen, but if you think you may need more, we encourage you to bring your own.

BAR/KITCHEN AREA

Q: Are we able to use the kitchen?
A: You may use the front kitchen area, which includes a double wide fridge, mini freezer, microwave, dishwasher, and sinks. If you want to set up your food buffet there you may, keeping in mind that anyone using the building will also be permitted to use this common area.

Q: How many fridges are available?
A: There is 1 large fridge, but this is a shared fridge with our long-term renters, so not all racks are available. If you let us know how much room you need, we will do our best to clear it out.

Q: Are there any freezers or places to store ice?
A: There is a mini freezer, which has room for about 3-4 bags of ice. Alternatively, if you want to bring ice, we recommend filling a cooler and leaving that in the kitchen area.

Q: Are there any kitchen supplies available, i.e., coffee maker, kettle? Glassware, etc.?
A: There is one regular size coffee maker and kettle in the kitchen area, as well as one coffee maker and kettle in the Maple Hall. We do not have cutlery, dishes, or glassware available.

Q: Is there a stove?
A: We do not have a stove but there are plenty of power outlets for you to plug-in warmers, etc., and we do have a microwave.

DECORATIONS/CLEANING

Q: Do we have to clean the room?
A: You must leave the room, kitchen, and any other spaces you use the way they were found. Please do not leave a pile of dirty dishes in the sink, clean up any major spills, and be respectful of the next renter who will be using the space.

Q: Can we put decorations up?
A: Yes, you can put decorations up as long as you do not put tacks, nails or screws in the walls or ceiling. The use of heavy-duty tape is also prohibited. Funtack or non-marking adhesives are acceptable.

Q: Can we store our decorations and pick them up the next day?
A: All decorations must be removed after your event. If there are no other events planned for the next day you may be able to store them, but this would have to be approved by the CSM and additional charges may apply.

Q: Do we have to clean the bathrooms?
A: Within reason. You do not need to scrub toilets, but we ask that you leave the space as you found it.

Q: Will we have access to cleaning supplies?
A: You will have access to the cleaning supply room. We will show you where this is located when you are given a facility tour and/or picking up your key FOB before your event.

Q: Can I decorate the night before my event?
A: You may be required to book a standard 6 hour package for the room you want to decorate, subject to availability. Talk to a staff member during the booking process to find out more.

PARKING

Q: If other events are happening in other parts of the hall or outside that same day, will parking be an issue?
A: We have 2 parking areas (North & South). You are welcome to use them both, however, the parking lots are open to anyone. There is off-street parking around the building also.

Q: Is it okay for guests to leave their car overnight?
A: Yes, this is fine. Please pick up your vehicle relatively early the next day, as we have regular programming and other groups that need access to the parking lots. WRCA is not responsible for damage or theft, and the parking areas are not monitored.