

# Learning Centre: Frequently Asked Questions



## Can we see the facility before booking?

We are pleased to provide a tour of the event spaces at your convenience. Kindly note, the meeting rooms are not shown when booked events are underway.

## What time of day can I hold a function?

Rooms may be booked from Monday to Friday between the hours of 8:00 am and 5:00 pm. Please allow for an additional 30 minutes within this time for set-up and clean-up at the start and end of your event.

## Do I need to arrange for event staff?

The OHA will provide you with a dedicated ambassador for the day of your event who will be able to provide you with guidance in terms of using the space. You will need to provide your own event management and registration staff to attend to your guests and speakers and answer event specific questions.

## What is included in the room as part of the rental fee?

- A dedicated OHA ambassador to help you throughout the day
- Water coolers available in meeting rooms and reception area
- Assistance with AV equipment set-up
- Registration area for name badges and greeting of guests
- Wireless high-speed internet access in meeting rooms and reception area
- Two flipcharts and markers
- Ergonomic seating for you and your guests
- Access to the onsite business centre for last minute photocopies/print jobs
- Coat Closets

## Can I bring my own service and equipment providers?

All events within the OHA's Learning Centre are exclusively supported and operated by the OHA team. No outside audio visual contractors may work within the Learning Centre.

## What audiovisual equipment does the room have?

- Wireless podium, handheld, floor and lapel microphones
- Integrated presentation and conferencing audio
- Ceiling mounted speakers
- Full HD 40" comfort LCD monitor
- Two full HD 119" large screens with projectors
- Full HD 9-panel video wall for 138" screen size (Lakeview Room only)

## Do I need to bring my own laptop?

A laptop is not necessary; you can bring your presentations on a USB and plug and play, however you are also welcome to bring your own laptop (accommodates PC and Mac).

## How can I order catering for my event?

You are welcome to make your own catering arrangements. You may also place your food and beverage order through one of the preferred caterers.

### Simcoe Marketplace

416 595 0550 / sam@Mplace.ca

### 7Wonders Fine Foods

416 979 7122 / hany@7wondersfinefoods.com

### Flock Rotisserie

416 433 6450 / christineg@eatflock.com

### 10tation

416 243 5144 ext. 24 / kristin@10tation.com

## Where can I get larger print jobs completed?

There is a printing company located on the ground floor of the building that you can send your print requests to. Contact: Print Three Front at 416 977 4292 or sales@printthreefront.com

## Where can I park?

There is parking in the building which can be accessed through the Front Street entrance.

## Is there accommodation close by?

There are several hotels in the area, please contact the hotels directly for rates and booking information. Here are a few of the hotels located near the OHA's Learning Centre.

### Toronto Marriott City Centre Hotel

1 Blue Jays Way, Toronto, ON M5V 1J4  
Telephone: (416) 341-7100  
Toll Free: 1-800-237-1512

### InterContinental Toronto Centre

225 Front Street West, Toronto, ON M5V 2X3  
Telephone: (416) 597-1400  
Toll Free: 1-800-422-7969

### Hyatt Regency Toronto

370 King Street West, Toronto, ON M5V 1J9  
Telephone: (416) 343-1234  
Toll Free: 1-877-806-0006

### Delta Toronto

75 Lower Simcoe Street, Toronto, ON M5J 3A6  
Telephone: (416) 849-1200  
Toll Free: 1-888-633-4054

## What are the room rental fees?

- Lakeview Room Rate \$4,400 + HST per day
- Cityscape Room Rate \$3,900 + HST per day

## How are payments made?

Payment in full must be received in advance of the date(s) booked. A non-refundable deposit of 25% is required to confirm booking of the space. An invoice will be issued upon receipt of a signed contract with the deposit. The balance (75% of the payment) is due 30 days prior to the event date(s). Payment may be made by credit card (Visa, Mastercard, American Express) or cheque.

## What is the cancellation policy?

Notice of cancellation must be received in writing at least 60 business days prior to the event date(s). The non-refundable deposit will be retained for cancellation administrative fees and the customer will not be obligated to pay any of the remaining fee. For cancellations less than 60 business days prior to the event date(s) refunds will not be issued.

Host your next event at the  
OHA's Learning Centre

Call

416 205 1520

Email

csimmons@oha.com

Visit

www.oha.com/learningcentre