



411 SENIORS CENTRE SOCIETY

ROOM RENTAL AGREEMENT

This rental agreement is made on: _____

411 Seniors Centre Society (411), 3502 Fraser St., Vancouver, BC V5V 4C5, and
_____ (the "Renter").

411 is a non-profit organization that works toward an inclusive community of informed and connected seniors in British Columbia, Canada.

The Renter and 411 agree to the following terms and conditions for temporary use of the space at 3502 Fraser St., Vancouver (the "Centre") at the agreed rental rate.

A. ELIGIBLE GROUPS

- Meeting rooms are available to individuals, groups, and organizations whose primary purpose is to serve the community by supporting shared interests.
- All users of the facilities must adhere to the BC Human Rights Code and respect all its provisions. Use of the space must not involve stereotyping or discrimination based on any grounds prohibited under the Code.
- Events or meetings must not promote hatred, intolerance, or derision toward any individual or group protected by the Code.

B. TERMS OF USE

- The Renter shall be responsible for the conduct and supervision of all persons admitted to the Centre. The Renter is responsible for payment of damage costs arising from misuse of property. Federal, provincial, and municipal laws, bylaws, and fire regulations must always be observed.
- The Renter must book the space for a determined period that includes time for setup and cleanup. The booked rental period must include at least 30 minutes for setup and 30 minutes for cleanup, and these activities must be completed within the booked time.
- All renters and their guests must use the back entrance to access the Centre during the rental period. Doors must not be propped open or left unattended. Renters must not admit anyone who is not part of their group.
- No Renter may store materials in a room between bookings without prior written permission.
- Renters must leave the room clean, tidy, and in the same condition and seating configuration in which it was found. All personal belongings, event materials, and supplies must be removed at the end of the rental.
- Renters may not enter offices or rooms other than the rented room and common areas (washrooms). The kitchen is off limits unless it is included in the rental.
- The coffee machine is not available to renters. Renters must bring their own refreshments, coffee, sugar, cups, utensils, and serviettes unless alternative arrangements are made with 411.
- Use of 411 property, including the photocopier, phones, stationery, and other electronic equipment, is prohibited unless expressly authorized.
- Renters must provide their own supplies, including flip charts, paper, pens, computers, projectors, sound systems, refreshments, and any other materials required by the Renter and their guests.
- After-hours renters must ensure that lights are turned off and all 411 furniture and equipment are returned to their original positions.
- Renters may not use 411 Seniors Centre Society disposable cutlery, garbage bags, coffee supplies, or other supplies without written approval.

- Renters and their guests are not permitted to use the Centre's parking area. Street parking is the only available option and is subject to applicable parking regulations and availability.
- Long-term renters and kitchen renters must be insured and provide proof of insurance.
- The use of candles or any other open-flame device is strictly prohibited.
- Smoking or smudging is not permitted unless approved in advance by management.
- Use of the room divider in the multipurpose space is prohibited. Please speak to staff if assistance is needed.
- The passenger lift (elevator) may not be accessed outside the Centre's open hours.
- All rentals must end no later than 10:00 p.m. Renters and their guests must vacate the premises by this time.

C. DAMAGE DEPOSIT, CLEANING, AND STAFFING

- A damage deposit of \$250 is required for the rental. The damage deposit is separate from any booking payment or booking deposit. The Renter is responsible for damage to the Centre, its furniture, equipment, or property caused by the Renter or their guests.
- A cleaning fee may apply depending on the type of event and the cleaning required after the rental. Any applicable cleaning fee will be communicated to the Renter before the booking is confirmed. Additional cleaning charges may apply if the space is left excessively dirty or requires cleaning beyond normal use.
- 411 Seniors Centre Society may require staff to be present during certain rentals, depending on the type of event and the supervision required. If staffing is required, a staffing fee of \$25 per hour may apply. The Renter will be informed of any applicable staffing charges before the booking is confirmed.

D. PAYMENTS AND CANCELLATION

- To secure a booking, payment must be received by 411 equal to or greater than 50% of the initial booking rate. For example, a three-hour booking at \$70 per hour requires a booking deposit of at least \$105. For any rental under \$100, a minimum booking deposit of \$50 is required. Before the first rental, full payment must be received.
- Booking cancellations must be submitted in writing at least seven days before the scheduled rental date to receive a full refund. Cancellations made within seven days of the rental will not be refunded.
- At any time, regardless of whether fees have been paid, 411 Seniors Centre Society reserves the right to revoke use of its rooms and facilities if it determines that the intended or actual use is not in the best interest of the Centre or the community. The Centre's decision is final.
- 411 Seniors Centre Society reserves the right to cancel bookings with 48 hours' notice, in which case a full refund will be issued. The Centre may also cancel bookings without notice if circumstances beyond its control render the facilities unusable.

E. KEYS AND AFTER-HOURS ACCESS

- For after-hours rentals, a key fob and alarm code may be issued upon receipt of a \$50 key deposit. Failure to return the key fob will result in a \$50 charge. Lost key fobs must be reported to 411 immediately. All key fobs and alarm codes will be deactivated after the rental period.

F. HEALTH, SAFETY INCIDENTS, AND LIABILITY

- Any injuries that occur to the Renter or their participants while renting the Centre are not the responsibility of 411. The space is used at the Renter's own risk. Any significant incident should be reported to 411's staff immediately.

Emergency contacts during the rental:

Murray Mollard – Executive Director 604-767-7421

Ryan Natividad – Facility and Maintenance Lead 604-363-1345

G. RENTAL DETAILS

Space rented	
Rental date(s)	
Rental start time	
Rental end time (no later than 10:00 p.m.)	
Total rental hours (including setup and cleanup)	
Type of event	
Expected number of attendees	
Rental rate	\$
Booking payment / deposit	\$
Damage deposit	\$250
Cleaning fee (if applicable)	\$
Staffing fee (if applicable)	\$
Total amount due	\$

H. RENTER ACKNOWLEDGEMENT AND SIGNATURES

The Renter confirms that they have read, understood, and agree to comply with the terms and conditions in this agreement.

Name of organization / individual (Renter): _____

Contact person (please print): _____

Contact phone: _____

Contact email: _____

Renter signature: _____

Date: _____

411 representative: _____

Date: _____

Booking deposit applied to first rental invoice? ☐ Yes ☐ No

Note: Non-profit rates may be available where applicable and will be confirmed by 411.