



Recreation & Culture

## Frequently Asked Questions – Pavilions

**Q What are the pavilion bookable hours?**

A Sunday to Thursday 9:00 a.m. to 9:00 p.m., Friday and Saturday 9:00 a.m. to 11:00 p.m.

**Q Do I have to pay for my rental in full at time of booking?**

A Yes.

**Q How much are the insurance, music and non-resident fees?**

A Insurance is required for all Town events and may be purchased through the Towns' Municipal Insurance Program. Fees are based on event type, length and size and range from \$21-\$36 +HST. Music Fee - \$35.38 including tax; fee with dancing - \$70.78 including tax. The Non-Ajax Resident Fee (proof of residency required) is \$26.78 including tax for Greenwood Discovery and Carruthers Marsh and \$13.56 including tax for Rotary Park Pavilion.

**Q What is the capacity of the pavilions?**

A Carruthers Marsh and Greenwood Discovery – 64, Rotary Park – 40.

**Q Can I or my decorator/caterer come early to set-up for the event?**

A No, the permit start and end times, include your event set-up and clean-up time. If you require more than the minimum 6 hours, just book and pay for more time within the bookable hours.

**Q Can I serve alcohol at a pavilion rental?**

A No. If you wish to host an event with alcohol, know what is involved and consider other Town facilities where [alcohol](#) is allowed.

**Q Will staff meet me to open and close the Pavilion?**

A Yes, Town Staff will arrive at stated permit start time to unlock the pavilion and return at the permit end time, or sooner if you call them 15 minutes or more prior to your new event end time, to assess the facility and lock it up.

**Q Can my guests park at the pavilion?**

A Carruthers Marsh Pavilion has 12 parking spaces plus 2 additional accessibility spaces. Rotary Park Pavilion has 10 designated parking spots with signage posted. Greenwood Discovery Pavilion has 25 parking spaces plus 2 accessible spaces which are available once the gates are opened by Town Staff. Once the gates are open the general public has access to the spaces as Greenwood Conservation Area is a public park.

**Q Can we use the greenspace around the pavilion?**

A No, your rental permit and associated insurance fees covers the indoor space only, not the outdoor greenspace around facility. Where there are patios, decks or gazebos, guests can step out to these spaces, however, tables, chairs, food and drinks must remain inside the facility.

Refer to Rental Terms and Conditions for information on inflatable amusement structures such as jumping castles and ball pits etc.

**Q Can I Barbeque outside a Pavilion during my event?**



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- A With prior notice during the booking process and with Facility Manager approval, propane BBQs with a maximum tank size of 9kg (20lbs) are allowed at Carruthers Marsh Pavilion on greenspace beside the patio and at Greenwood Discovery Pavilion on greenspace beside the deck. BBQs are not permitted at the Rotary Park Pavilion.
- Q Am I able to have food and drinks at the Pavilion?**
- A Food and non-alcoholic drinks are allowed to be served during your rental however the sale of food is not permitted.
- Q Are tables, chairs, tablecloths and cutlery provided by the Town?**
- A The Town only provides tables and chairs, that are set up in the configuration the Permit Holder indicates on the facility set-up sheet which is due 21 days or more prior to the event date. Tablecloths and cutlery are not provided with rentals.
- Q Can I bring in my own tables and chairs?**
- A Prior Facility Manager approval is required. Contact the Facility Booking Office via email at [facilitybookings@ajax.ca](mailto:facilitybookings@ajax.ca)
- Q Can I have a decorate the facility?**
- A Yes, but within the guidelines of the Rental Terms and Conditions signed at time of booking, and including consideration to what is allowed and not allowed, such things as confetti, glitter, reveal balloons, pinatas, tape, affixing decorations to the wall/ceiling etc.
- Q Can I have a wedding arbour/arch on the back deck at the Greenwood Discovery Pavilion?**
- A Yes, with prior approval from the Facility Manager. An arbour can be used on the deck, but tables and chairs are not permitted outside on the deck.
- Q Are there washrooms at the pavilions?**
- A: Yes, washrooms are available at all pavilions. The Rotary Park Pavilion has one fully accessible washroom shared with the public. Access to the permitted space can be locked to prevent public entry. Both the Carruthers Marsh Pavilion and Greenwood Discovery Pavilion have washrooms shared with the public; however, the permit holder can monitor access to the permitted area.
- Q Am I responsible for cleaning up the facility after my event?**
- A Yes, permit holders are responsible for the state of the facility upon completion of their event and leave the facility in the condition in which they received it. All garbage/recycling should be placed in bags or containers provided. Remove all debris on tables, chairs, counters, floors or change rooms at the completion of the rental. Town staff are responsible for cleaning and disinfecting surfaces, washrooms, and touch points as well as table/chair set-up and take-down after the event. The Permit Holder may be responsible for additional rental/damage charges where extra staff time is spent in the facility, where extraordinary clean-up is required after an event or where damage has occurred.



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**Q Can I book a rental for teens online?**

**A** No, you must book through the Facility Booking Office staff as rental conditions apply via email at [facilitybookings@ajax.ca](mailto:facilitybookings@ajax.ca)

***These frequently asked questions and answers are not fulsome and do not supersede the signed Rental Terms and Conditions signed at the time of booking.***