

# CITRUS HEIGHTS EVENT CENTER RENTAL POLICIES AND GENERAL INFORMATION

## I. GENERAL RENTAL INFORMATION

1) Reservations are taken at the Citrus Heights Event Center, 6300 Fountain Square Drive, Citrus Heights, CA 95621 (916) 727-5400, Monday – Friday 8:00 a.m. – 4:00 p.m. Inquiries may be made in person, by telephone or visit us on the web at [www.citrusheightscc.net](http://www.citrusheightscc.net). Telephone inquiries are not considered confirmed reservations.

Reservations are accepted on a first come, first served basis, up to (1) one year in advance of the rental date.

2) You may tour the Citrus Heights Event Center during hours of operation, provided that an event is not in progress and a staff member is available. To talk with a staff member regarding your event plans, or to schedule a tour, please call (916) 727-5400 to make an appointment.

3) Rental times are Monday through Thursday 6:00 a.m. – 11:00 p.m., Friday through Sunday 6:00 a.m. – 12:00 a.m. (midnight).

4) **Reservations can only be secured upon submittal of a fully completed application, security deposit and a valid credit card. All applications are subject to approval by the City. See Section V(1).**

**5) Rental times must include ALL set-up and take-down/clean up time. Failure to timely vacate the premises at the scheduled contractual end date and time of your event may result in forfeiture of your full Security Deposit and may adversely impact your ability to rent out the facility in the future. We strongly recommend you plan accordingly and begin take-down/clean up to allow enough time to fully and completely vacate the premises by the end of your scheduled event.**

6) **Insurance is required for all rentals.** (Item V #1 for details) Due 30 days prior to event.

7) Renter must be at 21 years of age to rent the Event Center. Rental permits for groups of persons under the age of 21 will be issued only to adults who accept supervisory and liability responsibilities for the rental contract. An 8:1 ratio of youth to adult chaperones is required at all times. A youth is an individual under the age of eighteen (18).

8) Renter is required to check-in and check-out with Citrus Heights Event Center Staff. **Failure to check-in and check-out with Staff will result in forfeiture of Renter's Deposit.**

## II. BOOKING/CLEANING & DAMAGE DEPOSIT

1) A **Deposit** is required for all facility rentals. This Deposit amount will be dependent on the room or event hall requested and the type of event, the expected occupancy, and the other relevant factors referenced in your application. Funds are deposited and will be returned, (if no damages or violations of

any kind occur) within thirty (30) business days after the event date. Your deposit may be forfeited and additional fees and costs assessed if your event is determined or found to have required any of the followings:

- a. Cleaning beyond the normal Event Center maintenance, such as carpet stain(s);
- b. Repairs or replacement due to structural or equipment damage;
- c. Fire Department response due to false alarm or exceeding capacity of the building per the Fire Code; or
- d. Police Department response for failure to follow all laws and ordinances, including, but not limited to, the City's sound ordinance or any laws related to disturbing the peace.

If fees exceed the amount of the Deposit, renter's credit card used to secure the facility will be charged accordingly. If the Deposit and the credit card on file are not sufficient to cover all of the damages caused by your event, a final invoice illustrating all charges and balances owed will be provided to you for prompt and immediate payment. Failure to pay all amounts owed within forty five (45) days of the final invoice may result in the City taking additional action against your or your organization and will impact your ability to rent out the facility in the future.

2) Facility inspections are conducted immediately following events by the Event Center Staff to determine the condition of the facility, including the assembly areas, restrooms and kitchen. If all clean up requirements are met, no damage has occurred, and the rental time was not exceeded by any amount, staff will recommend that your *Booking/Cleaning & Damage Deposit* be refunded.

### III. RENTAL FEES/POLICIES

1) **Resident Rate:** Proof of Citrus Heights residency must be provided by renter at time of booking to receive the resident rate (i.e. Driver's License, Utility Bill).

2) **All rental fees are due thirty (30) days prior to the scheduled event.** Payments may be in the form of a check, cash or credit card (MasterCard or Visa).

