



FAQ

CONNECTION - INNOVATION - SUSTAINABILITY

events@evergreen.ca



Below are frequently asked questions. If you have a question not on this list, please reach out to your Event Manager who would be happy to assist. Information about our bar can be found [HERE](#).

DO I NEED TO SCHEDULE AN APPOINTMENT TO SEE THE PROPERTY?

All site tours are required to be scheduled in advance as our spaces are generally booked for events. Please contact your representative to schedule a time or contact events@evergreen.ca

IS THE VENUE WHEELCHAIR ACCESSIBLE?

All our venue spaces are fully accessible and meet all provincial guidelines.

HOW MANY PARKING SPOTS ARE ON SITE?

Parking is on a first come basis unless a parking lot has been reserved. Guests can pay for their own or spots can be billed to the account.

There are three lots on site totaling 350 parking spots. Full lot buy-outs can be arranged at additional costs.

IS SMOKING ALLOWED AT THE PROPERTY?

Smoking and vaping is permitted in designated smoking areas. There is no smoking allowed inside or in Koerner Gardens. A Smoking Area can be set up outside of the venue with cigarette disposal units, please arrange with your Event Manager. If cigarette filters are littered instead of disposed in extinguishing receptacles, a Cleaning Fee may incur.

ARE KIDS ALLOWED AT THE VENUE?

We are a child friendly establishment and children are welcome at the venue. Please note that all children under the age of twelve (12) must be always under the supervision of an adult. Wristband service may be required depending on scope of event and final details.

ARE PETS ALLOWED AT THE VENUE?

Service animals are permitted in the venue spaces at any time. Your pet can be present for your wedding ceremony only on either the Frances & Tim Price Terrace or Koerner Gardens and must be on leash and supervised at all times. Once the ceremony has concluded, your pet must be taken off-site for the remainder of the event due to health and safety regulations.

IS THERE AN EVENT PLANNER ON-SITE DURING MY EVENT?

There will be a Venue Supervisor and Event Porter on-site during your event to assist with venue logistics and to ensure a smooth and successful event. Evergreen staff are not able to assist with moving décor or run of show planning but they would be more than happy to assist with your venue needs and questions.

TENTING OF KOERNER GARDENS

Koerner Gardens is the open-air garden space adjacent to CRH Gallery. Tenting can be reserved with either individual panels or as a whole portion (6 panels) to provide rain cover for your event. The pricing includes the rental, install, and removal of each panel. Confirmation is required 2 months prior to the event date with a 50% non-refundable deposit. A minimum of 72 hours is required for final decision to our third party vendor. If your Koerner Gardens requirements exceed more than 280 people, tenting is required at an additional cost.

LOAD IN & LOAD OUT

WHEN CAN WE SET-UP OR STORE ITEMS FOR OUR EVENT?

Clients shall have access to the venue as arranged with your Event Manager. Event set up the day prior would incur additional rental & staffing charges, pending availability.

Everything brought in by the Client and Vendors must be removed the night of, or a Clean-up Fee will apply. This includes décor, florals, decals, etc. Please note that we are not responsible for items left overnight which may be disposed of.

THE “END TIME” ON THE CONTRACT SAYS 1:00 AM – DOES THAT MEAN WE HAVE TO LEAVE BY THAT TIME?

The bar close time is 1:00AM unless a 2:00AM extension has been purchased at additional costs. At closing, all music is turned off and house lights will be illuminated, allowing guests to leave the space safely.

WHAT IS THE CLEAN-UP/GARBAGE FEE? DOES THE VENUE TAKE CARE OF GARBAGE?

Evergreen will take care of general waste. However, we are not responsible for removing items brought in by the client and/or vendors. This includes rentals, décor, florals, gifts, signs, etc. Clients and vendors are responsible for removing everything they bring in the night of the event. Items that are left behind will be subject to an additional disposal fee.

Large events utilizing compostable disposables for food and beverage service may be subject to an excess waste fee.

LEGAL

INSURANCE

Clients hosting events at Evergreen are required to obtain their own insurance. We require the insurance 30 days prior to the event. Details of Commercial General and Liquor Liability Insurance can be found on your agreement or you may ask your Event Manager for more details.

CATERING

DO WE HAVE THE OPPORTUNITY TO TASTE THE FOOD BEFORE OUR EVENT?

We currently do not offer menu tastings on site. Food tastings can be arranged with the caterer at their location.

DO YOU OFFER KOSHER CATERING?

We work with Ace Kosher Catering who can accommodate a full Kosher event or individual meals for guests with Kosher dietary requirements.

IS EVERGREEN BRICK WORKS NUT-FREE?

Though we do our best to accommodate allergies/dietary restrictions and minimize the risk of cross contamination, our facilities and our supplier facilities are not food allergen or nut-free. Customers with food allergies or other nutritional restrictions are required to notify the caterer and event manager prior to the event.

HOW MUCH ARE KIDS MEALS?

Kids Meals are supplied by your caterer. Please note that Evergreen will invoice for a soft bar package for all children over 3 years of age.

CAN WE BRING IN OUR OWN CATERING?

You are welcome to bring in your own licensed and insured Caterer with approval from your Event Manager. A landmark fee plus HST will apply to the caterer's invoice for caterers who are part of Evergreen's exclusive suppliers. Our exclusive caterers are; The Food Dudes, Ace Kosher, Picnic, The Edible Story, McEwan Catering, Eatertainment, Elle Cuisine, Toben Food By Design, Daniel et Daniel and Tamarind Modern Indian Bistro.

