



AN EVENT VENUE WITH UNSURPASSED BEAUTY



IMPORTANT POLICIES, GUIDELINES &
ADDITIONAL INFORMATION



Table of Content

- 1- **PLANNING TIMELINE**
- 4- **BOOKING REQUIREMENTS**
- SPECIAL EVENTS
 - 4- Guest Minimums/Maximums
 - 4- Date Availability
 - 4- Additional Hours
 - 4- Music & Dancing
- 5- **IMPORTANT INFORMATION**
- POLICIES & GUIDELINES
 - 5- Final Numbers
 - 5- Payment Schedule
 - 6- Contingency Fund
 - 6- Parking
 - 6- External Event Planners
 - 7- Postponement & Cancellation Policies
 - 7- Prohibited Items
- 8- **FLORAL & DECOR**
- POLICIES & GUIDELINES
 - 8- Floral & Decor Process
 - 8- Outside Floral
 - 9- External Vendors
 - 9- Personal Decor Items



Table of Content Cont.

- 10- **FOOD & BEVERAGE**
- POLICIES & GUIDELINES**
- BEVERAGE**
- 10- Bar Package Selections
- 10- Alcohol Permit
- 10- Policies
- 11- Alcohol Ordering & Returns
- FOOD**
- 12- External Catering & Desserts
- 12- Children's Meals
- 13- Menu Customizations
- 13- Menu Selections & Costs
- 14- **AUDIO & VISUAL**
- POLICIES & GUIDELINES**
- 14- Live Musicians
- 14- External DJs & Bands
- 14- Aquatopia AV Technicians
- 15- Lighting & Sound Systems
- 15- Dance Party Fog & Strobe Lighting
- 15- Videographers
- 15- Music Selections
- 16- **ADDITIONAL PLANNING NOTES**
- 16- Hotel Accommodations
- 16- Nearby Rental Properties
- 17- Facility Temperature & Timelines
- 17- Pets & Companions
- 18- Client Access to the Venue
- 18- Additional Services

Planning Timeline

AFTER YOUR VENUE TOUR, WHAT'S NEXT?

1

If you have any questions or concerns regarding your initial proposal estimate, please do not hesitate to ask the Aquatopia Events team. If required, a revised estimate can be sent to you for your review and approval.

Confirm your preferred available event date.

The events team will then send the final event estimate along with all event agreement documents for your review and signatures.

2

Once signed and accepted, our management team will countersign each document, and you will receive a fully ratified copy.

Then, we will process your initial retainer payment and send you a welcome email with your retainer payment receipt.

3

Planning Timeline

YOU ARE OFFICIALLY
BOOKED!

You will have access to our online planning software as soon as your booking has been confirmed

The planning process can vary depending on the timeline leading up to your event day. Shortly after booking or around eight months before your event, your Event Coordinator will be in contact with you to introduce themselves and begin the planning process. The Coordinator will help plan all logistics details and will schedule an initial logistics meeting with you.

4

Around six months before your event, if applicable, our floral & decor team will reach out to schedule your initial design meeting where you will discuss all your decor visions and a suitable budget.

5

Around the same time, our culinary team will reach out to discuss all the details of your menu and confirm your final menu selections.

6

Planning Timeline

YOU ARE OFFICIALLY
BOOKED!



Booking Requirements

SPECIAL EVENTS



Guest Minimums/Maximums

Our facility's maximum capacity is 150 guests.

There are no guest minimum requirements for Special Events. However, there are minimum requirements on our food services.

Date Availability

Special Events are offered on any day of the week (Tuesdays to Sundays). We do not produce events on Mondays as our facility is closed.

Additional Hours

We offer Special Event packages of up to four (4) hours, up to six (6) hours, and up to eight (8) hours.

If you would like to add any additional hours to your event package, please speak with our Events team.

Music & Dancing

If you would like to include dancing as part of your event, a DJ, whether in-house or client-provided, is mandatory.

For events with no dancing, Aquatopia's AV Technicians will play background music from a client-provided or standard playlist.

Important Information

POLICIES & GUIDELINES



Final Numbers

All final numbers are due twenty-one (21) days prior to your event day.

Final numbers include:

Guest Count

Meal Selections & Dietary Restrictions

Floral & Decor Proposal

Any Final Change Requests

Payment Schedule

An initial retainer payment of \$4,000 will be processed in order to secure your date.

This amount is reduced from your total estimated amount and the remaining balance is split into equal monthly or quarterly instalment payments leading up to your event day.

These instalment payments will be processed on either the first (1st) or fifteenth (15th) of the month, depending on your event date. All payment details will be outlined within your agreement payment schedule.

The retainer payment is typically processed using the credit card number provided in the Event Agreement.

The instalment payments are processed using Pre-Authorized Debit (PAD). A PAD Agreement will be sent along with the event agreement documents.

