

NEPALESE COMMUNITY SOCIETY OF CALGARY (NCSC)



RESOURCE CENTRE OPERATIONAL GUIDELINES

JAN 2026

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1. Introduction

The Nepalese Community Society of Calgary (NCSC) is the proud owner of a dedicated space known as the "**NCSC Resource Centre**", situated at Unit 4194, 3961-52 Avenue, NE, Calgary, Alberta, T3J 0J7. This building, funded by the generous donations of NCSC members, friends, well-wishers, the Community Facility Enhancement Project (CFEP) of the Government of Alberta, and the Alberta Gaming and Liquor Commission (AGLC), serves as the heart of NCSC activities. NCSC also owns different resources such as musical instruments, cultural dresses, traditional cultural items, computing devices, printing machines, etc., for internal and external use.

This manual aims to encapsulate the best practices for the operation and maintenance of the Resource Centre, along with effective resource inventory tracking and optimal use to benefit the community. It stands as a pivotal document that links to other pertinent records. Subject to periodic reviews and updates, it is imperative to keep this manual up to date to ensure seamless operations.

2. Objectives

The overall goal is to present the best and most promising practices for running the Resource Centre efficiently and to provide guidelines for managing the society's various resources.

The objectives of this manual are:

- To outline contractual obligations with CFEP and AGLC
- To define roles and responsibilities for the Facility Management Committee
- To provide operating guidelines for the facility and resources owned by the society
- To outline the rental policy and details for renting the facility
- To serve as a central depository of the facility's operating and maintenance documents

3. Contractual Obligations with CFEP and AGLC Regulations

As the Resource Centre has received partial funding from the Government of Alberta's Community Facility Enhancement Project (CFEP) and Alberta Gaming and Liquor Commission (AGLC) Gaming Proceeds, the following operational conditions aligning with CFEP and AGLC regulations will be observed:

- i. **Operation Hours for Public Use:** The center shall be accessible to the public for a minimum of 6 hours per week based on its availability.
- ii. **Liability Insurance:** NCSC shall procure liability insurance from a local agency, covering bodily injury, personal injury, property damage, and loss of use, with minimum coverage of \$ 2 million for NCSC activities. ***NCSC is not liable for any property damage, personal injury, bodily injury, etc., to the renters.*** They can purchase event insurance separately from the insurance company.
- iii. **Signboard:** A visible signboard shall be installed on the property as per the guidelines of the condominium board.
- iv. **Mailbox, Telephone, and Internet:** The Centre shall have its own mailbox, landline telephone, and internet access.
- v. **Website:** NCSC shall update its website with relevant information about the use of the Resource Centre periodically.
- vi. **Utility Bills, Fees, and Taxes:** All the utility bills, fees, and taxes associated with the Centre shall be promptly paid by NCSC unless otherwise waived, such as in the case of property taxes by the city.
- vii. **Maintenance and Repairs:** NCSC shall bear all costs associated with maintenance and repairs of the property from its available funds.
- viii. **Resource Centre Use Report:** Supported by the NCSC staff, the Coordinator of the Resource Centre Operation Management Committee shall prepare a semi-annual technical report, and the NCSC Treasurer shall prepare a semi-annual financial report of the resource center detailing income and expenditure. The report shall be presented to the NCSC Executive Board for its approval. The organization's global annual report, including the resource center, shall be presented to the AGM.
- ix. **Custody of Documents:** All documents pertaining to the Centre shall be securely stored on-site, and sensitive information shall be protected by the organization.
- x. **Management:** The Centre will be overseen by a management committee appointed by the NCSC Executive Board.

xi. **Security System and Monitoring:** A cost-effective security system shall be installed on Centre premises, and designated NCSC board members shall monitor the activity.

xii. **Wi-Fi Access:** Wi-Fi passwords shall be posted on the wall for use by the renters/guests.

4. Resource Management Committee and Functions

4.1 Resource Centre Operation Management Committee

Hereafter referred to as the “Resource Centre Committee,” this body is responsible for overseeing the operations of the NCSC Resource Centre and its resources and will be formed by the NCSC Executive Board.

4.2 Composition of the Committee

The Committee consists of five members, including:

- a) Joint Secretary (Coordinator of the Committee) and NCSC Cultural Coordinator
- b) Two NCSC members nominated by the NCSC Executive Board
- c) NCSC staff member. If there are no staff members, the NCSC Executive Board nominates one member from the team.

4.2.1 The individuals appointed by the executive board shall be selected based on their experience in facility management, their role in the organization, volunteering aptitude, interest, and availability.

4.2.2 Joint Secretary shall serve as a Coordinator of the committee and shall be a contact point unless this role is delegated to another member of the committee.

4.2.3 Term of committee members: The members nominated by the executive board shall serve during their executive board term.

4.3 Resignation, Removal, and Replacement

Committee members serve on a voluntary, uncompensated basis. Should a member resign or fail to participate or fail to perform the role as designated in this guideline, the Executive Board may remove them and appoint a successor to complete the remaining term.

4.4 Roles of the Committee

The main roles of the committee shall be to:

- Ensure security and proper maintenance of the Resource Centre
- Make the center available for NCSC and external use
- Prepare and maintain resource inventory

- Ensure you make use of the resources optimally and keep proper track of the resource use
- Compile and submit semi-annual and annual technical reports to the NCSC Treasurer
- Bring issues beyond the Committee's scope to the Executive Board
- Others, as assigned by the NCSC Executive Board.