CAN CATERERS COOK AT THE VENUE?

We do not have ovens or refrigeration facilities on site. All equipment and rentals needed to expedite food & beverage service are required to be ordered from our exclusive suppliers. Deep frying or grilling of items must be done outside and cannot be done in Koerner Gardens. All extra food and waste must be disposed of at the end of the event by the caterer.

CAN WE HAVE FOOD TRUCKS?

Food trucks can be arranged through Food Dudes or any of our exclusive caterers or, outsourced by the client with additional landmark fees associated. Food trucks require electric power drops arranged through EPiQ Vision. Idling trucks are not permitted. Generators are permitted outdoors in the parking lots.

WHEN DO WE HAVE TO PROVIDE YOU WITH OUR FINAL GUEST COUNT, MENU AND OTHER DOCUMENTS?

Your final guest count (Adults/Kids/Vendors), final menu selection (Bar and Food menu), seating chart with dietary requirements and floorplan vendor list, and itinerary are due fourteen (14) days prior to your event.

VENDORS

DO YOU PROVIDE STAFFING?

Staff and security are scheduled by Evergreen with our exclusive suppliers DGS and Sentinel Security. A Venue Supervisor will be assigned for the day of your event as your point of contact. All our servers, bar staff, and management are Smart Serve certified.

- Approximate server to guest ratio for a plated meal is one (1) server per ten (10) guests.
- Approximate ratio for a buffet or cocktail reception one (1) server per twenty (20) guests.
- Approximate bartender to guest ratio is one (1) bartender per seventy-five (75) guests.
- Please note that these ratios may change based on menu & room set up requirements.

ARE SECURITY, EVENT PORTERS AND VENUE SUPERVISORS MANDATORY?

Yes, venue supervisors and event porters are Evergreen staff that are required to be on site from load in to load out. Security is mandatory for all events in BMO Atrium, CRH Gallery, Koerner Gardens, Pavilions and Frances & Tim Price Terrace. Number of guards and hours will depend on event details.

CAN WE BRING IN OUR OWN VENDORS?

Our exclusive suppliers are as follows:

- Rentals: Chairman Mills, Divine Furniture Rental, Contemporary Furniture Rentals and Detailz
- Catering: The Food Dudes, Ace Kosher & Pantry, The Edible Story, Toben Food By Design, McEwan Catering, Elle Cuisine, Eatertainment, Daniel et Daniel, and Tamarind Modern Indian Bistro.
- Audio Visual: EPIQ Vision AV
- Event Staffing: DGS Staffing
- Security: Sentinel Security

You may work with your preferred vendors for florals, DJ, band, entertainment and photographer. These will be arranged and billed directly with you.

Please note, you must secure EPIQ Vision regarding a patch in fee for DJ, band, entertainment, power, rigging and any other lighting or sound requirements.

WHO IS RESPONSIBLE FOR SETTING UP DÉCOR ITEMS?

Clients/Vendors are responsible for their own set-up of all décor items such as place cards, charger plates, giveaways, centerpieces, and lighting of candles.

CAN WE STORE ITEMS OVERNIGHT?

All third party and personal belongings must be removed day of or night of the event. Evergreen is not liable for any lost, stolen or disposed of items. All equipment and décor must be dismantled and removed at the end of all events. Failure to adhere to the above shall result in a minimum \$500 cleaning fee and re-evaluation of future events with client or vendor.

DO YOU PROVIDE TABLE NUMBERS?

No, please be advised that all clients must supply their own table numbers.

ARE WE ALLOWED TO HAVE REAL FLAME CANDLES FOR THE CENTERPIECES AND/OR AT THE CEREMONY?

Yes, as long as the candles are set on a base to ensure that there is no damage to the linens, tables or the floor. The flame must be contained within a votive that is taller than the flame. As the client, you are solely responsible for any harm or damage caused by the flame. The venue is not responsible for lighting candles on behalf of clients.

CAN WE USE FLOWER PETALS/RICE/CONFETTI DURING OUR CEREMONY?

These items are not permitted on site.

ARE THERE ANY RESTRICTIONS ON DÉCOR?

We encourage all new and creative design ideas to make our venue space uniquely yours for the day.

Décor is permitted to be hung from the ceiling. EpiQ Vision is exclusive for rigging.

In order to protect the heritage of Evergreen Brick Works' buildings, the following is prohibited:

- Posting, nailing, taping or tacking anything to any walls.
- The use of linens and fabric that are not flame-retardant.
- The use of confetti, flower petals, glitter, balloons, fireworks, sparklers and similar materials.

ARE THERE ANY RULES WITH INSTALLING A VINYL FLOOR?

Clients are to let their Event Manager know if they are installing vinyl decals on the floors or walls. Vendors have two (2) hours after music stops to remove all vinyl.

WHO NEEDS THE VENDOR LIST? WHY DO I NEED TO FILL IT OUT?

A vendor list must be sent to your Event Manager no later than 30 days from the event date so they can organize load-in/load-out times of all vendors. It is crucial that we have their contact information so we can ensure all external items are permitted and approved by the venue. This is required so that you are not subject to any additional charges.