

## POLICY PACKET

Any person(s) wishing to use the Community Meeting Center (CMC), Courtyard Center (CYC) or H. Louis Lake Senior Center (SC) for an event shall enter into a contract with the City of Garden Grove. Reservations are not confirmed until the applicant has an approved copy of the contract signed by a representative of the City. The applicant **shall not advertise** use of facility until a contract is received.

### GENERAL INFORMATION FOR ALL FACILITIES

- Free Wi-Fi is available inside contracted rooms as requested.
- Free parking is available surrounding venues; parking lot or street, as available.
- Clients and guests may congregate only in the rooms designated on the rental contract.
- An ice machine is available at each site; however, large groups may need to bring additional ice.
- Entertainment is allowed inside facilities only.
- The City is not liable for personal property left behind before, during, or after an event.
- **Event holder is financially responsible for the post-event condition of the facility.**
- **Animals are prohibited**; with the exception of properly identifiable service pets.
- Proof of valid Non-Profit Status 501(c)(3) or Garden Grove residency is required to receive related reduced rate. Staff may verify status on State of California Office of Attorney General website.

### **THE FOLLOWING GENERAL INFORMATION APPLIES TO THE COURTYARD CENTER ONLY**

#### **NOISE & PARKING IMPACT**

If there is an event at the adjacent Amphitheater on the same day of the client's event, it may impact parking as well as the noise level. The parking may be impacted for your guests since there is public parking open to any events on Main Street and the sound from the Amphitheater event will travel toward your event since it is an outdoor theater.

#### **OUTDOOR PATIO**

Courtyard may not be used to seat additional guests for banquet, but is ideal for placement of buffet or bar; or allows extra space for relaxation or activities for children.

### **Required proof of residency with matching Garden Grove address:**

Contracted user must accept liability and act as the main contact throughout the contract, event and must place the refundable deposit.

The following are two (2) forms of residential proof that need to be attached and must be provided at the time of booking.

1. **Valid California ID:** Driver's License or U.S. passport
2. **Utility Bill:** Water, gas, trash or electrical only. No phone bills

- Set-up Time allows preparation and decoration of facility before guests arrive.
- Amount of time allowed for set-up: A and/or B Room rental = 90 min.; Small Rooms = 30 min.
- Additional set-up time up to four (4) hours may be purchased.
- Weekend **event time** is limited to **6 hours only**. No additional event time is available.
- Entertainment must end **30 minutes** before the conclusion of the event.
- Clean-up time refers to the time given to event holder and/or caterer(s) to clean the facility.
- Equipment / décor / food/ supplies **may not be stored** at the facility prior to, or after an event.

### **ROOM SETUP**

- Diagram providing visual layout of tables and chairs is required. Staff works with client to prepare. Printed/emailed room diagram(s) are due on the first day of the month prior to event date.
- Contracted room(s) will be **set-up by the time listed on your contract**, and City staff will remove the tables and chairs following your event.
- If upon arrival you wish for tables or equipment to be moved, added, or removed, please notify your Event Specialist and if possible, staff will make the changes. Note: some last-minute change requests may not be approved. **Please do not move tables and chairs yourself. Additional set-up fees may apply.**
- Interior noise level maximum is 70 dB and will be monitored via an electronic decibel reader. Staff will review maximum noise level with client before event, and will take various readings during event.
- A pre-event and post-event walk-through will be conducted between the Center staff and the event holder, including the event room/s, kitchen, restrooms, and Atrium.

## DECORATIONS

- Please guide all vendors and people setting up to come in and prepare for your event at the **set-up time** noted on the contract. Vendors will not be let in early.
- Objects are not allowed to be suspended or attached to ceilings, lighting, shades, doors, walls, floors, or windows.
- **Items not allowed:** confetti, glitter, tape, birdseeds, rice (for throwing), and straw or hay.
- All equipment including props must have **rubber tips** on their stands, legs and on any sharp corners or edges, to avoid floor and facility damage. Any damage may affect your deposit.
- Use of candles: see Requirements for Use of Candles and Open-Flame Devices Policy (Attachment C).

