



Muir Lake Community League & Hall Frequently Asked Questions (FAQ)

Can I view the hall prior to booking it online?

Yes. Email rentals@muirlakehall.ca. The Rental Coordinator will respond to schedule a viewing.

What is the hall capacity?

198 people.

Is the Hall wheelchair accessible?

Yes. There are no stairs other than getting on the stage. There is also a wheelchair accessible bathroom.

How do I get into the Hall?

The Rental Coordinator will send you the access information 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?

There are 29 five-foot round, 11 eight-foot and 11 five-foot rectangular tables; 200 cloth chairs; stage (podium). Tables and chairs are not permitted to be used outside.

Can I put up decorations?

Yes. Renters must not attach or hang any materials or items from the ceiling, windows, or floors. **Duct tape, tacks, nails and/or staples are not permitted.** Painters tape can be used. There is a ladder available to renters. 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?

No. Please arrange to bring your own equipment.

Are linens, decorations, projector, screen provided?

No. Please arrange to bring your own equipment.

Does the Hall have a coffee pot?

The Hall has a restaurant style 3-burner coffee machine as well as a percolator. Renters are responsible for providing their own filters, coffee, sugar, and creamer.

Does the Hall have dishes?

Yes. Plates, bowls, coffee mugs, utensil, etc. Dish soap, paper towel are provided. **We do not have any drinking or wine glasses.**

What appliances does the hall have?

There is 2 large fridges, chest 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, sweeping, wet 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 some cleaning supplies are provided for the renter. Please bring your own tea towels.

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, some cleaning supplies is provided, Mr. Clean, dishsoap, hand soap, paper towel and garbage bags are provided. There is are brooms and mops for your use. **Please bring your own tea towels.**

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

You can email the Rental Coordinator at **rentals@muirlakehall.ca** during your rental in the event of any problems. Phone is not always on, emails are the faster way to contact.

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 rental 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 one week 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 30 business days.

How will my Damage Deposit be returned?

If you paid online by credit card, 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 60 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 MLCL 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 or Special Events Liability Insurance?

Host Liquor Liability insurance (commonly known as PAL- Party Alcohol Liability insurance) or Special Events Liability Insurance provides protection when lawsuits are brought against individuals, organizations or companies who host single/multi day functions with alcohol service or more at risk events like the use of Bouncy Castles. It is for the protection of renters, Muir Lake Community League & Hall, and Parkland County that this insurance is provided. As a member of Parkland County, Muir Lake Community League & Hall is required to ensure and confirm that Host Liquor Liability insurance coverage is obtained by renters of the MLCL, 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

Muir Lake Community League and Parkland County must be named as Additional Insured on the PAL insurance application. Third-party liability insurance against claims for death, personal injury, and property damage on the premises, in an amount not less than **\$5,000,000**.

For the PAL insurance application, you must have the address and phone number of where the event is taking place: Muir Lake Community League | 53424 Hwy 779 Parkland County, AB, T7Y 0A2 | 780-963-5242.

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.