4.5 Duties of the Coordinator and Members of the Committee

4.5.1 Roles of the Coordinator

The coordinator is responsible for all aspects of resource management and facility management. The coordinator or a designated committee member shall perform the following duties and responsibilities:

- Acts as a link to the Executive Board
- Serves as a main contact point for the resource user community
- Calls Committee meetings as needed
- Safeguards and distributes keys, and maintains records
- Ensures equipment/resource safety and oversees inspection/maintenance
- Maintains records of center equipment/assets
- Identifies the required materials for resource center use and submits the list for board approval
- Procures equipment/logistics after board approval
- Liaise with the Condo Board and NCSC officials
- Ensures the facility is open as and when needed for public use, rental, and NCSC activities
- Keeps records of visitors following the intake sheet (Appendix 1)
- Manages facility and equipment rentals
- Maintains accessible event calendar
- Enforce rental policy as outlined in this guideline document
- Be responsible for liaison with the renter
- Sign the contract document (rental agreement) with the renter
- Arrange for the return of the deposit after the event
- Any other activities related to the facility and equipment rental

4.5.2 Roles of the Members:

- The members of the committee shall be responsible for any activities assigned to them by the coordinator.
- One member shall work as the Secretary of the Committee and take meeting minutes

- One member of the team shall be responsible for proper mobilization and upkeep of the resource items, including cultural materials
- All members of the committee shall assist the coordinator as and when necessary

4.6 Handover to the New Committee

The management committee will promptly hand over all relevant information and documents to the NCSC Executive Board upon completion of its tenure.

5. Operational Use

5.1 Facility and Resource Usage

The Resource Centre is designated for the following purposes:

- a. **Office Space:** It will serve as the official office space for NCSC, located at Unit 4194, 3961-52 Avenue, NE, Calgary, AB, T3J 0J7. There are two office rooms for the NCSC's routine office work.
- b. **Event Venue:** The facility will host regular NCSC meetings, workshops, social and educational activities, and seminars.
- c. **Storage:** All NCSC assets will be stored in the Centre, to the extent possible.
- d. **NCSC Events:** Regular NCSC events complying with city regulations will be organized at the center.
- e. **Approved Additional Uses:** As agreed by the management committee, the facility may be used for:
 - i. Regular programs for various age groups and project activities
 - ii. Nepali cultural activities, such as presentations, rehearsals, exhibits, and displays
 - iii. Rental for external use
- f. **Rental:** The resource center shall be available for rent to individuals, groups, or organizations for a fee decided by the Executive Board and included in this guideline. Rental Agreement Form (Appendix 10), Keyholders' Agreement Form (Appendix 9), Rental Space Clean-up Checklist (Appendix 12), and Indemnity and Hold Harmless Agreement Form (Appendix 11) shall be filled in by the assigned person of the committee and signed by the assigned person from the NCSC side and a representative from the renter side. The renter MUST follow the NCSC Hall Rental Etiquette (Appendix 13).

- g. **Musical Instruments:** NCSC owns musical instruments (drum set and accessories) required to run musical events, and these instruments are strictly for the use of NCSC activities and events. NCSC also owns musical instruments specific to Nepalese cultural heritage, intended for use in NCSC activities, events, and cultural showcases. The team responsible for handling these cultural instruments shall showcase them within the community and beyond.
- h. **Cultural Items:** All the cultural items (traditional dresses and other items of Nepalese cultural heritage) are strictly for NCSC use, showcasing events hosted by NCSC or events hosted in collaboration with NCSC. The cultural dress use log shall be maintained by the assigned person from the committee (Appendix 7).
- i. **Computing Service:** NCSC offers computers for enhancing the digital literacy of the community members and helps them to succeed in Canada. This service is offered free of charge (Appendix 2).
- j. **Printing Service:** NCSC offers printing service to the community members free of charge (Appendix 2).
- k. **Emergency Response Plan (ERP):** NCSC follows the best and promising practices to handle emergency situations such as fire, injury, power outage, medical emergencies, violent people, etc. The details of this are provided in section 11.

5.2 Facility Use Restrictions

The center and its premises and resources shall not be used for the activities that:

- a. Contradict NCSC Bylaws and Condo Board Rules and Regulations
- b. Exhibit bias against individuals, communities, or groups
- c. Contradict AGLC and CFEP guidelines
- d. Infringe upon individual rights
- e. Adversely affects social and cultural harmony

5.3 Facility Items

- i. **Hours of Operation for Community Use:** The Centre shall open 10 am to 3 pm on weekends, provided the availability of resources. This may be adjusted based on community needs. Community members who need to use our resources, as outlined in these guidelines, shall contact the NCSC office to confirm the office is open.
- ii. **Entrances and Exits:** The main entrance and exit are on the south side, with an emergency exit on the north side.

iii. **Sign-In and Sign-Out:** Sign-in and sign-out sheets shall be filled in by the visitors/users and maintained by the committee. (Appendix 1).

iv. **Security and Surveillance:** The facility is secured with a lock at the main entrance/exit, and the key access is maintained by the coordinator of the committee or the person designated by the coordinator. Security cameras are installed in the front door, main entrance, main hall, and exit door. Designated NCSC executive board personnel have access to security cameras.

v. **Cleaning and Maintenance:** The facility shall be kept fully clean and always maintained. It will be fully taken care of, which includes:

- Minor cleaning during opening hours by staff members and/or Executive Members
- Weekly professional cleaning as decided by the Resource Management Committee
- Designated areas for food and beverages
- No damage on the wall (no nailing, stapling, taping, gluing, etc.)

vi. **Fire Protection:** Portable fire extinguishers shall be kept on each floor, which will be inspected annually.

vii. **First Aid Kit:** A first aid kit shall be provided on each floor of the facility.

viii. **Condominium Board:** A proper channel will be adopted to communicate with the condominium board.

ix. **Insurance:** Make sure an up-to-date insurance coverage shall be maintained to cover all liabilities from unwanted events or accidents.

x. **Resource Inventory:** An up-to-date inventory of the resources within the facility shall be maintained by the Resource Management Committee, and it shall be updated as and when necessary. The list shall be accessible to the Executive Board.

6. Rental Guidelines

6.1. General Guidelines

i. The maximum number of people allowed on each floor in the facility, as per the building code of the City of Calgary, should be posted in each room, and the facility shall be rented only if that requirement is met.