3) A renter is allowed to change their event date up to 60 days before the event, without their event being subject to cancellation and/or forfeiture of rental fees. Renter will NOT receive a refund if they have changed their rental date and subsequently cancel the event. Date change is subject to facility room availability. *An event date change request must be submitted in writing.*

#### **Cancellations/Late Payment:**

1) **Late rental fees may subject the event to cancellation.**

**If rental fees and insurance are not paid 30 days prior to the event, the event will be cancelled, and the Deposit will be retained by the City.**

- a. Events cancelled more than 90 days in advance of the event date, City will retain 15% deposit of event fees as an administration fee.

- b. Events cancelled between 60-89 days in advance of event date, City will retain 65% of the rental fees.
- c. Under 60 days in advance of event date, City will retain the balance for all rental fees. If rental balance has not been paid, City will retain the portion of the deposit equal to the full balance of the reservation fees

**2) All cancellations are required to be in writing by the person named on the contract. Written cancellations may be faxed, emailed, mailed or hand delivered.**

**Renter may request additional hours up to fourteen (14) days before the event date. All decisions regarding requests for additional time are made at the discretion of the City and can be denied for any reason. Renter is not allowed to reduce hours after rental fees have been paid. ALL requests for Hourly Changes MUST be submitted in writing.**

5) Renters who arrive earlier or stay later than the reserved time will be charged for the additional time at a rate of one and a half times the hourly rate. NOTE: ANY overage in time beyond the time set forth in the Renters' reservation may result in the forfeiture of the Renters' full security deposit and may detrimentally impact your ability to rent out the facility in the future.

6) Fees are not refunded for reserved time not used.

7) The City of Citrus Heights and/or the Citrus Heights Police Department reserves the right to cancel any event for violation of any terms and conditions of the Event Center Rental Application.

8) Only the renter(s) whose name is on the rental application may submit changes. All changes are subject to approval by City staff. Depending on the nature of the changes, additional fees may be assessed.

9) Only renter(s) whose name is on the rental application may pay refundable security deposits. Security deposits are returned to the contracted individual only.

10) Incomplete, inaccurate or false information by the renter on the rental application or rental contract may result in cancellation of the contract, as well as forfeiture of the Deposit and any fees paid.

11) The City reserves the right to adjust fees at any time.

12) Renter acknowledges that the Event Center may be rendered unusable or otherwise unavailable due to circumstances beyond the City's control, including but not limited to flooding, fire, natural disaster, other acts of God, criminal acts or acts of war or terrorism. In the event that the Event Center should become unavailable due to any such circumstances, the City will refund any fees received from renter. The City shall not be liable for renter's consequential damages, including but not limited to other costs incurred in connection with renter's event, lost profits, and lost opportunity.

13) Citrus Heights Event Center Staff will accommodate up to two (2) visits to the facility for client event planning. Meeting with Event Technicians or Facility Attendants must be made by appointment. We cannot guarantee availability of staff or access to the rented room without an appointment.

13) No requests for additional time or modifications to the terms and conditions of the rental agreement or application will be accepted or approved on the day of the event.

14) Event layouts and final guest count must be finalized and approved by Renter fourteen(14) days prior to scheduled event date. No day of the event layout changes are permitted.

## V. RENTER/RENTAL POLICIES & CONDITIONS

**1) IMPORTANT NOTICE: ANY incomplete, inaccurate or false information provided in the rental application or contract may result in cancellation of the contract, as well as forfeiture of the Deposit and any fees paid. The City reserves the right to retain the entire Deposit if the applicant has made any inaccurate or false statements or has knowingly omitted to state all relevant facts requested in the rental application.**

2) For all events held at the Event Center, renters are required to either purchase insurance from the City or add the City as additionally insured to their insurance. If the City of Citrus Heights is being added as additionally insured, the original certificate and Additional Insured Endorsement page must be mailed to: **Risk Management, City of Citrus Heights, 6300 Fountain Square Drive, Citrus Heights, CA 95621 or emailed to communitycenter@citrusheights.net.** All persons, groups and organizations shall agree to hold the City of Citrus Heights, its' elective and appointive boards, commissions, agents and employees harmless from any liability for damages and claims for personal injury including death as well as from claims for property damage which might arise from the use of the Event Center or furnishings. Failure to obtain proper insurance can result in cancellation of event and all fees forfeited.

