



DISTILLERY DISTRICT LOFT | FREQUENTLY ASKED QUESTIONS

EVENT BOOKING

How soon can I secure my venue?

We book up to 18 months in advance. Once the booking window opens, and after a site tour has been conducted, a soft hold can be placed - this hold can last for up to 10 business days. At this time, we will solidify your booking with a contract and initial deposit. Should you not request to move forward, your hold will automatically be released. If a contract is requested but not returned within 10 business days, the event will return to a soft hold.

Please note that all holds are challengeable. Should another party challenge you to the hold during any of the previously mentioned periods, you will have 48 business hours to confirm the booking or release the date to the other client. The event space and date of your event are not confirmed until both parties sign an event contract, and the venue receives the first deposit.

How much is it to rent your space?

There is a minimum food and beverage charge (prior to taxes and gratuity) for any event. This minimum amount will fluctuate based on the date and time of your event.

Please note that this does not include other factors such as audio-visual, rentals, and mandatory staffing fees and security outside of what is included in standard food and beverage service.

What is the payment structure?

- 50% of the minimum food & beverage spend is due with the signed contract
- The remaining 50% of your minimum spend, plus any applicable rental fees are due 3 months out from your event date
- For event bookings under 3 months, we require 100% of the minimum food & beverage spend with the signed contract
- The projected balance is due 10 business days prior to your event
- All events are required to be fully prepaid based on the cost estimate prepared by your Event Specialist. This is based on any event details including but not limited to, the number of guests, style of service, and any audio-visual components

- Any outstanding balance will be invoiced to you within 14 business days following the event. If payment is not received within 14 business days of this final invoice, overdue accounts are subject to a monthly 2% interest charge
- We accept Visa, Mastercard, American Express, wire transfers, and certified cheques made out to the "Distillery Restaurant Corporation". All deposits and payments are non-refundable. The venue may terminate any event for which any required deposits or payments have not been received when due
- We require a credit card on file with an expiration date past your event date, regardless of the original method of payment

When do we have to guarantee our final guest count?

The final guest count is due 5 business days prior to the event. If the guest count drops after this date, you are still charged for the number of guests you submitted. If you have additional guests that would like to attend at the last minute, we can generally accommodate them; however, this would require a conversation with your Event Specialist in advance.

VENUE, HOURS & ACCESSIBILITY

What is the exact address that I should put on my invitations?

Distillery District Loft - 18 Tank House Lane, Toronto ON, M5A 3C4

Where is the nearest parking?

The main parking lot runs along the south side of the Distillery District on Distillery Lane. There is also an underground parking lot at 33 Mill Street, and a Green P parking lot on Distillery Lane. Please see the [DISTILLERY DISTRICT PARKING MAP](#) and for current rates, please see the [GREEN P WEBSITE](#).

What time is the space available for set-up, and when must loadout be complete?

Clients and vendors can arrive one hour prior to guest arrival to arrange flowers, decor, candles, and other personal touches.

- Daytime: earliest guest arrival at 8 AM / latest guest departure at 4 PM
- Evening: earliest guest arrival at 6 PM / latest guest departure at 2 AM

Vendors will then have up to one hour for loadout. Please be advised that should there be a service overlap with our partner venue, your Event Specialist may need to discuss a slight time adjustment with you. Should you require earlier access to the space, additional charges may apply.

What time is the bar open?

Our license allows us to sell alcohol from 9 AM - 2 AM. Drinks cannot be ordered past 1:45 AM. All guests must depart the space by 2 AM.

Is there a coat check available?

Coat check is from October through April for a self-coat check but can request to have an attended coat check at an hourly rate for one staff - starting one hour prior to guest arrival and ending one-hour past guest departure. Please note that Distillery Events is not responsible for any lost or stolen items.

Is there an outside space connected to the venue that we will have access to?

Adjacent to the Loft is the outdoor Taqueria, which is available for an hourly rate plus the cost of a bartender and support staff. Please note that ceremonies are not allowed in this space, and it is a standing cocktail area only. The space is only available until 11PM.

Is any part of the Taqueira tented or heated? If not, could it be?

We can not have any tents in the Taqueria. We have some heaters available on-site for rental based on availability.

Do you charge a ceremony fee, and what does it include?

Yes, a ceremony fee encompasses the additional planning and on-site coordination required for the service to take place.

The ceremony fee includes 2 barrels, a signing table, ceremony chairs with a space flip, a welcome/gift table, an indoor/outdoor easel, a complementary infused water station, a door greeter, patio greenery on the perimeter, and overhead string lights above the seating area.