- ii. The Coordinator of the Committee or any committee member assigned by the coordinator shall handle the keys of the facility. The renter must pick up the keys before the event and return them promptly afterward.
- iii. The coordinator thus assigned shall check the equipment/facility after the event and ensure that there is no visible damage to the resources/facility and the resource/facility is cleaned as per protocol, and all garbage is placed in bins, as required (Appendix 3).
- iv. In case, any equipment is damaged or missing, or the facility is damaged/or not properly cleaned, or garbage not properly removed by the renter, the Coordinator/assigned member shall withhold the security deposit and promptly report to the NCSC Executive Board for any action required to recover the cost of the damage/missing item or for necessary cleaning/recovery as required from the renter.
- v. The renter shall be prohibited from using anything that is illegal in the facility.
- vi. The center will be a non-smoking facility, and smoking/vaping shall not be allowed inside and in front of the main entrance of NCSC and neighbors buildings.
- vii. If the renter wishes to serve alcohol in an event in the facility, an alcohol permit must be obtained by the renter to comply with all requirements of AGLC. A copy of the permit shall always be visible during the event.
- viii. The renter shall sign the rental agreement form and other relevant documents applicable to rent the facility/resources as specified in 5.1 (f).
- ix. There shall be a certain amount of deposit for rental space. The deposit amount will be used to cover the cost of repair or replacement, as well as cleaning, if any damage is detected during the event or if the facility is not properly cleaned.
- x. Booking and Payment: Booking of Boardroom and/or hall shall be made online in advance, and the total amount of rental charge and deposit shall also be paid online using debit/credit card.
- xi. The rental fee and deposit will be reviewed periodically as felt necessary by the NCSC Executive Board.

xii. The NCSC insurance policy does not cover the rental activities or events. The renters are encouraged to obtain a separate policy to cover their activities, events, and related exposures.

xiii. The authorized person from NCSC, usually the coordinator, will inspect the rented items, including the rented facility, together with the renter and fill out the inspection form (Appendix 3).

6.1.1 Boardroom Rental

i. The NCSC Boardroom, which accommodates up to 15 people, can be rented for hosting small-scale meetings, workshops, educational sessions, and interactive programs at a fee of \$30 an hour, subject to its availability. There is no discount on this space.

ii. Boardroom shall not be booked for less than an hour and a maximum of three hours.

iii. A deposit of \$50 shall be paid while booking the boardroom.

iv. General guidelines shall apply for boardroom use.

v. Boardroom shall be offered for a meeting of Nepalese ethnocultural organizations free of charge. However, the intake sheet must be completed for the NCSC record (Appendix 1).

6.1.2 Main Hall Rental

i. **Occupancy:** The NCSC main hall accommodates 100 people, and it shall not be rented for hosting events that have over 100 people at peak period.

ii. **Rental Fees:** The main hall shall be rented for a minimum of three hours, except for NCSC's internal use and project activities. Renting from 9 am to 3 pm costs \$250; after 3 pm, it is \$300, including kitchen and appliances (microwave, freezer, stove) and a PA system.

iii. **Discount:** Based on the renter's association with NCSC, the following discount applies:

Association	Discount	Detail
NCSC Members	10%	All renting
Resource Centre donors (\$1000+)	100%	Once in a lifetime
Ethnocultural communities	75%	Once a year
Collaborative activities with NCSC	Upon mutual consent	

iv. **Security Deposit:** The renter shall deposit \$ 300 as a security deposit, which will be refunded no later than 10 business days after the event. There is no discount on the security deposit.

v. **Project Activities Funded by the External Agencies:** \$100 per session (2 hours). If rental is not included in the project or covered by funding agencies, NCSC will cover the cost.

7. Musical Instruments

- Musical instruments in NCSC's custody shall be used for NCSC's programs and activities. The Cultural Coordinator shall maintain inventory and be solely responsible for tracking records and keeping items in proper condition. The user(s) and the coordinator shall fill out the instrument using log (Appendix 5) and the approval form (Appendix 4).
- The musical instruments shall not be used without prior written permission from the Cultural Coordinator and the assigned member of the committee in the absence of the Cultural Coordinator.
- The trainer, as designated by the Executive Board, shall use the musical instruments for training sessions.
- Panche Baja/Naumati Baja, along with the artists, could be rented for external use in supervision of the Cultural Coordinator, following the guidelines outlined in section 10 of this guideline, and the renter shall fill out the approval form (Appendix 6). The team playing Baja shall also sign the Waiver Form (Appendix 8).

8. Printing and Copying

- NCSC provides printing and copying services free of charge to the members of the Nepalese community, mainly on weekends and other days, provided the NCSC office is open.
- Printing and copying are free of charge for printing/copying resumes, cover letters, and other credentials not exceeding 20 pages per person per month.
- The printing log (Appendix 2) shall be filled out by the person making use of this service.
- The assigned member of the committee is responsible for overseeing this service.

9. Computing Devices

- NCSC provides computing services free of charge to the members of the Nepalese community, mainly on the weekend and other days, provided the NCSC office is open.
- Use of the computing service is free of charge.
- The computer use log (Appendix 2) shall be filled out by the person making use of this service.

- The assigned member of the committee is responsible for overseeing this service.

10. Musical Instruments Use Guidelines

This guideline is implemented to establish a standard and regulate the use of Panche / Naumati Baja, owned and managed by NCSC.

10.1 Responsibility: The Cultural Coordinator of NCSC shall be the in-charge of the instruments and musicians. The coordinator should ensure the instruments are stored properly in the designated location. The Resource Management Committee Coordinator shall assign any other Executive member in the Cultural Coordinator's absence.

10.2 Artists: The Cultural Coordinator shall have a list of musicians who can play the instruments. These artists could be mobilized for NCSC's events, collaborative partners' events, or rentals.

10.3 Use Log: The Cultural Coordinator shall also maintain an equipment sign-out/sign-in form to make the musicians responsible for the instruments they play.

10.4 Booking: Anybody willing to hire the Baja band should request it through the NCSC website. The Cultural Coordinator shall confirm member availability with the team and then communicate with the renter. The maximum number of musicians in the band participating in an event is 10, and the minimum is 6. The Band shall not participate in any event unless the minimum number of members is met.

10.5 Instruments Use: Number of members playing certain instruments is as follows:

Narsingha/Karnal: 2	Sanai: 2	Damaha: 2
Dholaki: 1	Tyamko: 1	Jhurma: 1

10.6 Fee for the Band:

The fee is structured as follows:

- Panche Baja: 3 hours – \$1,000 6 hours – \$1,700
- Naumati Baja: 3 hours – \$1,500 6 hours – \$2,500
- More than six hours: \$1,000 per hour after 6 hours. There will be a full-hour charge if the team is mobilized for 15 minutes after the hour ends.
- Travelling out of the city: Travel time will be charged to the renter at a rate of \$35 per hour per musician for locations that are more than one hour away. No travel time charges will apply for locations within a one-hour driving distance. Transportation expenses (vehicle rental and gas, or air ticket and instrument transportation charges) shall be charged to the client.

