

# How Suite it is @ The Aud

## *Guest Information Sheet*

Welcome to the Aud's corporate suites, we hope you will enjoy your visit. In order to make your visit as pleasant as possible, here are some helpful guidelines.

Suite Administrator: Delores Maas-Crowell, 519-741-2563 email [delores.maas@kitchener.ca](mailto:delores.maas@kitchener.ca)  
Food & Beverage Contact: Shelley McKenna, 519-579-5622 Fax 519-579-6768  
email [aud.suitescatering@compass-canada.com](mailto:aud.suitescatering@compass-canada.com)

**Tickets:** All guests **MUST** have a suite level ticket to access the suites (passes or letters are not acceptable). Tickets must remain in your possession at all times. Tickets are valid for the date and time printed on the ticket only. Please note infants up to and including 2 years are no charge and do not require a ticket, but cannot occupy a seat.

**Capacity:** Our corporate suites are strictly regulated by fire requirements and AGCO licensing for capacity. Capacity is controlled by ticket access; please check with your contact person for the maximum number. We require an adult present in the corporate suites at all times. We also request that your guests remain in their suite as other suites may already be at capacity or may be hosting a private function.

**AGCO Licensing:** **ONLY** corporate suites are licensed, please do not take alcoholic beverages out of your suite. Alcohol is served to the end of a Ranger hockey game, timing may change for special events. Any alcoholic beverages brought into the suite will be confiscated. AGCO regulations must be complied with to avoid violations impacting our ability to serve alcohol. A mini bar, fully stocked with beer, coolers, pop, juice and water is in the suite. Wine and spirits may be ordered through your hostess. ID will be required. Thank you for your co-operation.

**Conduct:** For the comfort and safety of all our guests, it is important to maintain appropriate behaviour. Offensive language and behaviour will not be tolerated. Suiteholders are responsible for the conduct of guests within the suite. Guests not conducting themselves appropriately will be asked to leave the building.

**Suite Access:** Suites can be accessed one (1) hour prior to event and up to one (1) hour after the event.

**Parking:** If you have a VIP parking passes, the VIP lot is located off of East Avenue, closest to Stirling Street. Parking passes need to be displayed in your window during the entire event. If you do NOT have a parking pass, you may park at any one of 1,800 parking spaces on-site at no charge and access the suites from the main entrance at either of the Ottawa/Stirling Street Entrances.

**Food & Beverage:** Compass Group Canada is the on-site caterer and as such, no outside food or beverage is permitted into the corporate suites. If you have allergies, special food or beverage requests, special occasion requests, contact Compass Group Canada 48 hours in advance to make arrangements. A large selection of food items must be pre-ordered or a limited selection of food may be ordered upon arrival. Payment for food and beverage is due upon event close.

**Payment & Gratuity:** A 15% administration fee is automatically charged to your food and beverage bill. Gratuities are at the discretion of the suite owner/contact person. Upon arrival to the suite, arrange with your hostess for any payment options as necessary for your group.



**Suite Holders**

400 East Avenue • Kitchener, Ontario • N2H 1Z6 • Suite Tickets 519.741.2563 • Group Tickets 519.741.2554 or 1.800.265.6368