Please note that the ceremony typically takes place in the Loft's pre-existing alcove that is designed to accommodate up to 32 chairs. Any overflow of guests would use the space behind to stand. Prior to guest arrival, the ceremony chairs would be taken from your pre-set tables, and then returned by our staff following the exchange of vows.

Is there a bridal suite?

There is no dedicated bridal suite available in any of the space.

What does the venue provide versus what am I expected to bring?**VENUE**

- Reclaimed wood tables and wood chairs are included with all events
- For a plated dinner, tables are standardly set with a white runner, white linen napkins, standard cutlery settings, and glassware
- In addition, Distillery Events will also provide an easel, table numbers, podium and menus. If you wish to provide your own menu, please note that menus must be sent to your Event Specialist for copy approval in advance of printing

CLIENT

The Loft has a great deal of existing charm with the exposed brick. Barn- wood walls and wood cross beams meaning additional decor is not always required.

- You are welcome to bring in candles; however, they must be unscented and enclosed within a heat-resistant holder, where the tip of the flame is 2" below the top of the holder (as required by city fire regulations)
- Florals
- Centerpieces
- Seating chart
- Place cards
- Signing book
- Card/gift box
- Preferred plate ware & and chargers

As we are a historic site with protected buildings, we do not allow any decor items to be tacked, nailed, glued or stuck to the structure, wood, walls, tables or chairs. Helium-filled balloons with no weight, confetti, rose petals and smoke bombs of any sort cannot be used in or around the Distillery District site. A venue clean-up charge may be levied for excessive refuse left behind.

Is the venue wheelchair accessible?

No, the Loft is not wheelchair accessible. Due to the historic nature of the building, we have maintained its original structure, and the room is only accessible by stairs.

Can we take wedding photos in the Distillery District?

A photo permit is required in order to take pictures within the outdoor areas of the Distillery Historic District. When booking through Distillery Events, a complimentary photo permit of \$250 is included for wedding events.

STAFFING

Is there on-site security?

One security is mandatory for all events, and a second guard may be required if you have use of the outdoor patio throughout your event (and both patio entrance and main entrance are operational simultaneously). You will be charged a flat rate per guard for up to 12 hours, and based on one security for every 100 guests. Additional security may be required for some events, and it is up to your Event Specialist's discretion for the total number of necessary personnel. We will hire security from the Distillery's exclusive supplier on your behalf.

How many staff will I have on-site for my event?

Staffing ratios are determined by our event team, based on previous experience and expertise - and for each form of service.

- Waitstaff is typically calculated at:
 - 1 per every 25 guests for a cocktail reception

- 1 per every 20 guests for a food station event
- 1 per every 12 guests for a plated event
- Bartenders are typically calculated at 1 per every 100 guests
- A minimum of 1 supervisor per event

Please note that quantities may be adjusted based on your style of service.

FOOD & BEVERAGE

How do I pick my menu?

Distillery Events' catering menu has a variety of options ranging from cocktail to food stations to plated meals. Our menu is prepared annually for events within the year, and is subject to change at any time. At the moment of the booking, your Event Specialist will guide you through the current menu package for your event.

Do you provide food tastings?

All plated events have the opportunity to request a tasting. This will be applied to your minimum food and beverage spend. We do not offer tastings for food stations, canapes, or plated breakfasts.

- We recommend choosing two options from each course that you are planning to offer at your event (except for the kids' meal). This could include:
 - two appetizers
 - two entrees + veg option
 - two desserts
- You are able to pre-select wines at 2oz servings
- Tastings are scheduled to take place four months prior to your event date
 - Please note that a tasting may be rescheduled or moved to a different space if a private event becomes booked in the space during this time

Your Event Specialist will be present at the tasting, and available to review the event details and any other questions you may have.

How far ahead of the event do you require final menu choices and dietary restrictions?

Meal selection & dietary restrictions are due 10 business days prior to your event date.

Do you offer a children's menu?

Yes, we offer a three-course children's meal at a per-person rate. This includes a pre-selected appetizer, main, and dessert, and must be consistent for all guests 12 and under.

How is a food station event set-up?

Dinner Stations are designed to have a cocktail flow and are ordered for your full guest count. Late-night Stations need to be ordered for at least 50% of your guest count (minimum of 50 people).

Please note that health and safety standards allow for Dinner Stations to be out for up to 2 hours and Late-night Stations to be out for a maximum of 1 hour.

Can we bring in a cake?

In order to bring in a cake, the Client needs to

- Sign an outside food waiver with an ingredient list
- If the Client wishes to take home a portion of the cake at the end of the event, the Client is responsible for providing the box to take it away
- If the Client wishes to bring the cake in earlier than one hour prior to guest arrival, there will be a refrigeration charge
- Please ensure any outside cake has a visible label on the outside of the box, clearly stating the client, event information and venue

Please speak to your Event Specialist for cutting and serving options.