- e. The fees are subject to review as per need to align with the current inflation situation.
- f. The Cultural Coordinator or any other designated official from NCSC is responsible for collecting money from the client and distributing it among the band members.

10.7 Dress Code: Each male band member shall wear Daura Suruwal, Topi, and a waistcoat or a blazer, and Gunyau Cholo for female band members.

10.8 While representing NCSC in the events organized by other organizations and NCSC-organized cultural events to showcase our culture, the band members shall play the instruments voluntarily unless there is funding available specifically for that.

11. Emergency Response Plan

The Resource Operation Committee is fully responsible for operating this ERP under unusual circumstances. The contact information of the key people is provided and will be updated as we go along.

11.1 Facility Monitors

- Prakash Chhetri, Joint Secretary & Coordinator of Resource Management Committee, Phone: 403-618-4342, Email: jointsecretary@ncscalgary.com
- Prakash Bashyal, President, phone: 587-707-6056, email: president@nepalisociety.ca
- Pawan Bhusal, Project Officer, Phone: 403-999-5588, Email: coordinator@nepalisociety.ca

Alternate

- Ghanendra Neupane, Secretary, Phone: 587-433-2032, Email: ncsc@nepalisociety.ca

11.2 In Case of a Medical Emergency

- Notify Emergency Services (911)
- Locate the First Aid and AED
- Administer first aid or find the nearby person trained in First Aid
- Render first aid assistance to the injured person as able until emergency services arrive

11.3 In Case of LOCKDOWN

- Call one of the building monitors if you are not in a panic situation
- Ensure 911 has been called from a safe location if you are in a panic situation
- Advise assistance to secure all entrances/exits if safe to do so
- DO NOT pull the fire alarm unless advised

- Advise all people that an emergency exists and to comply with directions given by the building monitor

11.4 In Case of FIRE

- Activate fire alarm – pull the fire alarm in the building
- Call 911
- Inform building monitor
- Evacuate through the closest exit door. DO NOT use the return to upstairs
- Notify/advise the building monitor if you are physically unable to evacuate
- Proceed to the designated Muster area
- Upon arrival, the Calgary Fire Department personnel will take charge of the situation
- DO NOT use a fire extinguisher unless you are adequately trained and it is safe to do so

11.5 In Case of AGGRESSIVE/VIOLENT PERSON

- Ensure 911 has been called
- Follow directions from the building monitor
- Secure all entrances/exits as safely as possible
- Advise all people that an emergency exists and comply with directions given by 911
- Attain clear direction from emergency services

11.6 In Case of POWER OUTAGE

- Stay calm and stay in your work area if it is well-lit, or move to a well-lit area
- Inform the building monitor/condo contact person
- Shut down any equipment/device that could be hazardous
- Follow the direction from the building monitor/condo contact on whether to evacuate or stay in place

11.7 In Case of INJURY & FIRST AID

- Assess injury and determine if 911 needs to be called and if this is a medical emergency
- If it's unsafe, call 911
- Ensure the building monitor is called
- Locate or have someone get the First Aid Kit and the AED machine
- Administer First Aid if you are trained to do so, or locate a person trained
- Render first aid assistance to the injured person

11.8 In Case of HAZARDOUS PACKAGE

- Notify the building Monitor or call 911 and follow directions
- Secure the area as safely as possible

- DO NOT pull the fire alarm
- On-scene command from 911 will take charge once they arrive and direct further procedures
- Isolating people or an entire work area may be required
- Get assistance from the building monitor to advise everyone that an emergency exists and comply with directions given by the 911 operator or on-scene commander
- Stay calm and assist in keeping everyone calm

12. List of Appendices

Appendix 1: Visitors' Log

Appendix 2: Printing/Computing Service Use Log

Appendix 3: Pre- and Post-Rental Inspection Log

Inspected by

Date:.....

Particulars	Pre		Post		Comments
	Yes	No	Yes	No	
The hall is properly cleaned					
Garbage disposed					
Kitchen is cleaned					
Kitchen dishes are cleaned and stored properly					
Washroom is cleaned and paper and soap replenished					
Facility interior walls are intact					
Lights are turned off after use					
All the hazardous material has been removed					
Facility use policy has been posted on the wall					
First floor offices are cleaned					
The offices are securely locked					
No unauthorized vehicle is parked in front of the back door					
The space of the front door clears from the snow and properly de-iced					
Computers are closed properly and is in good condition					
Audio equipment is intact					
Visual equipment is in proper condition					
Keys are handed over					
Tables and chairs are stored in proper places					
Table and chairs not damaged					
Doors are locked properly					

Appendix 4: Musical Instrument Use Approval Form for NCSC Activities

I hereby authorize
..... team..... to make use of musical
instruments (Panche Baja/Naumati Baja/Individual Baja).....
.....
Drum set/.....
for NCSC activities/training purposes/, and rehearsal.

Approved by

Representative of the team

I hereby confirm that the musical instruments used by
.....
.....
are in proper condition and are stored as per the guidelines.

Signature:.....

Name:..... Date:.....

Cultural Coordinator

Appendix 5: Musical Instrument Use Log

Appendix 6: Musical Instrument Renting Approval Form

I/we would like to rent Panche Baja/Naumati Baja team to showcase their cultural talents in the event on date: time:.....(.....hours) hosted by my family/team and shall pay the charge of with a deposit of

Approved by

Representative of the Renter

Date Approved:

Appendix 7: Cultural Dress Use Log

Appendix 8: Release, Waiver, and Voluntary Participation Agreement

To: All Members of the Panche Baja Performance Team

From: Nepalese Community Society of Calgary (the “Society”)

Event/Engagement: [Name of Event/Client]

Date(s) of Performance: [Date(s)]

Location(s): [Venue(s)]

1. Acknowledgment of Voluntary Participation

I, _____ (full name of team member), acknowledge that my participation as a musician/performer in the Panche Baja team for the above-noted event is entirely voluntary. I understand that I am not an employee of the Nepalese Community Society of Calgary and that my participation is as a volunteer member of the community team.

