**FREQUENTLY ASKED QUESTIONS & ANSWERS:**

Q. When can I see the rooms and take a tour? Are you open on weekends?

A. You may visit the Conference Center at any time during the week Monday through Friday between 8am and 5pm. Appointments are recommended.

Q. What is included in rental price of the room?

A. Tables (rounds and rectangle) and chairs, room set-up, on-site personnel during your event to assist you, free parking , free wireless internet, some AV, and flex times. The Catering Kitchen, LARGE Dance Floor, and four piece stage are included with banquet rentals in the Exhibit Hall.

Q. How many hours does our room rental include?

A. QLN will work with you on your party start and end time. Generally speaking, most events end around midnight. If you need an extra hour to clear out, please discuss with the staff ahead of time. Your music must end at 11:30pm, because of the sound ordinance in Rancho del Oro Business Park.

Q. Can we come in the day before our event and decorate?

A. If your room is available (not rented) the day prior to your event, you are welcome to come in and decorate, at no additional cost so long as it is done during our normal business hours of 8am – 5pm and arrangements have been made with QLN staff in advance.

Q. Do you offer half-day or hourly rates?

A. Our rates are daily full day rates. Half day meeting room rentals are 50% discount up to 4 hours.

Q. Is there a kitchen available to use?

A. A Catering Prep Kitchen is included with a banquet rental of the Exhibit Hall and available for rent for other events. This kitchen contains a double wide sink, refrigerator, refrig/freezer, and food prep area. (There is no oven or stove).

Q. Are Security Guards required?

A. Private Security is required. Generally, we require you to provide 1 private Security Guard per 75 guests. We have a list of companies we will provide you.

Q. May alcohol be served on-site?

A. Alcohol, including beer and wine, may be served on-site by a licensed/insured service (i.e. catering or bartending service). If the alcohol is being sold, a city licensed needs to be obtained.

Q. What is your payment policy?

A. A deposit of 25% is required to hold your date and room. Your deposit is then applied to your contracted amount, with the balance due two weeks prior to the event. If you cancel your event, the security deposit is non-refundable. There is also an additional $500.00 Damage/Cleaning refundable fee that is due two weeks prior to your event. This will be refunded the next business day afterward, as long as there is no major damage or cleaning.