Can I bring in any outside food?

In order to bring in outside food, the Client needs to

- Sign an outside food waiver with an ingredient list
- Landmark fee
- Additional charges will apply if servers are required

Under all circumstances, please speak with your Event Specialist.

How does the bar work?

FLAT RATE BAR

For a set number of consecutive hours, and based on the full number of adults attending. The package includes wine, mixed drinks, beer, pop, and juice. With the package, wine is available both at the bar and as table service. Please note that wine bottles are not placed on tables as we offer restaurant-style service.

CONSUMPTION BAR

Host consumption bars are also available and charged based on drinks consumed. Wine options are preselected, and charged by the bottle open.

Your Event Specialist will work with you on a sample bar estimate, based on the assumption that each guest will have one drink per hour. This will be prepaid in advance, and any difference on the estimate at the event's conclusion will be invoiced or refunded to the card authorized on file (providing the minimum food and beverage spend has been met).

Any curated cocktail (minimum of 20 drinks per selection) or other consumption items can also be added to your flat rate bar package.

What if I have a flat-rate bar but some of my guests do not consume alcohol?

A flat-rate soft bar is available at a per-person rate for minors, vendors, and pregnant guests. This includes cold beverages only and does not include mocktails, freshly pressed juice, or bottled water. We reserve the right to ID any guest who appears either older or younger than the legal age of 19.

How does coffee & tea service work?

Brewed coffee and tea are included with a minimum three-course plated meal. Specialty coffees (i.e., espresso, cappuccinos, and lattes) are available when pre-ordered, and billed on consumption. This also applies to brewed coffee and tea when there is no plated meal service. A coffee station package is also available for meetings and breaks.

Are shots allowed?

Shots are only allowed when pre-arranged and ordered by the bottle exclusively for this purpose. Rented shot glasses will also be added to your order. Please note that you will be charged for the entirety of any open liquor bottle, and that any leftover alcohol cannot leave the premises following your event.

AUDIO-VISUAL

Is an audio-visual technician required on-site for my event?

Yes, an A/V technician is required on-site for all events. The basic tech fee includes the use of our in-house sound system, a wireless mic, a podium, and up to 8 hours of a technician's time, including set-up and teardown.

Can we bring in our own live music?

Yes, you can arrange to bring in your own live music, DJ, and entertainment. When entertainment is booked, please notify your Event Specialist with contact information so we can connect them with our in-house A/V company. A DJ has a technician fee to connect to the house system (which includes the patio until 11 PM), and the fee increases for a live band.

Are there noise concerns?

We are located in a partially residential area so we are restricted by residential noise bylaws, and also want to ensure that we are keeping our neighbors happy! We are required to keep all noise levels below 70 decibels after 11 PM, and any outdoor patio music must be shut off at that time. We will have an audio-visual technician on-site for the duration of each event to assist and monitor the noise levels.

What is the SOCAN fee?

SOCAN (Society of Composers, Authors and Music Publishers of Canada) is a mandatory fee applicable to all functions where live or reproduced music is played. It is collected by the venue and given to SOCAN to go towards music licensing fees. If you would like more information on this, you may visit their website at www.socan.ca.

VENDORS

Do you have preferred or exclusive vendors?

Yes, we have both exclusive vendors and preferred vendors. Distillery Events selects vendors that have suitable decor that matches the unique character of our venue, and you can see our [EXCLUSIVE & PREFERRED VENDOR LIST HERE](#). There are no landmarking fees.

How early can my vendors have access to the space, and when do they need to be torn down by?

Vendors can have access to the venue one hour prior to guest arrival. All items must be removed from the venue immediately following your event, or will otherwise be discarded. Please note that Distillery Events cannot be held responsible for items left behind, lost, or misplaced by the client, guests, or vendors. Any item left behind without approval from management will be disposed of, and additional charges may apply. You will have up to one hour following the event for loadout. Please speak with your Event Specialist should your vendor require more time for set-up.

Do you offer vendor meals?

Vendors are offered a la carte rates which must match the event food service; however, the three-course minimum is waived.

Do you have limitations or restrictions on decor?

Yes, we do. Helium-filled balloons without weight, confetti, smoke bombs, or flower petals of any sort are not permitted in or around our spaces. For any excessive case of clean-up, there is a fee. Since our historic buildings are protected, we also do not allow any décor items that must be tacked, nailed, glued, or stuck to the structure, wood, walls, tables, or chairs in such a way that will damage the finishes or surfaces.