

The logo for Durham Banquet Hall & Conference Centre features the word "DURHAM" in a bold, black, sans-serif font on the left. To its right, the words "Banquet Hall" are written in a large, elegant, blue cursive script. Below "Banquet Hall" and to the right of "DURHAM", the words "& CONFERENCE CENTRE" are written in a smaller, black, sans-serif font. A thin blue arc is positioned above "DURHAM" and another below it, partially framing the text.

DURHAM *Banquet Hall* & CONFERENCE CENTRE

Frequently Asked Questions

- **Where are you located?**
 - We are located inside the Best Western Hotel and Conference Center at 559 Bloor Street East, Oshawa Ontario, L1H 3N3

- **How many guests can the Durham Banquet Hall hold?**
 - The East Hall is our larger event space and will hold 200 people seated at 60” rounds of eight or 150 people seated at 60” rounds with a dance floor
 - The West Hall is our smaller space and will fit 150 people seated at 60” rounds of eight with no dance floor or 100 people at rounds of eight with a dance floor
 - If you are having an event with a different style of seating (theatre, classroom or half rounds) please contact us for room capacities.

- **Is there any outdoor space available?**
 - No, we do not have space available outdoors.

- **How high are the ceilings at Durham Banquet Hall?**
 - In both halls the ceilings are twenty feet at their highest point and fourteen feet at their lowest point above the dance floor.

- **Is the Durham Banquet Hall wheelchair accessible?**
 - The Durham Banquet Hall is fully accessible by elevator which is located at the East side of the building just around the corner from the main entrance.

- **Is outside catering allowed at the Durham Banquet Hall?**
 - Pelican Events and Catering is the exclusive caterer at the Durham Banquet Hall and as a result we do not allow for any other outside caterers. We are however, happy to allow any specialty cakes or desserts to accompany your meal.

- **What are the parking arrangements for my guests?**
 - There is ample free parking available for your guests around the hotel.

- **Are accommodations available at the venue?**
 - The Durham Banquet Hall is located within the Best Western Hotel, in Oshawa meaning there are accommodations right on site for your guests. Please contact the Best Western Hotel at 905-723-5271 for more information.

- **Is coat check available?**
 - We are able to provide coat racks for your guests as requested but we do not offer a formal coat check area.

- **What is the room rental fee?**
 - From Monday to Thursday the rental is \$450.00, Friday and Saturdays it is \$1,000.00 and Sunday's are \$500.00 plus HST. Room rental rates may be negotiable based on guest count and menu choice.
 - For events spending \$2,000.00 - \$3,999.00 in your food and beverage sales prior to tax and service charges we are happy to reduce your rental by 50%.
 - For events spending \$4,000.00 plus in your food and beverage sales prior to tax and service charges we are happy to waive your rental charge.

- **What is included in the rental fee?**
 - Tables, chairs, china, cutlery, glassware, serving equipment, and linens for food tables and guest tables in white, ivory or black are included in your room rental unless otherwise stated on your event outline.

- **I am interested in having an event at the Durham Banquet Hall, what is my next step?**
 - Call or email us at 905-728-5167 or info@durhambanquet.ca and one of our experienced event coordinators will walk through your details to suggest the best options for you. Our event coordinators will then set up a site tour with you to view the Durham Banquet Hall.

- **How do I get a quote for the Durham Banquet Hall?**
 - To receive a formal quote please contact us with the details of your event including: date, budget, time of the event, type of event, number of guests, bar requirements, menu you are interested in and the type of food service wanted (plated/buffet/family style etc.). Once we receive all of the information you provide we will be able to create a formal quote which will outline your event and include your menu options, staffing, beverage services and an event timeline.

- **Can you put a room on hold until we make a decision?**
 - We can hold a hall for five business days, after which the hold will be automatically released.
 - Should another client wish to book the date you are holding we will contact you for a first right of refusal. If you wish to confirm, we will require a signed contract and deposit within 48 hours or the date will be released to the next guest.

