



FAQ'S – TOWN OF NEWMARKET FACILITY BOOKINGS

How far in advance do we need to book?

We suggest booking a space as soon as possible if the event is within the calendar year. When ready to book, you will fill out and submit the hall request form.

Do I need liability insurance?

Liability Insurance is mandatory for all bookings. If you have your own liability insurance; provide us with a copy naming the Town of Newmarket as additional insured. If you do not have your own liability insurance; the Town of Newmarket has a Facility Users Insurance Program offered by a third party at an additional cost.

Do I need to make a deposit when booking a space?

A rental deposit is required for larger functions that are booking more than 4 months in advance. A 15% rental deposit is due at the time of booking.

Cancellations made in writing giving 60 days' notice will be refunded their rental deposit in full.

Cancellations made in writing giving between 14 and 60 days' notice will not be refunded their rental deposit.

When is payment made?

Full payment must be made at least 14 days prior to your booking date.

What is the cancellation policy?

You have up to 14 days prior to you booking to cancel. Cancellations made with less than 14 days' notice will be required to pay the full rental cost.

Do you provide AV equipment?

We do not provide AV equipment. We do have various rooms that include a screen.

Am I allowed to bring my own catering/food into the room?

Yes

Can I supply my own liquor?

Yes! Just make sure you obtain a liquor license (SOP) and provide us with a copy before your event. You post a copy of your SOP at the time of the event. You are also required to provide 2 Smart Serve Certifications. Please refer to the Community Events Resource for more details.

What forms of payment do you accept?

We accept cash, cheque, debit, and credit cards (Visa, Mastercard, AMEX) at all of our town kiosks.

Is there free parking at your facilities?

Yes

What is included with my booking?

We provide tables and chairs; set up.

How late can my event run?

The latest we book our halls is 12am.

What food prep can be done in the kitchen?

Only reheating foods can be done using the oven.

Is there internet?

Yes there is free public Wi-Fi in the hall.

Can I have a bouncy castle or inflatables?

The Town of Newmarket does not permit any inflatables that the public can climb on to be operated on Town property. Please refer to the Community Events Resource for more information.

Are your halls accessible?

Yes

Do you have a podium?

Yes, we have podiums at the Ray Twinney Recreation Complex and the Newmarket Community Centre & Lions Hall.

Do you have coat racks?

Yes

What is the SOCAN & Re:Sound fee?

It is an outside fee for playing pre-recorded or copyright music at an event. It is our legal copyright obligation to collect this fee and submit it to Society of Composers, Authors, and Music Publishers of Canada.

Can I book the park Gazebo?

We do not permit the Gazebos as they are first come first serve.

What time do we get to set up the hall?

The start and end times on your booking permit are the time you access the hall. This includes your set-up and clean-up time.

What size are the tables?

Round Tables: 6ft

Rectangular Tables: 2.5ft by 6ft

