

TERMS & CONDITIONS

THE ALCOVE ROOM RENTAL AGREEMENT

Thank you for your interest in renting *The Alcove Room* (the “Space” and/or the “Membership”) from www.thealcoveroom.ca (the “Website”).

By proceeding to place an order by clicking “Book Now,” “Complete Booking,” or any similar phrase, by entering your payment information, or otherwise rendering payment (in full or partial), for the Space with **THE ALCOVE ROOM** (the “Company”, “Us”, “We”, “Our”), you (the “Customer”, “You”, “Your”) agree to be bound by these legally binding Terms & Conditions.

If You do not agree, do not proceed with Your booking.

Please retain a copy of these Terms & Conditions.

ALL SALES ARE FINAL. NO REFUNDS.

LAST REVISION: April 12 2026

1. OVERVIEW

The Alcove Room provides an intimate rental space located at:
4660 Queen Street, Niagara Falls, Ontario

The Space is intended for small gatherings, content creation, workshops, meetings, and wellness experiences.

2. AVAILABILITY & BOOKINGS

- All bookings are subject to availability.
- A booking is only confirmed once payment has been received.
- The Company reserves the right to accept or decline any booking.

3. DESCRIPTION OF SPACE

- Rental includes access to the Space only.
- No photography equipment, staffing, or additional services are included unless explicitly stated.
- Furniture and décor may change at any time.

By booking, You agree to treat the Space with care and respect.

4. USE OF SPACE & CAPACITY

- Maximum capacity must be respected at all times.
- The Space is to be used for lawful purposes only.
- The Customer is responsible for all guests.
- The company reserves the right to enter the Space at any time during booking for inspection or enforcement of these Terms.
- The customer is responsible for all third-party vendors and ensuring they comply with these Terms.

No alterations, installations, or structural changes may be made without written approval.

5. ALCOHOL POLICY

- Alcohol is permitted upon consent within the Space. The customer assumes all responsibility for compliance with applicable laws and regulations.
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6. BOOKING TERM & TIME

- Bookings are valid only for the selected date and time.
- Time includes setup and cleanup.
- Early arrival or late departure is not permitted without approval.

The Customer agrees to:

- Leave the Space in the same condition it was found

- Remove all personal belongings
 - Respect the allotted time
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7. DAMAGES, CLEANING & SECURITY DEPOSIT

- A **\$50 refundable security deposit** is required.
- The Customer is responsible for all damages beyond normal wear and tear.
- Additional cleaning or repair fees may be charged.

The deposit does not limit liability for damages.

8. PAYMENT TERMS

- Full payment is required at the time of booking.
- Pricing is outlined at checkout and may include add-ons.

By booking, You authorize The Alcove Room to charge:

- Booking fees
- Deposits
- Damages, cleaning, or overtime fees if applicable

Chargebacks are not permitted without written consent.

9. OVERTIME FEES

- \$75 per 15 minutes past booking time
- \$500 for 1 hour or more overtime

Overtime is charged automatically to the card on file.

10. RESCHEDULING*

- Minimum **24 hours' notice** required
- Subject to availability

- Must be requested via email: **[your email here]**
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11. CANCELLATION POLICY

- All payments are **non-refundable**
 - Cancellations receive a **credit only**
 - No credits for cancellations within **24 hours**
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12. TERMINATION

The Company may terminate a booking immediately if:

- Terms are violated
- The Space is misused
- Safety or respect is compromised

Zero tolerance for:

- Smoking indoors
 - Drugs
 - Open flames
 - Disrespectful or illegal behavior
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13. PERSONAL ITEMS & EQUIPMENT

- The Company is not responsible for lost, stolen, or damaged items
 - All items must be removed within the booking time
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14. HOUSE RULES

- Capacity limits must be followed
- No shoes in designated areas (if applicable)
- No open flames
- No unauthorized decorations or wall attachments **including screws, tape and adhesives.**
- **No excessive noise (all local noise bylaws must be followed)**

All guests must follow these rules.

15. LIABILITY

Use of the Space is at Your own risk.

The Company is not liable for:

- Injury
- Loss or damage
- Business interruption

Liability is limited to the amount paid for the booking.

In the event of an emergency, the customer agrees to follow all safety instructions and evacuate if required.

16. MEDIA RELEASE

The Alcove Room reserves the right to photograph or record the Space for promotional purposes. By booking, you grant permission for incidental inclusion unless otherwise requested in writing.

17. INDEMNITY

You agree to indemnify and hold harmless The Alcove Room from any claims, damages, or liabilities arising from Your use of the Space.

18. NON-DISPARAGEMENT

Both parties agree not to harm each other's reputation publicly or privately.

19. DISPUTE RESOLUTION

Disputes will first be attempted to be resolved privately.
If unresolved, legal proceedings may follow in Ontario.

20. FORCE MAJEURE

The Company is not responsible for cancellations due to unforeseen events (e.g., natural disasters, government restrictions).

21. AMENDMENTS

Terms may be updated at any time. Continued use of the Space constitutes acceptance.

22. GOVERNING LAW

These Terms are governed by the laws of Ontario, Canada.

23. AGREEMENT

By booking, You confirm that:

- You are over 18
- You have read and agreed to these Terms
- You accept full responsibility for Your booking