- **How do I book my event at Durham Banquet Hall?**
 - Once you have verified your quote, and decided to go ahead with your event you will be sent a contract which you must fill out and return along with your deposit. An event is only confirmed once we have received both a signed contract and paid deposit.
- **Do I have to pay a deposit at Durham Banquet Hall?**
 - In order to confirm the event date and space we require a %50 non-refundable deposit for all events at the Durham Banquet Hall.
- **What is the payment process at Durham Banquet hall?**
 - We require full pre-payment 14 days prior to your event. We accept Visa, MasterCard, Certified Cheque, Money Order, Cash and e-transfers.
- **What is the cancellation policy at Durham Banquet Hall?**
 - All deposits made are non-refundable and non transferable. Failure to pay deposits or final pre-payment by the date specified in your contract may result in the cancelation of your event.

Events

- **What time do I have access to the space to setup?**
 - For an evening event, you will gain hall access at 12pm. If you would like earlier access additional fees will apply.
 - Set up times for each function will vary depending on the timeline of the event you are hosting. Once your event is booked, our event coordinators will be able to discuss set-up times to accommodate your needs.
- **Can I put anything in the Foyer outside the hall?**
 - You may place signage (pull up banner or easel) outside the banquet hall, however, the foyer must be kept clear for hotel guests.
- **Do you have storage available for a multiple day event?**
 - If you are holding a multiple full day function over consecutive days, you are able to leave any supplies/props/decorations etc., set up in the banquet hall you are renting. If you are renting the banquet halls for half days or days that are not back to back you will have to remove all of your supplies at the end of each event day.
 - Pelican Events and Durham Banquet Hall do not accept responsibility for lost, stolen or damaged items left in the room unattended.
- **Do I have to pay for linens?**
 - Basic white, ivory or black linens are included in the rental of the Durham Banquet Hall. Floor length or colored linens and overlays can be added at an additional cost.

- **Who will my contact be throughout the planning process and on the event day?**
 - During the planning of your event you will have the same event coordinator from day one when we create your quote right up until the day of the event. On the day of your event our banquet supervisor will be your point of contact and their information will be confirmed with you one week prior to your event.
- **When do we discuss the final details of our event?**
 - All details are required 45 days in advance of your event. Final revisions must be confirmed 14 days in advance of your event.

Weddings

- **Can I have my ceremony at Durham Banquet Hall?**
 - Yes, you can have your ceremony in the West Hall and your reception in the East Hall. This will allow for a quick transition from ceremony to reception. Room rental charges for the additional room will apply.
- **Is there a bridal suite available?**
 - There is no bridal suite available at the Durham Banquet Hall, however the Best Western is able to provide discounted room rates for suites based on availability that can be used for this purpose. Please contact the Best Western Hotel at 905-723-5271 for more information.
- **Do you have a safe place to keep the wedding party's valuables or envelopes I receive?**
 - There is no designated space for valuables or envelopes, we suggest that you have a close family member in charge of these items, that you keep them in a locked vehicle, or in one of the many guest rooms at the Best Western.
 - Pelican Events and the Durham Banquet Hall do not accept responsibility for lost, stolen or damaged items.
- **Does the Durham Banquet Hall provide décor services?**
 - Durham Banquet Hall staff will set up tables, chairs, basic (white/ivory/black) linens, serviettes in your choice of color and additional tables (cake table etc.) as included in the rental of the hall. Should you desire additional décor services we would be happy to recommend our preferred décor company to suit your needs.
- **What décor do I have to set up?**
 - You are responsible for setting up and providing any centerpieces, place cards, flowers, candles, or any additional décor.
- **Can I have candles at the Durham Banquet Hall?**
 - Yes, we do allow candles to be used as décor. The flame must be a minimum of two inches below the top of the holder holder.

- **Could there be another wedding booked on the same day as mine?**
 - Yes, there could be two weddings happening at the Durham Banquet Hall on the same day in both halls.
- **Can I bring my own dessert/cake for my wedding?**
 - Wedding cakes or specialty desserts are permitted into the Durham Banquet Hall and our staff will provide cake cutting at no extra cost.
- **Do you provide a day of coordinator?**
 - The Durham Banquet Hall does not provide a day of coordinator for your wedding but we would be happy to recommend one you can work with.
- **Who will be the contact from Durham Banquet Hall on the day of our wedding?**
 - The event coordinator who helped you through your planning process will be onsite during the set-up of your event and they will introduce you to the supervisor that will be your contact throughout your wedding night.