2. No Guarantee of Payment or Remuneration

I understand that any honorarium, gift, or payment provided by the event host/client is directed to the Nepalese Community Society of Calgary for the team. The Society will distribute any collected funds to team members at its discretion, or as per the NCSC Resource Use Guidelines. I acknowledge that my participation is not contingent upon receiving any specific individual payment.

3. Assumption of Risk

I understand that participation in performances may involve certain risks, including but not limited to travelling to and from the event, performing in various venues and weather conditions, and use of musical instruments and equipment. I voluntarily assume all risks associated with my participation.

4. Release and Waiver of Liability

In consideration of being allowed to participate as a volunteer performer, I, on behalf of myself, my heirs, executors, administrators, and assigns, hereby **release, waive, discharge, and hold harmless** the Nepalese Community Society of Calgary, its directors, officers, volunteers, and agents, as well as the event host/client and venue owners, from any and all claims, demands, causes of action, liability, loss, damage, or expense (including legal fees) arising from or related to my voluntary participation in this event, except for claims arising from gross negligence or willful misconduct.

5. Commitment and Professionalism

I agree to conduct myself in a professional and respectful manner, to follow reasonable instructions from the team coordinator, and to respect the performance schedule, venue rules, and the Society’s reputation.

6. Media Release

I grant the Nepalese Community Society of Calgary and the event host/client permission to use photographs, audio, or video recordings of the performance that may include my likeness for promotional, archival, or report purposes.

Participant Declaration

I have read this form, understood its contents, and agree to its terms freely and voluntarily.

Participant's Printed Name: _____

Participant's Signature: _____

Date: _____

For Society Use Only

Performance Coordinator: _____

Date Form Received: _____

Appendix 9: Key Holder Agreement Form

Name:.....

Email Address:.....

Phone Number:.....

Number of keys issued:

PLEASE READ AND SIGN BELOW

I hereby acknowledge receipt of the key(s) listed above. Although the key will be in my possession, I understand that it remains the property of the Nepalese Community Society of Calgary. I agree not to release it to any third party for use. I further agree not to duplicate it or alter it in any manner. I take full responsibility for any loss or damage to the keys while they are in my possession. I understand that I must return a damaged key to the department in order to obtain a replacement. I understand that losing/damaging beyond use/or failing to return the key(s) upon termination of my current status as an employee/visitor of the NCSC resource centre/renter will result in my being charged either \$50.00 per key.

Signature: _____

Date: _____

FOR OFFICE USE ONLY

Total Key(s) issued: _____ Total Deposit: _____

Deposit collected by: _____ Date: _____

Comments:

KEY RETURN INFO

Date returned: _____ Processed by: _____

Appendix 10: Rental Agreement – Terms & Conditions

General & Booking Information

Note: For the purposes of this agreement, the term “renter” is the individual who is renting the facility

1. The renter agrees to abide by all terms and conditions of this rental agreement. Any special agreement must be completed on Page 1 (Facility Rental Agreement) of this contract to be recognized as part of the contract. **No Exceptions.**
2. Nepalese Community Society of Calgary (“NCSC”) Community Hall (“Hall”) must always remain accessible to the NCSC Board of Directors and other staff.
 - a. Do not allow any people not involved in your event to enter the area you are renting. Board representatives will identify themselves as such and have their own keys.
3. The Association personnel have the authority of the President of the Community, and their decision will be adhered to. Any disagreements should be submitted in writing to the President of the Board of Directors within one week of the event. The Board of Directors' decision is final.
4. NCSC reserves the right to approve or deny use of areas. Access may be denied if the proposed use is deemed to be inappropriate for reasons including but not limited to causing undue disturbance to other occupants in the building and/or neighboring residents.
 - a. No events are to be open to the public with tickets sold at the door.
 - b. No events are to be for personal benefit.
 - c. The renter will not sublet or assign the Hall or any right/privilege associated with the Hall to any other party.
5. In the event other spaces are occupied at the time of the function, respect for the other event(s) is expected. **Renters or guests are not permitted to enter other spaces** being used by others or vacant spaces.
6. NCSC and its Board of Directors reserve the right to cancel, without notice, any event in the Hall upon any breach of any of the terms and conditions of this agreement.
7. NCSC also has the authority to remove or have removed any persons from the facility or property if it is felt that any part of this agreement has been contravened, or that the facility is not being used for the purpose for which the agreement is intended; or that the renter is not complying with the Liquor Control Act, the regulations under the Act, as well as the policies of the Alberta Liquor Control Board, the Calgary Police Department, and the city of Calgary Bylaws; or that the Rental Conditions are not being met.
 - a. The renter is also responsible for any fines or other penalties levied should there be any contravention of any of these laws, statutes, ordinances, bylaws, or regulations.

- b. Verbal abuse and threats of NCSC staff/ executives/ volunteers may lead to cancellation of the function/event.
 - c. In the event of cancellation due to breach of this agreement, **All the Damage Deposit will be forfeited.**
8. NCSC is not responsible for Lost or Stolen Articles, or damage to any vehicles or any items of the renters parked in the NCSC parking lot associated with the rented activity
9. A “call-out” fee of \$100.00 will be charged if any staff, board member, representative, or agent of the NCSC is called out for any of non-emergency related reason during the event.
10. Payment in full is required no less than one month (30 days) in advance of your event date; cheques will not be accepted after this period. Payment in full is due immediately if the booking is made less than one month in advance.
 - a. Completion of all paperwork is due at the same time.
 - b. Access arrangements will also be finalized at that time.
 - c. NCSC reserves the right to cancel your booking if rental fees have not been paid by the due date. In that case, a \$100 cancellation fee will apply, and the remaining money will be refunded to you.
11. In the unlikely event that the renter’s booking must be cancelled by NCSC due to unforeseen circumstances on our part, the Security Deposit and Rental Fees will be returned in full. If the renter cancels the booking, cancellation fees will be in effect.
12. All fees are to be paid online using debit/credit card.
13. Renter or designate must remain on premises for the full time of the event. The renter or designated person will be required to complete a Rental Space Walk-Through Checklist with the NCSC Hall Facilitator.
14. Events in the NCSC Community Hall are not permitted to run after 1:30 AM, including clean up. If an hourly function goes over the agreed time, an additional hourly rate may be charged
15. It is strongly recommended by the City of Calgary, the Federation of Calgary Communities, and NCSC that renters secure appropriate Special Event Insurance. The liability insurance carried by NCSC protects NCSC only; it does not cover the renter’s liability in the event of a claim.
 - a. Renters are responsible for protecting themselves against any bodily injury or property damage arising from their activities or from renting the hall
 - b. The renter agrees to save, indemnify, and hold NCSC, the Federation of Calgary Communities, and the City of Calgary harmless from all legal liability for bodily injury or death or property damage arising by, or because of, the use and occupancy by the renter of the facilities, no matter how caused.

