

The Medicine Hat Exhibition & Stampede

Frequently Asked Questions



Before your Event

Can I set up the day before?

No, we are unable to grant access to the venue outside of the time listed on your rental agreement. If you require additional day(s) for set-up please reach out to our Sales & Events Coordinator to have that day(s) added to your rental agreement.

Can I bring in my own food?

With the exception of the Carriage House, we do not allow outside food. We have concessions that can be made available to you or catering through Shooting Star Events for your event.

Can I bring in my own alcohol?

No, we do not allow outside alcohol. We're happy to accommodate special requests whenever possible but require 30 days' notice to ensure we receive it before your event.

Can I do a toonie bar?

Yes, we are happy to bill you the difference but must be notified in writing no later than 14 days before your event.

Do I need a ticket seller?

No, a ticket seller isn't required but can be provided. Please speak with our Sales & Events coordinator no later than 14 days before your event.

Can I bring in my own bartenders?

No, we do not allow outside vendors. We are happy to provide as many bartenders as you require for your event.

Do I need to provide a float?

No, we will provide a float.

Do you have a microphone, podium, project, screen?

Yes, we can provide those items for your event. Please contact our Sales Events Coordinator for more information.

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Can I view the venue before my event?

Yes, our Sales & Events Coordinator can schedule a time to walk through the venue.

Do you require a deposit to hold the venue?

Yes, we require a deposit within 30 days of sending you a rental agreement.

Do you require a damage deposit?

No, we do ask for a credit card to be kept on file in the event of damages

Do I need insurance?

Yes, it is in your best interest to purchase insurance for your event. You are the host of the event and therefore you will want to make sure that if there were to be any miss happenings you are covered. This can cover you for a variety of things; damage to the building, someone drinks too much and gets in a car accident, etc.

Do you have sound equipment?

- Some of the rooms are equip with speakers that work well for speeches (but not for a dance – they aren't loud enough and we don't allow them to be used for dances).
- The rooms with speakers built in are: Auditorium, Fireside Room, and the Grandstand Banquet Room
- We also have and are happy to provide for free: a wedge speaker/mic (good in park for ceremonies), podium, mics (corded or cordless), sound boards, and laptop/ipod cords (to hook up background music during the reception, or sound from your laptop for a slide show/presentation from your computer).
- If a simple 6x6 screen is needed, we have one to rent for \$60
- We also have a set of speakers to rent for \$60

When do we need to take our items out of the venue?

Everything and everyone must be out no later than 2am.

Do you have WIFI

Yes, we have WIFI free of charge

Can you do a hardline internet?

Yes, we can arrange for that for an additional fee

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Decorating

Can we decorate from the ceilings?

- Yes! For the Auditorium and Higdon Hall you will probably need the scissor lift and to come in a few days earlier (this will allow our staff time to set up tables/chairs AFTER the ceiling work is done; this depends on what else is booked that week). For other venues you may just need a ladder and could do it the day of the event.
- The scissor lift and an operator is \$75/hr. Please let us know when you need them so we can book them in.

Can we attach things to the walls?

Yes, you can use painters tape to attach things to the walls. Please no pins or tacks.

Can we use candles?

Yes, as long as the containers they are in are higher than the flame.

Can I use a decorator?

Yes, we do not have a list of local or preferred decorators but we're happy to work with one of your choosing.

Can I throw rice, confetti, flower petals?

No, we do not allow those items with the exception of real flower petals, but they must be cleaned up afterwards. Any remaining after your rental will be subject to a clean up fee.

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During Event

Who do I call if I have an issue?

If it is a non-emergency such as a heat/AC, lighting, plumbing etc issue please call our operations cell at 403-952-8816. If it is an emergency issue, please call 911.

What if I need additional tables, chairs etc?

Please call our operations cell 403-952-8816.

What if I want to stay later than the time on my rental agreement?

We are not able to accommodate last minute requests due to staffing. If you aren't sure your event will finish at the time listed on your rental agreement, please contact the Sales & Events Coordinator no later than 1 week prior to your event.

Clean-up

Do we need to empty the garbage / recycling bins?

No, our cleaning staff will look after that

Do we need to stack chairs to take down the tables?

No, our operations staff will look after that

Do we need to take down our decorations?

Yes, all decorations as well as table, chalk etc, must be removed at the end of your rental unless you have made other arrangements in writing.

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Post Event

When will I receive my final invoice?

We do our best to send you the final invoice the following Tuesday or Wednesday. We ask that payment be made within 15 days to avoid late fees.

How do I pay my final invoice?

We offer e-transfer, cash, cheque, debit, or credit card. Credit card payments exceeding \$1000 are subject to a convenience fee of 3%.

Can I rebook my event for next year?

Yes, we've love to rebook your event and can reserve dates up to 4 years in advance.

We left some items behind; can we pick them up the following day.

We ask that all items be removed at the end of your rental agreement as there may be an event in that venue the following morning. Unless prior arrangements were made in writing, you may be subject to a removal or storage fee.