Meals

- **If I don't see a menu I like are there other options?**
 - Our Executive Chef has carefully designed our catering menu's and packages to accommodate a wide range of tastes and preferences. However, Chef Kumar is always happy to sit down with you to create any menu that will suit your theme, preferences or budget.
- **Do you provide alternative meals for people with allergies or dietary preferences?**
 - We are happy to accommodate all allergies and dietary preferences. Most of our alternate meal options are listed in our menu's but can be discussed in more detail with your event coordinator.
- **Do you provide tastings?**
 - Once you have booked your wedding, we are happy to provide a complimentary tasting for two guests. If you would like to invite additional guests to your tasting, additional charges will apply. Tastings are scheduled primarily between January and March for social events or on a case by case basis as required. We do not offer tastings for holiday meals, canapés, platters or sauté stations.
- **Do you provide children's and vendors meals?**
 - We provide a variety of children's meals for children under the age of 12 and we are also able to provide meals to any vendors that you may have. Specific pricing can be obtained from your event coordinator.

- **How long does each course take to serve?**
 - For a plated meal, each course takes about twenty to thirty minutes, however if your event requires a specific schedule we would be happy to work together to create a timeline that works for your event.

- **How many servers do you schedule based on my guest count?**
 - Servers are calculated based on your guest count and style of service. For a buffet, we require 1 server to every 32 guests, for plated meals we require 1 server to every 24 guests.
 - For a standard event we staff 1 bartender for every 100 guests.

- **When is my final guest count due?**
 - You are required to provide your final guest count a minimum of seven business days before your event. After that point you are able to increase your number if needed but no reductions can be made. If we do not receive a final guest count we will charge you for the estimated number or the actual guests in attendance, whichever is higher.

Beverages

- **Can I bring my own alcohol to the Durham Banquet Hall?**
 - Due to liquor laws the Durham Banquet Hall does not allow outside alcohol to be brought in for consumption. If you would like a specific alcoholic beverage served please check for availability and prices with your event coordinator.

- **Do you offer specialty drinks/cocktails?**
 - We are happy to provide signature or specialty cocktails for your event as requested. Additional charges may apply to your bar package.

- **What types of beverage services do you offer?**
 - We offer a variety of options including cash bars, consumption bars, drink tickets and standard or premium host bars. Packages can also be upgraded to include wine with dinner and signature cocktails.

- **What is the difference between a cash bar, host bar and consumption bar?**
 - At a cash bar guests will buy their own drinks and the host will be billed for the bartender. Host bars or open bars will be billed at a flat rate per person based on the guest count and the host can choose if they would like to provide with standard or premium selections. A consumption bar keeps a tab of all of the beverages sold during your event and you will be billed based on consumption once your event is complete.

- **Can I offer drink tickets?**
 - Drink tickets can be added to any beverage service package at a rate of \$5.25 per ticket which are to be pre purchased before your event. Should you need more tickets during your event, you will be charged afterwards for the additional tickets.

- **Is there a built-in bar in the venue?**
 - Our West Hall has a built-in bar at the rear of the room and our East Hall can have a custom bar set up based on the floor plan you request.
- **Do I have to pay for my bartender and how many bartenders will I need?**
 - Based on the beverage package you choose your bartender may or may not be included in your package price. Typically for a cash or consumption bar you will be billed at \$35.00/hour/staff based on a minimum of five (5) hours per bartender.
- **What time does bar service end?**
 - The bar service ends at 1am. Bartenders have the right to ask for identification and to refuse service as per SMART Serve guidelines.
- **Can I extend my bar to 2am?**
 - Arrangements to extend the bar hours to 2:00am can be made with your event coordinator in advance of your wedding day. An additional fee is applicable.

Music and Audio Visual

- **Do you provide a sound system?**
 - Standard audio/visual are included with your rental. You will have use of a wired microphone, sound system, and podium.
- **Is there anything else included?**
 - We are also happy to provide wireless internet and a projector screen.
- **Can I request additional audio or visual equipment?**
 - We are pleased to offer a selection of additional state of the art equipment as requested.
- **Do you have a DJ I can use?**
 - At Durham Banquet Hall we do not have an exclusive DJ, however our event coordinators will be able to recommend some that we frequently work with and prefer.
- **What does my DJ need to bring?**
 - Your DJ should bring in any supplies they need to play music throughout your event. Our in house sound system is available for speeches but a DJ would need their own speakers and any other equipment to play music.