- c. The renter further agrees to waive any right to recovery against NCSC for any loss or damage incurred to the renter's property (or that of any other party, including but not limited to caterers, musicians, entertainers, food/alcohol servers, etc.) during the term of this agreement.
- 16. The renter is responsible for paying the appropriate SOCAN / Resound fees should music be played during the event.
- 17. If the renter does not vacate the hall by 1:30 am, the facilitator cannot contact the renter or designate at the supplied phone number, and the police may be contacted to remove the renter from the premises.

Damage/Security Deposit

- a. A Damage/Security Deposit is required to reserve any rental space(s); the renter is responsible for any loss or damage to NCSC property occurring during the rental. The amount of security deposit should be paid along with the rental charges.
- b. All damage/security deposits will be refunded to the renter or their authorized person within 10 business days if no damage has been incurred.
- 18. Should damage and/or theft be incurred to the property therein, charges for damages (labor and material costs) as well as a \$50.00 administrative fee will be applied.
 - a. Should damages and/ or theft exceed the amount of the damage deposit, the renter agrees to indemnify NCSC for any costs incurred more than the damage deposit to restore the facility, equipment, materials, and/or supplies to the condition in which the renter received them.
 - b. The cost of damages will not be assessed by the renter. All assessments will be performed by the professional recruited by the NCSC Resource Operation Committee. The renter will be notified within ten (10) days of any deduction.
 - c. The final decision on loss or deduction of damage deposit will be made by the committee, with the approval of the President of the Community Association.
- 19. Failure to comply with the terms and conditions in this agreement will result in a loss of or deduction from the damage deposit.
- 20. A MINIMUM OF \$100.00 will be deducted from your damage deposit should there be a failure to comply with the cleaning responsibilities.
- 21. **Cancellation Policy:** If the client cancels 15 days or more before the rental date, a \$100 cancellation fee will be deducted from the rental charges. A minimum of 30 days' notice shall be required, as specified in the rental agreement. If the client cancels less than 15 days before the rental date, a \$200 cancellation fee will be deducted from the rental charges. If the cancellation occurs less than 7 days before the rental date, the entire rental charges will be forfeited.

22. Renter may reschedule the rental date at least 15 days in advance without incurring additional charges provided the facility is available.
23. All keys must be returned to the designated drop box immediately after the rental period, as directed by the Hall Facilitator. A \$150 fee will be deducted from the damage/security deposit for broken keys or late key returns. If the damage/security deposit is insufficient to cover the cost of lock replacement due to lost keys, or any damage resulting from doors being left unlocked or unsecured, the renter shall be fully responsible for all additional repair, replacement, or damage-related costs.

Set-Up and Clean-up

The hall/room must be left clean when leaving.

This includes washrooms, the front entrance, the kitchen, and the parking lot.

Renter must supply all cleaning products.

24. No propane-fueled warmers, pyrotechnics, or fog machines are to be used in the building, as it will set off the fire alarm.
 - a. If there is a FALSE FIRE ALARM during the renter's event (caused by the renter, guests, or suppliers), the renter will be responsible for a \$ 650, which will be collected **AT THE EVENT** for the event to continue.
 - b. Candles are permitted with prior approval only and in appropriate candle containers only. Candle flame must be at least 1 ½ inches below the top of the container. Tea light candles are preferred.
25. Decorations must be affixed in such a way that they can be removed without leaving any evidence of their presence. Painter's tape or other non-marking and non-damaging means are the only acceptable means of affixing decorations. Nothing may be used that will pierce or smudge the walls.
 - a. Renter agrees to remove all products used for affixing decorations.
 - b. Any repairs required because of improperly affixed decorations are the responsibility of the renter, and the renter agrees to pay for any such repairs required.
26. No Confetti is allowed inside or outside of the building.
27. The stage must be left in the same place as it was before.
28. Renter is responsible for setting up tables and chairs for their event. Renters will be granted access to the Hall at an agreed time, which will be recorded on the rental contract.
 - a. Tables and Chairs are not to be dragged across the floor but must be lifted and carried.
 - b. Always check that the table legs are locked in place.

29. The renter must book sufficient time to allow for their own set-up prior to and clean-up following the event. The renter is responsible for cleaning up and restoring the rental space to the condition in which it was rented, including:

- a. All decorations, equipment, and personal items brought in by the client must be removed.
- i. A. NCSC reserves the right to remove any equipment and material which has not been removed by the renter, takes no responsibility for the condition of any such items, and accepts no liability for any equipment or material which has not been properly and punctually removed by the renter.
 - b. Tables or Chairs are not to be put away or stacked; they are to be left in place for our staff to put away.
 - c. Sweep floors of all debris.
 - d. Spot mop spills and sticky areas with soap and water (brooms & mop provided).
 - e. Remove all garbage and recycle from the facility to the outside waste container.
 - f. All leftover food and beverages must be removed.
 - g. All alcohol must be removed
 - h. Return any rented equipment to NCSC staff on condition it was rented.
 - i. Check bathrooms to ensure that all toilets have been flushed and taps are turned off properly. Ensure there are no nasty surprises for our cleaning staff
 - j. Please designate some volunteers in advance to help with clean-up at the end of the event.
 - k. **If the facilities are left unclean, a cleaning fee will be charged.**
 - Please ask your guests/volunteers to recycle all paper, cardboard, plastic containers, plastic bags/plastic wrapping, tin cans, and glass jars.

