

Ralph Klein Park - Site policies

Please review our site policies carefully before booking your wedding or event.

Booking Conditions

Bookings are available on a first-come, first-served basis. Room bookings are a minimum of three hours.

A minimum of one Customer Service Representative will be on site for the duration of the booking. An additional Customer Service Representative may be required for \$50/hour, based on event details. This will be at the discretion of the venue.

Event details must be confirmed a minimum of 30 days in advance, including but not limited to room layout/set-up requirements, number of tables and chairs, and technology requirements.

Decorations

Decorations, including linens, are not provided by the facility but are permitted except for the following items: balloons (helium and air), floating lanterns, boats, inflatables, open flames (including candles) and confetti (including bird seed, rice and imitation and real flower petals). Please consider sustainable, eco-friendly decorating options. Decorations must not be tied, taped or otherwise attached to windows, walls, railings, staircases, trees or any other park or facility structures.

Food and beverage

Alcohol consumption is not permitted unless a liquor license and event insurance has been obtained. Liquor service is restricted to between 4 p.m. and midnight.

Service may begin prior to 4 p.m. on weekends only, however, requests must be received at time of booking.

Catering is the responsibility of the booking holder, and the catering guidelines must be followed.

Music

DJs and other forms of recorded or live music are permitted. Limited electrical outlets are available. Music must be confirmed at time of booking. A SOCAN (Society of Composers, Authors and Music Publishers of Canada) license is required and must be obtained by the event organizer.

Parking

Complimentary parking for up to 160 vehicles is available. Overnight parking is not permitted.

Special Event Insurance

General liability insurance is required in an amount not less than \$2 Million inclusive limit for any one occurrence and such insurance shall list The City of Calgary as additional insured for the duration of the booking.

Payment and cancellations

A \$150 non-refundable deposit is required to reserve a specific date, due 14 days from booking issue date. For bookings under \$1000, the remaining balance is due 45 days from the booking issue date. For bookings over \$1000, 50% of the remaining balance is due 45 days from the booking issue date. The remaining balance is due 60 days prior to the event. If the booking is made within 60 days or less of the event, full payment is required.

A refund, and less the deposit will be provided if the booking is cancelled up to 45 days after the booking is confirmed. All other cancellations will not be refunded.

Cancellation notices must be provided in writing to parksvenues@calgary.ca. The City of Calgary reserves the right to revise or cancel permits at any time.

Set-up and clean-up

Set-up and removal of facility tables and chairs will be provided. Any additional set-up and clean-up are the responsibility of the booking holder and must be included in the booking timeframe. Delivery of any items must occur during the allotted booking time. Large or bulky items require advance approval. Limited dollies and carts are available. All items brought on site must be removed after the event and rooms left in the condition in which they were found. A cleaning fee will be charged if any waste and/or items are left on site. Extra fees will apply for damages incurred.

Site use

Compliance with City bylaws is required. Bylaw extension permits are mandatory for all bookings after 4 p.m. Extension permits will be obtained by Ralph Klein Park staff and a confirmation email sent to the event organizer.

Sustainability standards

Environmental sustainability is at the core of who we are and what we do at Ralph Klein Park. Minimizing our environmental impact and contributing to a healthy ecosystem are of top priority when it comes to our daily operations, decision making and facility use.

Our Environmental Education Centre features innovative green technologies, including solar panels, radiant heating, low-flow taps and composting toilets, for reduced energy consumption and carbon emissions. We choose environmentally friendly and fair trade products, when possible, and re-use, recycle and compost for decreased waste production.

To ensure our park and facility are used in an eco-friendly manner, we require our vendors, partners and clients to abide by the following sustainability standards:

RECYCLE

Recycling bins are provided throughout the park and Environmental Education Centre. A large collection area for glass, metal and cardboard is located in the centre's entrance hallway. Please separate your recyclables and dispose of them in the appropriate containers.

COMPOST

Composting bins are provided in each room of the Environmental Education Centre. Please sort your waste from your compostable materials and dispose of them in the proper receptacles.

CHOOSE

When purchasing or renting items, consider products that are gentle on the environment, sold by fair trade companies and made from compostable and/or recyclable materials.

RE-USE

Before throwing items away, consider if they can be re-used for other purposes or donated to a community group or non-profit organization.