*Please see staff for sample Insurance Certificate and Additional Insured Endorsement.*

3) **The person in charge of the event MUST be available** to the Event Center staff the entire time and is required to check in before the event and check out with Event Center staff before leaving.

4) If the renter is using **Vendors (DJ, Caterer, Businesses, etc.)** at the event, the Event Center staff must be notified 30 days prior to the event. Rental with vendors may require additional insurance.

5) When selling alcohol, renter is required to provide all necessary permits from the California Department of Alcohol Beverage Control (ABC) **30 days** before the event, as well as purchasing additional insurance. Renter is responsible for securing all required **permits** and shall present copies of permits to the Event Center staff **30 days** prior to rental date (i.e. ABC Permit, Fire Permit)

6) Rentals serving any type of alcohol must have uniformed security present during the entire event. Uniformed security services for the Event Center are exclusively provided by the Citrus Heights Police Department at the current hourly rate per "Uniformed Security." Uniformed security is required to be on site while alcohol is available for consumption until the end of the rental period. (An 8 hour function will generally need security for 5 hours.) Event Center Staff reserve the right to require Uniformed Security depending upon the length and type of function.

- a. 100-299 people = 1 officer
- b. 300-499 people = 2 officers
- c. 500+ people = 3 officers

7) Social rentals with no alcohol present with attendance over 300 people will be required to pay for Uniformed Security.

- a. over 300 people = 1 officer
- b. over 500 people = 2 officers

8) Renter accepts responsibility for the use of alcohol in the facility and agrees to prohibit use of alcohol by individuals under the age of twenty-one (21). **Alcohol is to be consumed only in the room(s) rented. Serving alcohol must cease one (1) hour prior to the end of contracted hours.**

9) Renter is responsible for any of their guests that bring alcohol into the facility without obtaining the proper insurance and security requirements for alcohol. Events may immediately be cancelled if alcohol is consumed without meeting the requirements of the ABC permit(s) insurance policies and or Uniformed Security.

10) Event guests are to remain in the room(s) rented. Excessive gathering in the main lobby, bathrooms, and hallways will result in the loss of your Deposit and any other fees paid.

11) Subleasing is not allowed. Subleasing the Event Center will result in termination of the rental agreement and forfeiture of the Deposit and any other fees paid.

12) The Citrus Heights Police Department and/or Event Center staff may, at any time, instruct renter to turn music down or discontinue the music due to abuse of the noise permit rules and regulations. See Citrus Heights Municipal Code, Section 9.24.130 regarding sound limits for events on public property. Music must cease one (1) hour prior to end of contract.

13) No changes to the guest count are permitted within 14 days of the event. Any additional attendees beyond confirmed guest count will be subject to a \$50 fee and additional insurance premiums if the total exceeds the agreed-upon number. Any changes made on the day of the event that require security will incur a charge for security, regardless of whether one can be scheduled.

14) Approved **Caterers/Non-Approved Caterers**

The use of field kitchens on-site are prohibited. The City requires permits and insurance certificates from all caterers that are hired by a rental party.

- a. *Approved* – The City currently maintains an approved caterers list, for which permits and insurance certificates are currently on file with the City. Please ask Event Center staff for a *Caterer List*. Approved caterers may be used at no additional charge to renter.
- b. *Non-Approved* – A caterer not listed on the Approved Caterer List is a “Non-Approved Caterer. A Non-Approved Caterer must add the City as additionally insured to their insurance policy and provide the City with an Additional Insured Endorsement. If the kitchen is rented, the use of a Non-Approved Caterer shall require an additional fee. **If kitchen is rented without a facility rental, a \$700 cleaning deposit will be required.**

15) Any event that charges an admission fee and/or goods or services are sold must indicate that on their rental application form. Additional requirements will be required prior to rental. The City may request a percentage of the total gross receipts from any ticket sales. (IE: Multiple day business conference, trade show, theater production, concerts. Etc.)