## KITCHEN USE

- Use of the kitchen is restricted to event holder or with prior approval.
- Kitchen equipment is not to be used without instruction by **staff**.
- **Fats, oils & grease (FOG) need to be contained.** Noncompliance results in reduction of deposit.
- All areas used need to be cleaned (i.e. counters, sinks, stove tops, ovens, grills, and floor).

## FACILITY MAINTENANCE

- An overview of cleaning expectations is attached.
- Event holder is required to empty trash receptacles. Trash receptacles are available throughout center. Extra containers and bags are available from center staff. All trash and/or items must be picked up off the floors by the event holder. Any spills must be mopped.

## CMC ATRIUM

The Atrium is available for use in conjunction with rental use of the Butterfield A+B Rooms, and at the discretion of the supervisor. This area may be used for: cocktail tables and related chairs/stools, reception guest check-in, and/or placement of a photo booth. Soft musical performances are permitted in this area upon approval of supervisor. Glass and open flames are prohibited.

## UNDERAGED ORIENTED EVENTS (under 21 yrs old)

- Only a parent/legal guardian (who is 21 yrs and older), who will be responsible for the event and participants, may enter into a contract for an underaged event that is serving alcohol.
- Client must ensure supervision of minors with at least one adult for every 20 minors.
- **Alcohol service to adult guests may be permitted at youth events. Bar must be located inside room and a bartender must be present at all times.**
- Wristbands must be purchased from staff and worn by **all guests consuming alcohol** at the event.
- Each guest who plans on consuming alcohol will need to provide a valid ID before receiving a wristband.
- If **alcohol service** is to be included, a **deposit amount of \$1000 is required.**

## TOURS / REHEARSALS / PRE-EVENT A.V. CHECKS / CATERING WALK-THROUGH

Pre-event tours, rehearsals, audio visual (A.V.) checks, and walk-throughs with caterers and other related event contractors are allowed as follows:

- **Appointment only** Client must contact CMC office to set up appointment. Appointment time will be based on booking schedule and staff availability.
- **Rehearsals - One hour maximum allowed.** Rooms may be set-up for an upcoming event. Client must accept room set-up "as is" during rehearsal and may not make any alterations during that time.
- Vendor tour after booking contract - 20 minutes maximum. Contracted user must be present.
- To provide all clients with the respect worthy of their events, we do not allow other clients to stop by to "just look" at rooms when other events are being held.

## CONTRACT AND RELATED PERMIT ISSUANCE

- **Contracts may not be transferred, reassigned, or sublet.** Failure to adhere may result in contract being revoked for policy violation.
- Contracted user must provide accurate information, and obtain necessary required permits. Failure to do so may result in event cancellation and forfeiture of deposits/fees.
- Contracts may be required to include: Proof of Insurance, Alcoholic Beverage Control license/permit, Garden Grove Business License (for vendors) and/or Fire Permits. All City, County, State, and Federal laws must be followed.

## LIABILITY AND INSURANCE COVERAGE REQUIREMENTS

- The City of Garden Grove is not liable for accidental injury to person(s), and/or loss or damage to group, or individual property, unless caused by the negligent acts or omissions of the City of Garden Grove and any of their officers, agents, or employees.
- The City requires event holders to provide proof of general liability insurance (or One Day Event Insurance) naming the City as an additional insured for the date of the event. Event holders shall ensure their contractors, and vendors possess liability insurance. The City may require certain contractors or vendors add the City as an additional insured to their policy for the date of the event.

**BOUNCE HOUSES**

**Additional information needed? Yes \_\_\_ No \_\_\_**

Allowed at CYC only; outside gates on grass. Permits and liability insurance required. (ATTACHMENT A)

**FOOD TRUCKS**

**Additional information needed? Yes \_\_\_ No \_\_\_**

Food trucks are allowed at CMC and CYC, in designated areas only. Permits and liability insurance required. (ATTACHMENT B)

**CANDLES/PATIO HEATERS**

**Additional information needed? Yes \_\_\_ No \_\_\_**

If you intend to have flame candles inside or outside at any City rental facility, or a patio heater at the Courtyard Center, permits may be required. (ATTACHMENT C)

**SOLICITATION PERMIT**

- Any of the following require the contract user to hold a valid Garden Grove Business License and Seller’s Permit. Events at which an admission fee is charged; events where tickets are sold; events where commodities and services are sold. Information can be obtained from the Business Tax Office located on the first floor of City Hall, 11222 Acacia Parkway or at <https://ggcity.org/finance/business-tax-forms>.
- Copies of Business Licenses and Seller’s Permits are to be submitted to the CMC at least one month prior to the event.