30. Use of the kitchen is included in the rental fee.

- a. Please use stoves for warming food only – no cooking allowed.
- b. Renter and/or Caterer (if any) to ensure all appropriate Province of Alberta food handling, preparation, and service regulations and procedures are followed.
- c. The renter or renter's caterer is responsible for cleaning up the kitchen so that it is left in the same condition in which it was found. This includes:
 - i. Removal of all food and items that the client or the client's caterer brought in
 - ii. Wipe down all kitchen surfaces. All counters and sinks must be cleaned with soap/water.
 - iii. Appliances (if used) must be cleaned inside and out.
 - iv. Sweeping and mopping off the kitchen floor.

31. The renter is responsible for leaving the building properly secured upon completion of the event. Should any damage or losses occur because of the renter's failure to do so,

the renter shall be responsible for all such losses or damage. Ensure all building access points are secure.

Alcohol

32. Alberta Liquor Control restrictions must be complied with. A liquor license is required and must be displayed in the bar throughout the event, with attached receipts showing liquor purchases. Your Damage Deposit will be forfeited, and your event will be closed should you be in violation of AGLC regulations.
33. No alcoholic beverages are allowed outside any hall/room or outside the building. Violations may result in the shutting down of the function by the Association's personnel or the City of Calgary Police Department, as well as possible loss of the damage/security deposit or a portion thereof.
 - a. The person signing the liquor license is responsible for alcohol consumption and the safety of guests. Please ensure that there is no drinking and driving, as it is your responsibility and you are liable.
34. As with food, the renter is responsible for disposing of all waste, removing all beverage service materials and supplies, and cleaning to restore the rental space to the condition in which it was rented.
35. **IF LIQUOR IS BEING SERVED:** A paper copy of the liquor permit must be presented to the hall facilitator at the time of the walk-through before keys are provided. **NO EXCEPTIONS.**

I _____ have read and understand the above Terms and Conditions and hereby consent to adhere to these regulations and procedures.

____ signed this _____ day of _____, 20____

Signature of Renter

Appendix 11: Indemnity and Hold Harmless Agreement

THIS IDEMNITY and HOLD HARMLESS AGREEMENT made as of this _____ day of
_____, 20____

BETWEEN: The Renter:

Print name

Address

City, Province and Postal Code

AND: The landlord (NCSC) Nepalese Community Society of Calgary
3961,52 Ave NE
Calgary, Alberta T3J 0J7

BACKGROUND:

- 1) Whether or not the Renter is fulfilling the requirement to provide insurance for their function/event, NCSC requires protection against any personal liability, claim, suit, action, loss or damage that may result from the Rental participation Agreement.

IN CONSIDERATION and as a condition of the Renter entering into the NCSC Facility Rental Agreement, it is acknowledged that NCSC and the Renter agree as follows:

Renter agrees to defend, indemnify and hold harmless the NCSC and/or its employees, its affiliates and any and all entities persons associated in any way the NCSC from and against any and all claims, losses, liabilities and expenses including attorney fees and damages, actions or negligence arising out of the services provided by the NCSC under this agreement, or in connection with a violation of this agreement by the Renter or through the Renter's use of this facility, including without limitation claims made by third parties (including customers/associates/families/friends) of Renter. You further agree to indemnify defend and hold harmless NCSC , its affiliates and any and all entities and persons associated in any way with NCSC from any injury or liabilities or damages whatsoever arising from any damages, injury or death resulting from use or misuse of the NCSC facility in any way whatsoever, including without limitation claims made by third parties (including customers/ associates/ families/ friends) of the Renter.

FACILITY RENTAL INFORMATION

Facility Rental Agreement #: _____ Date of Event: _____

Rental Time: Start Time: _____ End Time: _____

IN WITNESS WHEREOF, each party to this agreement has caused it to be executed at the Nepalese Community Society of Calgary, 3961, 52 Ave NE, Calgary, Alberta on the date indicated below:

Renter

Resource Operation Committee

Authorized Signature

Authorized Signature

Print Name

Print Name/ Title

Appendix 12: Rental Space Clean-up Checklist

(A MINIMUM OF \$200 WILL BE DEDUCTED FROM YOUR DAMAGE DEPOSIT SHOULD THERE BE FAILURE TO COMPLY WITH ANY OF THE FOLLOWING)

The rental space must be left clean upon departure. This includes washrooms, the front entrance, the kitchen, and the parking lot. Tenant must apply all cleaning products.

Tables & Chairs: Client is responsible for setting up tables and chairs for their event and must clean all used tables and chairs with soap and water at the end of their event.

- Tables are not to be dragged across the floor, but must be lifted and carried
- Always check that the table legs are locked in place.

kitchen: Wipe down all kitchen surfaces; counters and sinks must be cleaned with soap/water. Clean up all spills from the walls and the sink.

- Appliances (if used) must be cleaned inside and out with soap and water. Items are to be left in the same condition as they were found.
- Floors to be swept and mopped with soap and water (wet spills and sticky areas must be cleaned with soap and water immediately to prevent slips and falls)

Garbage: All garbage/recycling must be removed, including any broken glass, cups, plates, etc., and placed outside the appropriate outside waste bins

- Please ask your guests/volunteers to RECYCLE all paper, cardboard, plastic containers, plastic bags/plastic wrapping, tin cans, and glass jars. NO STYROFOAM products please!

Keys: All keys must be returned to the designated drop box immediately after the rental period, as directed by the Hall Facilitator. A \$150 fee will be deducted from the damage/security deposit for broken keys or late key returns. If the damage/security deposit is insufficient to cover the cost of lock replacement due to lost keys, or any damages resulting from doors being left unlocked or unsecured, the renter shall be fully responsible for all additional repair, replacement, or damage-related costs.

Main Hall: Remove all decorations, affixing, and personal belongings. All personal belongings are your responsibility. Painter's tape or other non-marking and non-damaging means are the only acceptable means of affixing decorations. Nothing will be used that pierces or smudges the walls.