16) **Rental equipment** –Tables, chairs and podiums are included in the cost of the rental packages where applicable. Additional equipment not provided by the City of Citrus Heights, including additional tables and chairs will have to be rented from an outside source and set up by the client. Equipment cannot be rented without a room rental. All equipment must remain on the property. Rental items lost or stolen will be the responsibility of the renter. Any additional equipment rented by the renter for an event is the responsibility of the renter and not the City of Citrus Heights. All liability rests with the renter.

**ALL AV equipment MUST be setup within the first (1<sup>st</sup>) hour of the renter's Rental Time.** If the equipment is not setup and/or requested by the renter within the 1<sup>st</sup> hour, the AV equipment setup **IS NOT GUARANTEED. Event Center Staff cannot troubleshoot AV issues during the event. The Citrus Heights Event Center is a PC Compatible building.**

17) Any unauthorized use Event Center equipment will result in rental fees automatically being charged to your rental and loss of Deposit.

18) Children twelve years of age and younger are not allowed outside the Event Center without adult supervision. **Failure to supervise children may result in forfeiture of Deposit.**

19) **Smoking is prohibited inside the building and on the grounds of the Event Center.**

20) Fire Code does not permit open flame devices except those needed for food preparation (flame for chaffing dishes). A fire permit **MUST** be obtained from Sacramento Metro Fire Department for religious ceremonial purposes at least 30 days before the scheduled event. Open flame device(s) for food preparation shall be placed on a non-combustible surface and shall be securely fastened in place to prevent overturning. In addition, open-flame device(s) shall be located away from occupants and away from possible contact with combustible material. The NFPA has officially classified Cold Spark Machines as a pyrotechnic device and are now allowed.

**NO SMOKE/FOG MACHINES are ALLOWED.** All renters and their guests are required to follow safety rules for public buildings. Occupants will be evacuated during a fire alarm. Renter will forfeit entire deposit if alarm was the result of rental party or any group hired by the renter.

21) Renter is responsible for all rental guests' behavior. Violence, excessive drinking, loud behavior and unsupervised children are not permitted and will not be tolerated. Guests are to abide by all Event Center policies and procedures. The City may cancel any event for violations of disturbing the peace laws.

22) Decorations must be UL approved (flame retardant). The use of nails, tacks, scotch/duct tape or staples are not permitted. **ONLY painters/masking tape can be used and must be removed immediately after use.** Decorations and/or any type of wire or cord may not be hung or draped on any light fixture inside/outside the Event Center. **No candles are allowed.**

23) **Rice, birdseed, confetti, hay, straw, sand, glitter, and other similar items etc. are not permitted.**

- 24) Parking availability is not guaranteed and may be limited.
- 25) There is direct access to the kitchen (if kitchen is rented) for unloading. Check with Event Center staff for entrance route.
- 26) Storage is not available. Any deliveries prior to event or after the event are not permitted and will not be accepted by Event Center staff. All deliveries must be within contracted rental period.
- 27) Barbecuing requires written pre-approval from the City and is restricted to the East Flex patio only.
- 28) Only Event Center staff are permitted to move the Operable Walls (room dividers). Renter is liable for all damages resulting from violation of this clause.
- 29) The City is not responsible for lost or stolen items and is not be responsible for any items delivered to, or left at the Event Center.
- 30) Sitting or standing on tables is not permitted. Renter will be fully liable for any damaged tables/chairs.
- 31) The Center staff reserves the right to photograph events for promotional purposes.
- 32) Renter assumes full responsibility for the communication to its attendees for events held. The City of Citrus Heights and/or the Citrus Heights Event Center shall not be listed as a contact for the event. If the City of Citrus Heights or the Citrus Heights Event Center's phone number(s) are publicly listed as an event contract by renter, a \$50.00 administration fee shall be deducted from the Deposit.
- 33) The City, in its reasonable discretion, may terminate any annual rental agreement. In cases of such termination, the renter shall be refunded the full amount of their Deposit (if no damages or violations have occurred) within sixty (60) days. Notice shall be sent to the contact address listed on the rental application.