**RENTAL RESTRICTIONS (DUE TO COVID-19)**

- **Tuesday daytime events** are restricted to activities compatible with **City Council meetings**.
- **Thursday daytime events** are restricted to activities compatible with **Commission meetings**.

**HOLD HARMLESS AGREEMENT**

CLIENT agrees to protect, defend, and hold harmless the City of Garden Grove ("CITY") and its respective elective or appointive boards, officers, officials, agents, employees and volunteers from any and all claims, liabilities, expenses or damages of any nature, including attorneys' fees, for injury or death of any person, or damage to property, or interference with the use of property, and any other monetary damage claims arising out of, or in any way connected with work, activities or operations pursuant to the Agreement by CLIENT, CLIENT's agents, officers, employees, subcontractors, or independent contractors and those authorized or permitted by CLIENT to use the subject Facility. The only exception to CLIENT's responsibility to protect, defend and hold harmless the CITY is due to the sole negligence of CITY or any of its elective or appointive boards, officers, agents, employees or volunteers.

This hold harmless agreement shall apply to all liability regardless of whether any insurance policies are applicable. The policy limits do not act as a limitation upon the amount of indemnification to be provided by CLIENT. The provisions of this subsection shall survive the termination of this Agreement until all applicable statutes of limitations have expired.

Unless otherwise waived by the City, applicant shall provide general liability insurance in the amount of \$1,000,000 naming the City of Garden Grove, its officers, agents, employees or volunteers as additional insureds.

I CERTIFY THAT I HAVE READ, UNDERSTOOD, AND AGREE TO THIS ENTIRE AGREEMENT.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

## DEPOSITS/DAMAGES

- All deposits will be paid upon initiation of the formal contract.
- Room rental deposits are paid to ensure proper care of the facility, including appropriate cleanup and proper use of equipment and furnishings. Based on appropriate use and care of the facility, deposits may be fully refundable after event. **Staff will guide users through proper cleanup.**
- Deposits may be reduced due to damages, repairs, replacement, or loss. If damages occur and are less than the deposited amount, the difference will be refunded. Regardless of the amount, the applicant is required to pay the full cost of materials, labor, replacement, and repairs as necessary.
- In the event that the City terminates an activity for security reasons prior to the contracted time of conclusion, the City will retain all fees and deposits.
- Deposit funds will be **refunded in full if proper cleanup** is completed and no damage has occurred.
- Deposits will be refunded **six to eight (6-8) weeks** following the event.
- **Check refunds will be made out and sent to the initial payment issuer.** If necessary, a change of address form is available in the CMC office to ensure correct mailing.
- Credit card payment refunds may be charged back to the cardholder. Exceptions may apply.
- If paid with a credit card, and if the charge was made no more than 45 days prior to an event, a credit card refund may be a possibility. Otherwise, a refund check will be issued to the person that paid the deposit, and will be sent to the address on contract.
- A \$50 non-refundable fee is required in order to place a 7-day hold on the facility/room. The non-refundable fee will be applied to your room fees if you should decide to reserve the facility/room.

## ROOM FEES

- All room fees for private functions are due the **first of the month**, four (4) calendar months prior (for example, if event is June 12, rental fees are due by February 1).
- All room fees for nonprofit groups shall be due on the **first of the month**, two (2) calendar months prior.
- **All fees paid within the four (4) calendar months prior, must be paid by credit card, money order or cashier's check.**
- A \$25 past due fee may apply to invoices or fees paid late.
- Deadline for any changes needing to be made to contract must be requested to the supervisor by the **first of the month, one calendar month prior.**

## CANCELLATIONS

- If the City is responsible for the cancellation, notice will be given as far in advance as possible and a full refund will be made.
- For smaller rooms (**CMC Founders / Constitution; SC Activity Rooms 1, 2, and/or 3**), cancellation must be received in writing seven (7) days prior to event date.
- For larger rooms (**CMC Butterfield Room A and/or B; CYC Meeting Center / Activity Center; SC Dining Room**), cancellation must be received in writing by the **first of the month**, four (4) calendar months prior.
- When proper cancellation notification is received, all fees will be refunded, minus the **\$50 administration fee.**
- **If proper cancellation notification is not received, all fees will be retained.**

## PAYMENT

- Check, money order, or credit card are acceptable forms of payment. However, checks are only accepted if payment is made by the **first of the month**, (4) calendar months prior.

