



community
& recreation
services

Facility Rental Program: Frequently Asked Questions

- 1. Can we decorate the night before event? Can we hold a practice dance routine or rehearsal prior to the rental?** No, unless permittee rents the time prior to event. We have multiple programs operating out of centers so this exception may not be possible at times.
- 2. Is there a changing room at no charge?** No, if permittee needs an additional room, it must be rented during the event.
- 3. Can we have a fire pit or candles during our event?** No, we do not allow any open flames during an event.
- 4. Can we have hard liquor?** No, only beer, wine and champagne are allowed for rentals.
- 6. Are animals allowed?** Service animals are allowed. All other animals must be covered under the permittee's liability insurance to be in the facility.
- 7. If we clean up early, is there a refund for time not used?** No.
- 8. Do we provide a sound system, projection screen or podium?** We do not offer these items; however, the permittee is welcome to bring their own equipment.
- 9. Why doesn't the city provide every kind or size table for layouts?** There is only so much storage space available at each center. It would not be possible to store different style tables for up to 500 people. If permittee wishes to have a specialized size table or chairs, they are encouraged to rent their own and provide a copy of the rental contract a month before their event.
- 10. Are we allowed to use thumbtacks and nails to hang decorations?** No, please see page 24 of the Facility Rental Handbook for center specifics on decorations. (No glitter, confetti, or fog machines etc.)
- 11. Do we need to provide our own supplies for the restrooms?** No, the supplemental/janitorial fee charged to the permittee will cover cleaning and restocking of bathroom supplies.
- 12. Are we allowed to change / adjust the climate controls of the building for our event?** We recommend communicating with the staff working the event and they will do their best to adjust the temperature as needed. The room temperatures are preset by our Public Works Department keeping in mind the seasonal changes.

13. Are we allowed to tip the staff? No, the staff working at the event cannot accept money, gift cards or gifts in exchange for their service.

14. Can we have food in lobby or other rooms? At Kennedy Youth Center, can we have food and drinks in the lounge or game room? No, food and drinks are only allowed in the room that is being rented. The lounge and game room at KYC are used for other programs, so to keep the facility and equipment functioning as best as possible, food and drinks are not allowed.

15. Can I have a jumper?

- Sports Center – yes, provided attendance is 250 people or less. A copy of the jumper rental contract must be submitted prior to the event.
- Holly Center Auditorium - yes, provided attendance is 150 people or less. A copy of the jumper rental contract must be submitted prior to the event.
- If permittee owns a jumper, coverage must be added to their liability insurance.

16. If balloons end up in the ceiling, can they pop them instead of losing their deposit? They can try; however, it is clearly stated in the Facility Rental Handbook about balloons in the centers and if staff are unable to retrieve them after the event, fire alarm sprinklers are activated or lighting is damaged, the entire deposit will be forfeited.

17. Can permittee set up tables and chairs in the lobby, on stages or patios to accommodate more people for their event? No, the permittee must adhere to the number of chairs and tables indicated on the layout that they have chosen. Staff will ask guests to wait outside until people leave, or permittee will need to have guests attend in shifts. We do not allow tables or chairs on stages, as they can scratch and ruin the flooring.

18. Can I have a photobooth? Yes, provided it will fit in the room with the layout you have chosen and the guest capacity. Photobooths are not allowed in the lobby.

19. Can I have a taco caterer or taco cart? Yes, but not all facilities and rental rooms will have the capability of accommodating a taco cart. A copy of the caterer contract must be submitted prior to the event.

20. At Mark Green Sports Center, can the bleachers be pushed in, and do you allow decorations on walls or basketball hoops? No, the bleachers are permanent structures, and decorations on walls or basketball hoops are not allowed. We recommend table centerpieces, balloon arches without helium, or free-standing decorations and banners.

21. Can we book online for facility rentals? No, currently we are not allowing online facility reservations but will consider this for the future.

22. Why can't accommodations be made to have potential renters tour a facility on weekends? With limited staffing, we do not have the ability to have weekend showings of a facility. All tours and reservations must be done during a center's operating hours.