## **VI. RENTERS CLEANING RESPONSIBILITIES**

The renter is responsible for the following cleaning duties:

- 1) All tables must be clean and cleared of all items; including table linens, dishes, decorations, etc.
- 2) **Vacuuming is not the renter's responsibility** and will be done by the staff. The facility should be relatively free of debris, trash, and spills. If excess trash, debris, spills are left on the floor, the Deposit may be withheld to cover the additional clean-up.
- 3) **ALL TRASH is the responsibility of the renter.** All trash must be placed in receptacles provided. If any trash will not fit in the receptacles during the event, it must be taken out and placed in the trash dumpsters, located behind the building. The Event Center will provide additional trash liners, if needed. Boxes must be broken down before being placed in the dumpster. At the end of your event, all trash **MUST be taken out of Event Center Building and placed in trash dumpsters located behind the building.** Trash is the responsibility of the renter.
- 4) Decorations must be taken down and removed from the Event Center within the rental time.

## Citrus Heights Event Center Facility & Grounds Checkout Checklist

### Community Hall Checklist:

- Remove Debris from floor
- Remove Personal Items
- Remove All Decorations
- Remove All Equipment
- Trash emptied; new liners in cans
- Portable Bars: Emptied, Washed, Cleaned Drain Buckets, Sinks Dried.

### Kitchen Checklist:

(Note: If Kitchen is NOT rented, Renter will NOT be able to utilize the kitchen at any time.)

#### Appliances

- Equipment Turned Off & Cleaned
- Emptied all grease traps, spill pans/wash w/ dish soap & hot water
- Turn off Coffee Maker
- Empty Refrigerators, Freezers and Warming Ovens
- Clean Refrigerators, Freezers & Warming Ovens
- Ice Machine Scoop in Cradle of Ice Machine

Please remember to sort all trash into appropriate receptacles in accordance with **AB 1826 and SB1383**.

#### Surfaces

- Stainless Steel Surfaces Cleaned: Wash with dish soap & hot water, spray w/ disinfectant and dried w/ clean dry towel.
- Clean all stovetop surfaces (grills, burners & inside oven & racks). Wash with dish soap & hot water.

#### Dish Station

**Note: Kitchen does NOT have garbage disposal in sinks, do not force any food down drain.**

- Emptied, rinsed and no food debris in sinks & dish sterilizer. Sinks are washed, sanitized & dried w/ clean dry towel.
- Four (4) Dishwasher Racks in Kitchen

#### Floor & Misc.

- Floors Swept (under appliances also)
- Clean all flood / liquid drains of debris
- Mop ALL Floor Surfaces
- Rinse out mop bucket
- Trash emptied; new liners in cans

**NOTE:** It is strongly recommended that renter notify caterer of kitchen checkout & cleaning requirements. Renter is responsible for **all** kitchen cleaning requirements and failure to follow guidelines listed above **may** result in reduction or forfeit of rental deposit.

### Flex Room(s) Checklist and/or Senior Center and/or Patio Checklist:

- Remove Debris from floor
- Remove Personal Items
- Remove All Decorations
- Return City Equipment to Staff
- Trash emptied; new liners in cans
- Empty AND clean Refrigerators
- Clean & dry sinks

**Retrieve all personal items, decorations & equipment.  
City of Citrus Heights **NOT** responsible for items left behind.  
Renter will **ONLY** have access to areas listed on their Rental Application.**