**I have read and understand the above information and agree to comply with all of the stated policies.**

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Print Name

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Client Signature

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Date

## ALCOHOL SERVICE

Failure to comply with the following regulations will result in revocation of the permission to use alcohol and/or termination of the event.

- Alcohol **may not be served or sold prior to the scheduled start of the event.**
- The service of alcohol at any event is limited to a **maximum of five (5) hours.**
- Alcoholic beverage service **must end one (1) hour prior to the event** conclusion as stated on the contract.
- Alcohol may not be served to minors (any person under the age of 21). Consumption of alcohol by any person under the age of 21 will result in termination of the event and possible legal action.
- Alcohol must be distributed from behind a table or bar by a responsible adult, 21 years of age or older.
- Security personnel will monitor the bartender to oversee the legal distribution of alcohol.
- At CMC, bar must be located indoors and at CYC, bar must be located outdoors in the patio.
- **Bottles must be opened in the kitchen or behind the bar. Bottles used for toasts should be poured by the caterer, or poured in advance at the bar, and distributed in cups.**
- All unopened bottles must be stored inside the bar. **Beer must be served in cans or plastic cups, no glass bottles permitted outside the bar.**
- Beverage coolers must be placed on top of tables, and must have an absorbent pad underneath.
- If contract user intends to sell alcohol, written request for permission must be submitted to CMC office four (4) months prior to the event to allow for review and assessment. Contract user must obtain a license from California Department of Alcoholic Beverage Control located at 2 MacArthur Place #200, Santa Ana, CA 92707 (657-205-3533). Email: SantaAna@abc.ca.gov
- A copy of this contract must be furnished to ABC when applying for a license.
- A copy of the ABC license must be furnished to the CMC one (1) month prior to the event.
- A copy of the ABC license must be posted in public view, near the bar, where the alcohol is being served.

## SECURITY INFORMATION

- Client is required to contract event security through the City of Garden Grove. The City's approved security company is Absolute International Security (A.I.S.).
- **The number of security personnel required, and related cost, will be determined based on the finalized event diagram and overview of the event.** Some determining factors include: the number of anticipated attendees; whether or not alcohol will be served; age of honoree as relates to; and consideration of potential issues related to décor, vendors, or entertainment.
- Security fees apply. Fees are due the **first of the month**, one calendar month prior. For example, if event is June 12, Security fees are due May 1.
- If the original contracted attendance increases or decreases, the City must be notified at least one month in advance as that count may affect the number of security personnel needed. If notice is provided less than one month prior, full security payment may be required.
- If attendance increases during an event, or if a situation arises that requires additional security personnel to be called on-site, client will be solely responsible for the cost of those additional security personnel.
- Guards will be present 30 minutes before your event starts, and will be present until event clean-up has been completed and attendees and clients are safely out of the facility.
- The role of security personnel is to protect you and your guests, as well as City staff and property, against damage and illegal activities.
- **Security personnel will monitor the bartender to oversee the legal distribution of alcohol.**
- Each guest who plans on consuming alcohol will need to provide a valid ID before receiving a wristband.
- Security personnel are not available to assist the event holder in conducting the event, nor to guard gifts. For the security of gifts, it is recommended that gift tables be set inside the event room in clear sight of all, and that all cards and gifts be removed from the event room and secured elsewhere an hour after the event begins.
- Security personnel may enter the event occasionally or as necessary. If the need arises for security personnel to intervene during an event, client should notify staff immediately and action will be taken.
- Security personnel will periodically patrol other areas of the building and parking lots. Event guests are not allowed to linger in the parking lot. Guests under age 18 are to be accompanied by an adult at all times when in the parking lot.
- Client must arrange for family member or representative to monitor exit doors to ensure no ins & outs at events when the majority of guests are under the age of 18.

