



## ACCESS

Once you have downloaded the **Aspen App** and click "request membership", your office tenant contact will need to approve your access to the App. Once approved, you will be able to create your login. Once created, you will be required to complete the **Aspen Club Master Waiver** registration form to receive access to all amenities in the Aspen portfolio. You will find the Aspen App in the App Store or Google Play Store. Once all steps are completed, access to all amenities in the Aspen portfolio will be granted to you via the Aspen App through our **Mobile Door Access (MDA)** system. Please go to the home page on the App, click "Door Access" and touch your phone to the MDA reader and the door will unlock for you. Please be sure to scan the reader each time you visit the amenities, even if you are coming through an open door behind another person. If you have issues with the Mobile door reader, please contact concierge at 404.781.8519.

## MANAGEMENT

The &Lounge is managed and operated by Aspen Property Management. All staff working within the &Lounge have a valid ProServe license provided from the Alberta Gaming, Liquor and Cannabis (AGLC).

## MENU ITEMS & PAYMENT

The &Lounge is proud to offer a wide selection of beer, wine and high balls, as well as some light snacks, to tenants of The Ampersand. Please check the menu at the &Lounge for further details and prices. Both credit and debit card payments will be accepted; we are not able to take cash payments.

## BOOKINGS, EVENTS & RESERVATIONS

Tenant Events may be booked on weekdays from 4:00PM except Thursday or anytime from 9:00AM – 12:00AM on weekends. Please contact Aimsley Braun, The Ampersand Events Coordinator, at [abraun@aspenproperties.ca](mailto:abraun@aspenproperties.ca) or **587.323.6228**, to make a booking and confirm the requirements for your event. **Tenants may book functions with minimum 2 weeks' notice; all bookings are on a first come first serve basis.**

While there is no charge for the use of the &Lounge. Other charges such as bartending services, liquor purchases, cleaning, HVAC and security may be applicable, depending on your event. You will be able to discuss your requirements for your events and any applicable charges with Aimsley and an estimate for these services will be provided to you prior to the event.

The rate of Cleaning, After Hour HVAC and Security is as follows:

- Cleaning - \$30.00/hour
- HVAC - \$50.00/hour after 8:00 PM
- Security - \$35.00/hour for a minimum of 3 hours
- Bartending - \$35.00/hour for a minimum of 4 hours (not including tips)



All additional costs are subject to a 15% admin fee. Should you be serving alcohol at your event, you will be required to use Aspen's liquor supply.

## **SAFETY & EMERGENCY PROCEDURES**

In case of severe injury or medical emergency, phone 911 immediately and notify our 24-hour Security team at 403.781.8500.

Fire Evacuation routes are found posted on the entrances to the Tenant Lounge. Should evacuation be required, an alarm will sound and an announcement will be heard over the speaker system.

## **&LOUNGE POLICIES**

- & **Requesting bookings on short notice** – All private bookings must be received at least 2 weeks prior to your event date.
- & **Changes to a booking** – Any changes to a booking (i.e. number of guests attending, room setup, start time, etc.) need to be provided no later than 5 business days prior to the function.
- & **Cancellation Policy** – Cancellations need to be completed 3 days prior to your booking date. If not, you will be charged up to a \$250.00 cancellation fee.  
\*Please note that changing or switching of the booking date may qualify as a cancellation.
- & **Damages to the Tenant Lounge** – Tenants using the &Lounge are responsible for any damage incurred during their function and costs may apply. This includes any damages to the furniture or other equipment located therein. A 15% Administration Fee will be applicable for any repairs completed by the Landlord.
- & **Respect for Others** – Please show respect for others by refraining from using foul language or shouting while you are using the &Lounge.
- & **Respect for Staff** – Please show respect to the staff of the &Lounge. We reserve the right to refuse service to anyone.
- & **Alcohol Consumption** – No outside liquor is to be consumed in the &Lounge, all liquor must be purchased from the Lounge bartender and must come from the Lounge liquor supply. No liquor from the Lounge can be brought into the lobby or into any other facilities. The &Lounge is fully licensed and operates the same way as any other bar or restaurant.
- & **Cleaning** – Tenants are responsible to clean up after their booking and return furniture and any Lounge items back to their original position. There is a mandatory 3-hour cleaning fee charged back for all private events. Should cleaning take longer than the 3 hours allotted, the tenant will be billed for any extra cleaning costs.



- & **Patio** – Alcohol is only permitted within the designated patio area.
- & **Smoking** – There is no smoking in the &Lounge or on the patio. Please proceed to the designated smoking area just outside of the patio barrier.