The final payment, due prior to your event day, will be calculated with all final numbers. This payment can be made by bank draft or certified cheque, cash, or electronic funds transfer (EFT).

Important Information

POLICIES & GUIDELINES



Contingency Fund

You may have a contingency fund added to your proposal estimate if you are looking to book for future years.

The contingency fee is to help prepare you for any potential pricing increases.

Our new pricing, and any increases, will be determined at the beginning of each calendar year.

We will then update your proposal estimate with the new pricing and will remove the contingency fee.

The amount paid will act as a pool of funds to help pay for any such increases.

Parking

There is complimentary on-site parking at Aquatopia for your guests. Guests may leave their vehicles onsite overnight, if needed. We simply ask that they be picked up no later than 12pm the following day.

External Event Planners

Aquatopia has a full team of expert event planners to help you plan and execute your event.

If you wish to work with another external event planner, other than Aquatopia's in-house Event Coordinators, you may do so for an additional fee of \$500 to cover our additional management costs.

Important Information

POLICIES & GUIDELINES



Postponement & Cancellation Policies

Event postponements are not permitted once an event agreement is ratified.

Should you elect to cancel the event, any retainers, as well as any instalment payments made on or before date of cancellation, shall be forfeited and are non-refundable.

If you must cancel your event for any reason, through your own efforts, you may choose to sell and assign your event agreement and date to a third party. This option requires Aquatopia's written consent, and administrative charges will apply.

Please refer to your Event Agreement or ask our Events team for further details.

Prohibited Items

Due to the complex nature of our buildings mechanical and ventilation systems, items such as: pyrotechnics, fog, bubbles, balloons, birdseed, silly string, rice or smoke cannot be used inside or outside the facility without prior written approval from Aquatopia Management.

Note that glitter and confetti are strictly prohibited here at Aquatopia due to the environmental harm they cause.

A \$500 levy will be charged for any unauthorized use of these items.

Floral &

Decor

POLICIES & GUIDELINES



Floral & Decor Process

Approximately six (6) months prior to your event day, if applicable, our floral & decor team will reach out to schedule your initial design meeting where you will discuss all of your design visions and a suitable budget.

After the meeting, our floral & decor team will create a detailed and personalized floral & decor proposal. This will be sent to you for your review and comments.

An accepted floral & decor proposal will be due on your final numbers due date, twenty-one (21) days prior to your event.

This accepted amount will replace the initial budgeted amount indicated on your original estimate.

Outside Floral

The interior of Aquatopia is a living, breathing ecosystem. As such, no external real or replica flowers, or plant material are permitted to enter our facility. All floral & decor must be provided and/or coordinated by our in-house Floral & Decor team.

Floral &

Decor

POLICIES & GUIDELINES



External Vendors

In order for us to better manage and coordinate all aspects of your event, all external decor rentals must be coordinated through our in-house floral & decor team.

Our talented design team can source, build, or create just about any design element for you.

While our floral & decor catalogue provides you with an initial inspiration, please feel free to let your design imagination run wild, and share your ideas with our team.

Personal Decor Items

We encourage you to bring in personal decor items, such as photos or memorial objects, guest book, signage, guest favours, etc, to give your event a little personal touch.

Please discuss your personal decor item ideas with our Floral & Decor team so they may include them in your event design.

Food &

Beverage

POLICIES & GUIDELINES

BEVERAGE

Bar Package Selections

Approximately two (2) to three (3) months prior to your event, our Bar Coordinator will reach out to begin discussing your preferred beverage selections and help you choose the appropriate types and amount of drinks or alcohol needed to accommodate your guest count.

Alcohol Permit

Our Bar Coordinator will apply for the Special Occasion Permit (SOP) specific to your event, on your behalf.

The cost of the permit itself will be added to your bar bill, and processed closer to your event day.

Policies

Aquatopia has a no shot policy to prevent your guests from becoming intoxicated during your event.

A single round of shots may be served to your guests to accommodate religious or cultural traditions.

The bar will be closed during seated dinner service to ensure your guests remain in their seats to receive their correct meal.



Food &

Beverage

POLICIES & GUIDELINES

BEVERAGE

Alcohol Ordering & Returns

All alcohol must be purchased under the Special Occasion Permit (SOP) specific to your event, which we will apply for on your behalf, and must be purchased in the province of Ontario through the LCBO, The Beer Store, a licensed distributor or a licensed winery/brewery/distillery that accepts orders placed under an SOP.

Once we receive a copy of the SOP for your event, you have two (2) options available when purchasing alcohol:

1. Aquatopia can order, purchase & pickup the alcohol on your behalf.
2. If you prefer, you may purchase alcohol for your event on your own, and schedule a drop off to our facility the week of your event.

We will then store, chill, and serve it to you and your guests on your event day.

Any remaining alcohol will be returned to you immediately following your event or on the next business day.

Returns of unopened bottles to the LCBO are only available for the self-purchase option.