**I have read and understand the above information, and agree to comply with all policies and laws stated above.**

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

As you can well imagine, with a center of this size, establishing guidelines and procedures is the only way we are able to keep the facility clean and attractive for all users. We thank you for your understanding of the following post-event guidelines, and appreciate your cooperation adhering to them during your event.

Please familiarize yourself with the following expectations and guidelines with regards to the clean-up following your event. Please also share these expectations with whomever you engage to assist with post-event cleanup.

### **CLEANING OVERVIEW**

- The post-event cleanup period is one-hour.
- At the conclusion of one-hour, you will be asked to conduct a walk-through with staff.
- Areas of concern that must be dealt with prior to the end of the cleanup period include, but are not limited to:
  - Food crumbs, icing, debris, and décor left on tables or the floor (including restroom floors);
  - Spills that need immediate attention;
  - Proper disposal of all trash into the dumpster. Trash bags are not to be dragged along the floor (rolling cart is available in the kitchen); and
  - Removal of personal items.

### **KITCHEN CLEANLINESS**

- As part of this packet, client has received direction with regards to properly disposing of food, fats, oils, grease (F.O.G.) and other debris.
- During the pre-event walkthrough, a review of the proper disposal of F.O.G. will be conducted with the event host and/or caterer.
- Whether or not a caterer was hired, it is the responsibility of the event holder to ensure that the kitchen area is clean and clear after the event.
- Center staff will inspect the kitchen for completion of the following:
  - Cleanliness of counters, sinks, stove tops, refrigerators, freezer, ice machine, and sink areas;
  - Ovens and grills scoured and wiped; and
  - Equipment used is emptied, cleaned, and returned in working order.

**I have read and understand the above information and agree to comply with all of the above stated policies.**

_____	_____	_____
Print Name	Client Signature	Date

**Signature of City staff providing / reviewing policies and procedures:**

_____	_____
Center Staff Signature	Date

It is our goal to be helpful and supportive of all the needs of our event hosts. If you have questions or concerns regarding your event, please feel free to contact the CMC Coordinator at (714) 741-5264.

# Garden Grove Community Meeting Center & Courtyard Center

11300 Stanford Ave. Garden Grove, CA 92840  
Phone: 714-741-5262 Email: [events@ggcity.org](mailto:events@ggcity.org)

## POLICY PACKET COVID-19 ADDENDUM

As a patron of the Community Meeting Center (CMC) and Courtyard Center (CYC), we wanted to take this time to reach out to you regarding some changes that affect your future bookings. With social distancing in mind, the capacities of each room have severely been reduced. We want to provide you with information that may help you in the planning phase of your events.

- All Room fees and Security Guard(s) fees are due the first of the month, two (2) calendar months prior.
- Cancellations must be received in writing three (3) days prior.
- When proper cancellation notification is received, all fees will be refunded, minus the **\$50 administration fee**.
- **If proper cancellation notification is not received, all fees will be retained.**
- All patrons will be required to wear a face covering while in the common areas (entering/exiting the building, going to the restroom, passing the atrium or in the office). During your event, if you require staff assistance, we ask that the person working directly with staff wear a face covering.
- The doors on the west side of the CMC (from the parking lot) will be designated as the ENTRANCE ONLY doors.
- The doors on the north side of the CMC (from Stanford Ave) will be designated as the EXIT ONLY doors.
- Upon entering the facility, you'll be directed to go left. To minimize patrons crossing paths, we've developed a one-way path in the facility.
- As host of your event, please share this new information with your guests (e.g. doors and face coverings).
- As host of your event, you are responsible for making sure your guests adhere to current health and safety guidelines while using the facility.
- Rooms will be sanitized before your event.
- These are fluid circumstances. As we continue to monitor State and County guidelines, we'll make necessary adjustments, accordingly.

We are here to help you return to the CMC. If you have any questions, please contact Jesus Medina at 714-741-5264 or [jesusm@ggcity.org](mailto:jesusm@ggcity.org).

**Applicant certifies that he/she has read, understood, and agrees to abide by the "Garden Grove Community Meeting Center Policy Packet COVID-19 Addendum"**

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

*Community Meeting Center*  
*Courtyard Center*