

## RENTAL POLICIES

### 1. Deposits

- a. Norcross Ballroom requires a \$200.00 cleaning/damage deposit; Lillian Webb Park requires a \$100.00 cleaning/damage
- b. Deposits will be refunded only if the NCACC staff is satisfied of the venue's condition.
- c. All clean up is the responsibility of the user and user is required to furnish all cleaning materials.
- d. If staff is not satisfied, the group will lose the portion of the deposit that would cover any repair and/or clean up costs.
- e. If damages and/or clean up costs is more than the deposit, the group will be billed for the difference.
- f. Groups will not be allowed to use a City of Norcross facility until all additional damage fees are paid.
- g. Each facility will follow a checklist to document the condition of the building before and after the group is finished. (indoor)
- h. The checklist will be derived from the rules and regulations of that specific facility and will be completed with the user present. Customer will get the checklist ahead of time.
- i. Facility Use Agreement must be completed at the time the reservation is made.

### 2. Fees

- a. Day fees will be charged for groups using a facility during its regular hours of operations.
- b. Night/weekend fees will be charged for groups using a facility outside of its regular hours
- c. All fees, including the deposits, must be paid upon approval of the Facility Use Agreement.
- d. All fees are based on two hour minimum use. There will be no prorated fees for time not used.
- e. Fees must be paid by credit/debit card only.

### 3. Facility Availability

- a. The facilities and the surrounding park areas must be vacated no later than midnight.
- b. Requests for use may not be guaranteed inside of 10 business days.
- c. Requests for use will not be granted to groups that have exhibited unacceptable conduct during previous rentals at that building or any other City of Norcross facility.
- d. City facilities will not be available when a City of Norcross program or approved activity is being conducted.
- e. The City reserves the right to deny requests for facility use on City recognized holidays.

### 4. Staffing

- a. Full time and/or Part time department staff member(s) must be present during rentals of facility. (Exception: rentals by City of Norcross employees.)

### 5. Staff Responsibility/Authority

- Staff must be present during any and all usage except rentals by City of Norcross employees.
- a. Attending staff member is only present to assist the user. They will not be responsible for nor permitted to assist in any set up or clean up for the group in regards to the function.
  - b. Attending staff member will walk through the building with the user before and after the function is held to document the condition of the building.
  - c. A checklist will be completed during the routine walk through which will have the attending staff member and user's initials.
  - d. Attending staff member is not required to conduct any city nor department business when working functions outside of the regular hours of operation for that facility, i.e. program registration, phones messages, etc.
  - e. Center Director or designated staff is the only staff to have the authority to approve facility usage, deposit refunds, and/or charge against the deposit. No use agreement is valid otherwise
  - f. Attending staff member will have the authority to dismiss any group due to their misconduct or misuse in or around the facility.
  - g. If the group does not vacate the facility upon being asked, attending staff member is authorized to call Norcross Police Department for assistance.

6. Fee Waivers/Deductions
  - a. All requests for fee waivers or reductions will only be at the discretion of the Center Director or designated staff.
  - b. All requests must be submitted in writing at least one month before the date requested.
  - c. Fee waivers or reductions only apply to the user fees. Staff costs and deposits will not be waived for any reason.
7. City Department Rates
  - a. Rates are determined by the director or designated staff.
8. Non-Profit Organization Rates
  - a. Non-profit organizations must provide proof of non-profit status to the Center Director or designated staff when requesting a fee reduction for a facility rental.
  - b. The deposit will not be reduced or eliminated.
  - c. A group must submit a request for use in writing to the Center Director or designated staff at least one month before the date of use. The request must include proof of the group's non-profit status.
  - d. Non-profit groups are defined as any civic clubs, public and private schools, churches, and other organization chartered by the State of Georgia with non-profit status.
  - e. Non-profit groups are not guaranteed approval of rental request nor fee reduction.
9. Use Agreements
  - a. Use agreements must be completed and approved by the Superintendent and/or designated staff member before the agreement is valid.
  - b. Groups will be required to designate and honor the times of use are listed on the agreement.
  - c. The Department reserves the right to void a use agreement to any outside group due to scheduling conflicts.
  - d. In the event of cancellation of the use agreement, the group will be given at least 10 business days notice.
  - e. The Department reserves the right to immediately cancel a use agreement without refund due to the misconduct or misuse of a City of Norcross facility.
  - f. The Department reserves the right to deny a group use of a facility due to past unacceptable conduct.
  - g. No one under the age of 21 may enter into a use agreement for the purpose of securing a facility rental.
  - h. Youth groups, or rentals on behalf of youths, must have a minimum ratio of 1 to 20, adults to youth.
  - i. The Department reserves the right to deny long-term (recurring) rentals based on plans for facility use.
10. Simultaneous Use
  - a. The facility may have more than one group or program using different areas at the same time.
  - b. The attending staff member has the authority to deny use to multiple groups if they feel that there will be a conflict.
  - c. A room may be rented to more than one group during any given day at different times.
11. Changing Rooms
  - a. The Department reserves the right to switch rooms for outside groups when the need arises.
  - b. The group will be given 7 business days notice in the event that the Department makes any room changes.
  - c. The rate will not increase if the Department moves the group to a more expensive room.
  - d. The rate will decrease if the Department moves the group to a lessor room.
  - e. A group can only change rooms if the attending staff member approves the request.
  - f. Rates will increase if the room that the group changes to costs more if the request to move was initiated by the group.
  - g. Rates will NOT decrease if the room that the group changes to cost less.
12. Refunds
  - a. Full refunds will be granted when the Department cancels a reservation.

- b. Refunds will be granted for cancellations made 10 business days (M-F) in advance of reservation date.
- d. Refunds will not be granted when a group does not show up for their reserved time without notice.

#### ADDENDUM TO POLICIES

Facility Rental Policies cover most situations, but not all – when in doubt, follow the policies as written. It is always possible that city authorities could waive a policy for a group.

All rentals for fundraisers must be pre-approved by Department Director or designated staff.

Rental groups should be out of the facility no later than midnight. Exceptions may be made for NCACC-sponsored groups.

Deposits must be made at the time of rental to hold the date with a credit/debit card.

Staff working rentals are not allowed to accept tips from renters.

Rentals are charged on an hourly basis, with a two-hour minimum.

Rental of Ballroom does not include any setup outside of the room -- the lobby and parking lot are shared spaces and are not a part of the rental.

Parties that cancel with short notice (less than 10 business days in advance of reservation) will lose their deposit and management reserves the right to decline to make future bookings.

NCACC's (Norcross Cultural Arts and Community Center) goal is to provide quality customer service to our patrons.