Washrooms: Check bathrooms to ensure that all toilets have been flushed and taps are turned off properly. *"Ensure there are no nasty surprises for our cleaning staff".*

- Outside: You are responsible for cleaning up any items such as cups, plates, streamers, balloons, and garbage.
- Lighting: Ensure all lights are turned off in the facility prior to exiting the building.
- Parking: No vehicles are to be left unattended in the patio. No vehicles are to be parked blocking access to the Fire/Ambulance. There is a fire regulation. The entire damage deposit will be forfeited for failure to comply.

FIRE ALARM: If there is a false fire alarm during the client's event (caused by the client, guests, or suppliers), the client will be responsible for a charge of \$650 that will be collected AT THE EVENT for the event to continue. Payment for the call-out fee is to be made in cash or by debit card only.

RENTAL COMPLETION TIME:

Events at the NCSC Community Hall are not permitted to run past 1:30 AM, including clean-up, or there will be NO REFUND of the security deposit. You will be directed to leave the building immediately, without extra time for clean-up, and you will be charged for all necessary clean-up.

**No Smoking No Fog Machines No Cotton Candy Machines No Confetti
No Sparklers No Alcohol Outside No Pets in Building**

Failure to complete the above will result in loss of or deduction from your damage deposit. Should damage occur and repairs be required, labor and material costs will be assessed, in addition to a \$50 administrative fee. The final decision on the loss or deduction of the damage deposit will be made by NCSC staff, with the approval of the President of the Community Association. All renters will be notified within 10 days of any deductions.

By signing, I agree that I have received the appropriate keys for the rental space and that the above items have been fully explained to me.

Signature _____ Date _____ Contract, # _____
Key# _____

Hall Rental Facilitator _____ Phone # _____

Post rental check of each item observed by _____ Date _____ Time _____

Concerns _____

Appendix 13: NCSC Hall Rental Etiquette

The rental space must be left clean upon departure. This includes washrooms, the front entrance, the kitchen, and the parking lot.

Tables & Chairs: Client is responsible for setting up tables and chairs for their event and must clean all at the end of their event. Further tables and chairs are not to be dragged across the floor but must be lifted and carried.

kitchen: kitchen surfaces, all counters, and sinks must be cleaned if used. Clean up all spills from the walls and the sink.

- Appliances (if used) must be cleaned inside and out with soap and water. Items are to be left in the same condition as they were found.
- Floors to be broomed and mopped (wet spills and sticky areas must be cleaned with soap and water immediately to prevent slips and falls)

Garbage: All garbage/recycling must be removed, including any broken glass, cups, plates, etc., and placed outside the appropriate waste bins

Main Hall: Remove all decorations, affixing, and personal belongings. All personal belongings are your responsibility. Painter's tape or other non-marking and non-damaging means are the only acceptable means of affixing decorations. Nothing will be used that pierces or smudges the walls.

Washrooms: Check bathrooms to ensure that all toilets have been flushed and taps are turned off properly. *"Ensure there are no nasty surprises for our cleaning staff".*

Outside: Client is responsible for cleaning up any items such as cups, plates, streamers, balloons, and any garbage.

Lighting: Ensure all lights are turned off in the facility prior to exiting the building.

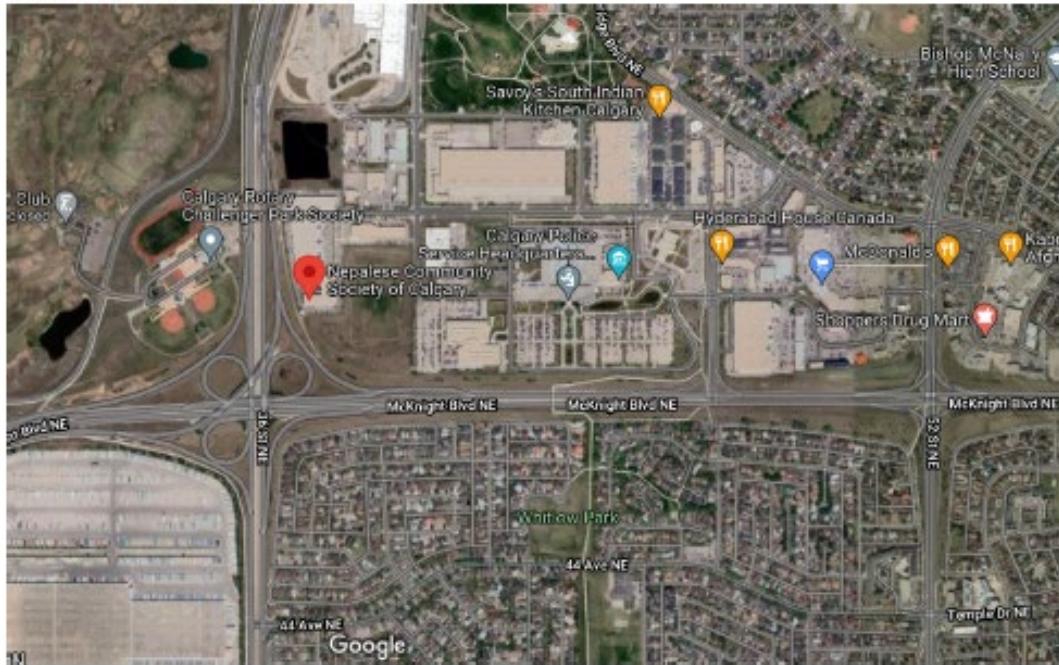
Parking: No vehicles are to leave unattended. No vehicles are to be parked blocking access to the Fire/Ambulance.

Keys: Clients are responsible for ensuring that all doors are locked before leaving the building, and the keys must be handed over on the day after the hall rental. The entire damage deposit will be forfeited for lost keys, leaving doors unlocked, or leaving doors unsecured. Should losses or damage occur as a result of the renter's failure to properly secure the building, the renter shall be responsible for all such losses or damage based on a professional assessment of the lost or damaged items.

Thank you for your cooperation.

Appendix 14: Location Map

Location Map: NCSC Resource Centre



Unit 4194 at 3961- 52 Avenue NE, Calgary, Alberta, T3J 0J7



Appendix 15: Emergency exit /evacuation plan