Food &

Beverage

POLICIES & GUIDELINES

FOOD

External Catering & Desserts

Aquatopia's in-house catering team is the exclusive food & beverage service provider for all events held at our facility. We do not allow any external catering.

For a fee, our Executive Chef can design customized menus & pricing for a wide variety of cultural celebrations, vegan & vegetarian dietary preferences, and haute-cuisine style events.

You may provide your own cake and additional dessert table items such as cupcakes, donuts, etc. Displays for these items must be coordinated by our Floral & Decor team.

Children's Meals

We have a special menu and pricing for any children (11 years or younger) that will be attending your event.

Children do count towards your total guest count.



Food &

Beverage

POLICIES & GUIDELINES

FOOD

Menu Customizations

If you would like to customize our menu offerings, our Executive Chef will schedule a consultation with you to discuss all your desired customizations.

A consultation fee of \$295 plus tax will apply.

All menu customizations may incur additional fees for increased costs in labour and ingredients.

Menu Selections & Costs

All menu prices are subject to change due to market fluctuations. Aquatopia will provide guaranteed food pricing only once menu selections have been finalized.



Audio & Visual Notes

POLICIES & GUIDELINES



Live Musicians

Live musicians may be added as a supplement to any event package. They do not, however, replace DJ or AV Technician Services.

Our facility can accommodate up to a 5-piece musical group.

Note:
Additional production fees may apply, and stage area is limited.

External DJs & Bands

External DJs and Bands must fill out all required documentation and provide proof of insurance in order to perform at our facility.

Due to safety, liability, and quality concerns, external DJs cannot be a guest at your event, and must be a reputable professional.

Aquatopia AV Technicians

A house technician is automatically included in our audio & lighting package to assist with all audio & visual requirements.

Audio & Visual Notes

POLICIES & GUIDELINES



Lighting & Sound Systems

Full, professional lighting and sound systems are built into our venue and are controlled by Aquatopia's technicians. Both services are included in all of our event packages.

Dance Party Fog & Strobe Lighting

We use strobe lighting as well as water based theatrical fog to enhance dance lighting. Please let us know, in advance, if these special effects might present a health concern for you or any of your guests.

Videographers

Videographers may provide our technicians with a USB flash drive or recording device to record speeches and/or music for use in their post production editing process.

Music Selections

Approximately three (3) months prior to your event, our team will put you in contact with our house DJ to discuss your music selections and preferred music styles.

If you do not have a DJ as part of your event package, your music selections can be discussed directly with your Event Coordinator.

Additional Planning Notes



Hotel Accommodations

There are several nearby hotels within a 15-minute drive from Aquatopia to provide you and your guests with accommodation services. Speak with our Events team for further details and locations.

If you would like to reserve a room block for your out-of-town guests, this can be done directly with the hotel of your choosing. Feel free to reach out to them directly to discuss all of the details and make the reservation.

Nearby Rental Properties

There are nearby rental properties available for spacious group accommodation settings that are well suited for pre-and post event day gatherings, such as brunches and private parties. Our culinary team can also provide you with an onsite chef, allowing you to be fully present for your guests during your stay. Speak with our Events team for booking details.

Additional Planning Notes



Facility Temperature & Timelines

Events may begin as early as 3:00pm and end as late as 2:00am. We recommend that events held in June, July or August start no sooner than 5:00pm.

Aquatopia is heated and maintains pleasant temperatures throughout the winter months. In the summer, the Aquatopia greenhouse is openly ventilated to the exterior, maintaining a temperature that is typically no warmer than the outdoors. For summer events held during warm weather, guests are encouraged to dress appropriately as if the event they are attending was being held outdoors.

Pets & Companions

Domesticated pets are permitted to participate in an event ceremony or presentation. Pets are required to be leashed or caged and under the care of a responsible handler at all times. Following the ceremony or presentation, pets are required to leave our premises. In the event that the pet damages or soils the facility or merchandise, the client will be responsible for the clean-up costs and/or repairs.

Service animals are welcome anytime.

Additional Planning Notes

Client Access to the Venue

The client or host will have access to the venue thirty (30) minutes prior to the event start time for any final setup required, photos, and to settle in before guest arrivals.

Additional Services

Here is a partial list of additional services the Aquatopia Events team can assist you with:

- Shuttle Bus
- Limousine
- Stationery
- Fireworks
- Aerialist & Acrobat Entertainment
- Little Ray's Zoo Interactive Experience
- Photo Booth
- Professional MC Services
- Custom Lighting & AV Services
- Live Bands & Musicians
- Lawn Games
- Outdoor Lounge Furnishings

If there is something you are considering that is not listed above, please feel free to ask us and we would be happy to oblige.

Here is a list of the services you will need to coordinate on your end, if desired:

- Photographer/Videographer
- Cake & Additional Desserts
- Any Personal Decor Items

