

BOOKING ROOMS

Q: How do I book an event with The Conference Place?

A: Go to our website and click the 'Book Event Now' button and fill out the event planning form.
The new website is <http://www.ontarioshores.ca/theconferenceplace>

Q: How is this different from a 'Tentative' reservation?

A 'Tentative' reservation will hold the room for one week, after which time it will be released for others to book.

Q. What are the room confirmation guidelines?

- 48 hours notice for room cancellation
- Notice is to be in writing and sent to theconferenceplace@ontarioshores.ca
- Cancellation fee will apply if the 48 hour notice is not received in writing

CATERING

Q. How do I order catering?

A. If you are looking to order catering in The Conference Place, please fill out online event planning form http://www.ontarioshores.ca/community/the_conference_place/event_planning_form/

Q: Where do I find the catering menu?

A: The catering menu is available for downloading on our website under 'Catering'.
<http://www.ontarioshores.ca/cms/one.aspx?portalId=169&pageId=2501>

Q: What if I don't confirm my catering?

A: Catering confirmation is required to ensure your order is delivered. If you do not confirm your catering, it will not arrive.

Q. What are the catering confirmation guidelines?

- 24 hours notice for coffee/beverage breaks
- 48 hour notice for cold entrees – maximum of 25 people
- 5 business days are required hot entrees – maximum of 150 people
- 48 hours notice for catering cancellation

Q. Can I bring in my own food and/or beverages to The Conference Place:

A. We do not allow outside food or beverages to be brought into The Conference Place.

ROOM SET UPS

Q. How do I request a room set up?

A. This service is requested through the online booking process. To view room set ups available please visit the website <http://www.ontarioshores.ca/cms/One.aspx?portalId=169&pageId=2497>

Please note: 24 hours notice is required setup changes.

AUDIO VISUAL

Q: What audio visual services are available?

A: Data Projectors, presenters, remote, VGA Cables, speakers, power bars, teleconference units and laptops with DVD capability.

Q: What if I have a problem on the day of my event?

A: The Conference Place staff is trained to set up audio visual equipment and provide audio visual solutions.

INTERNET ACCESS

Q: How do I request internet service in The Conference Place?

A: This service is available through the online event planning form.

PARKING

Q: How do I arrange for a parking pass for a guest speaker at The Conference Place?

A: The customer is required to fill out the Conference Guest Parking Form that is available through The Conference Place staff. Parking fees will apply.

Please note: 5 business days are required to arrange for a parking pass.

Q. Who do I contact should a parking issue arise?

A. Contact ParkLink at 1.888.783.7275

HOTEL PARTNERS

Q. How do I arrange for accommodations for guests at The Conference Place?

A. Corporate rates are available at Hilton Garden Inn in Ajax, Holiday Inn Express and Marriott Residence Inn in Whitby. To obtain the corporate code for these hotels contact The Conference Place staff.