

POLICY PACKET

Any person(s) wishing to use the Community Meeting Center (CMC) or Courtyard Center (CYC) 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 signed contract is received by facility staff.

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 it is public parking open to any events on Main Street, and the sound from the Amphitheater event may travel toward your event since it is an outdoor theater.
- Doors that lead outside to the patio should remain closed throughout the event to reduce noise level impact, and to insure that the air conditioning system operates to its best capacity.

OUTDOOR PATIO

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

GENERAL INFORMATION FOR ALL FACILITIES

- Free Wi-Fi is available inside contracted rooms as requested.
- Free parking is available in the 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 animals.
- Proof of valid Non-Profit Status 501(c)(3) or Garden Grove residency is required to receive related reduced rate.
- For 501(c)(3) staff will verify status on State of California Office of Attorney General website.
- Garden Grove resident discount qualification:
Required proof of residency with matching first name, last name, and Garden Grove address.
Client (Responsible Party) accepts liability and acts as the main contact throughout the contract, day of event, and pay the refundable deposit.
Two (2) forms of residential proof need to be attached and provided at the time of booking.
Valid California ID: Driver's License or U.S. passport/utility bill: water, gas, trash, or electrical only. Phone bills are not accepted.

CONTRACTED TIMELINE

- 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.
- Amount of time for clean-up: **A and/or B Room rental = 90 min.; Small Rooms = 30 min.**
- Equipment / décor / food /supplies / alcohol **may not be stored** at the facility prior to, or after an event.

Print Name

Client Signature

Date

DIAGRAM & ROOM SET-UP

- 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 of the month, one (1) calendar month prior. For example, if event is June 12th, approved diagram is due May 1st.
- 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 the Event Specialist and if possible, staff will make the changes. Note: some last-minute change requests may not be approved. Client is not to rearrange **tables and chairs**. **Additional set-up fees may apply.**
- Interior noise level maximum is 70 dB (decibels) 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 client, including the event room(s), kitchen, restrooms, and Atrium.

CMC ATRIUM

The Atrium is available for an additional cost in conjunction with rental use of both the Butterfield A and B Rooms, and at the discretion and approval 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.

DECORATIONS

Please share these expectations with your vendors and your event planner.

Noncompliance may result in reduction of deposit and/or fine.

- Upon arrival, the client listed on the contract as the responsible party must check in with the Event Specialist staff first to conduct a facility walkthrough. Vendors will be allowed inside the facility once the walkthrough form has been signed. 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.
- **Hand-held sparklers, spark machines and fog machines are not allowed.** Some examples can be and are not limited to: floor fountains, smoke balls, ground-spinning fireworks, crackling items, etc. **These items may activate the facility's fire alarm system and will automatically dispatch Fire Personnel. Client will be solely responsible for the cost of Fire personnel and/or fine for noncompliance.**
- 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).

UNDERAGE ORIENTED EVENTS (under 21 years old)

- Only a parent/legal guardian (21 years and older), who will be responsible for the event and participants, may enter into a contract for an underage event where alcohol will be served.
- Client must ensure supervision of minors with at least one adult for every 20 minors.
- **Alcohol service to adult guests (over 21) 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 to consume alcohol will need to provide a valid ID before receiving a wristband.
- If **alcohol service** is to be included, a **deposit amount of \$1,000 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 already be set-up for an upcoming event. Client must accept room set-up "as is" during rehearsal and may not make any alterations.
- Vendor tour after booking contract - 20 minutes maximum. Responsible Party 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.

Print Name

Client Signature

Date

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. **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.** This one-day event insurance can be purchased through various sources including client's insurance policy or online.
- Client shall ensure their contractors and vendors possess liability insurance. The City may require certain contractors and/or vendors to add the City as an additional insured to their policy for the date of the event.

BOUNCE HOUSES (ATTACHMENT A)

Additional information needed? Yes____ NO____

Allowed at CYC only; placed outside of gates on grass area. Permits and liability insurance required.

FOOD TRUCKS (ATTACHMENT B)

Additional information needed? Yes____ NO____

- Food trucks are allowed at CMC and CYC, in designated areas only. Vendor must be on list of Garden Grove approved vendors.

CANDLES / PATIO HEATERS (ATTACHMENT C)

Additional information needed? Yes____ NO____

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

GARDEN GROVE BUSINESS LICENSE

- If your event is open to the public and enlists vendors selling or sampling their product(s), or vendors exhibiting their products or service(s) they provide, you will need to obtain a Blanket Business License that will cover and encompass all the vendors. The vendors do not need to obtain their own Business License. Additionally, for all the vendors selling their product(s), they must provide you with a copy of their Seller's Permit issued to them by the California Department of Tax and Fee Administration. Their Seller's Permit MUST display a Garden Grove address. No exceptions. The copies of any and all Seller's Permits must accompany your Blanket Business License application.
- If your event involves the contracting of any service providers, such as a security company or caterer for example, be aware, these service providers need a Garden Grove Business License to conduct their business at your event. If they are not currently in possession of a valid Garden Grove Business License, you will be charged for them on your Blanket Business License.
- If your event requires an admission fee, or the purchase of a ticket to attend/enter, you will need to obtain a Garden Grove Business License.
- You can obtain additional information regarding the Garden Grove Business License requirements at the Business License counter located on the first floor of City Hall, 11222 Acacia Pkwy, by calling 714-741-5074, or by emailing businesslicense@ggcity.org

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.

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 notification must be submitted in writing from the main client on the contract.

ROOM FEES / CONTRACT BALANCE

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

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 given.
- For smaller rooms (**CMC Founders / Constitution**); 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**); cancellation must be received in writing by the **first of the month**, four (4) calendar months prior to the event date.
- 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. Personal checks are only accepted if payment is made by the **first of the month**, four (4) calendar months prior.

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

Print Name

Client Signature

Date

ALCOHOL SERVICE / BAR & BEVERAGE AREA

Failure to comply with the following regulations will result in revocation of the permission to serve 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 the CMC, bar must be located indoors and at the 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.**
- Items that are breakable in nature must remain behind the bar area. Some examples can be and are not restricted to: cups or water dispensers made out of clay, porcelain, etc.
- **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 (ABC) 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.

Print Name

Client Signature

Date

SECURITY INFORMATION

- If security is required, 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; underage oriented event; and consideration of potential issues related to décor, vendors, or entertainment.
- Security fees are due on the **first of the month**, one (1) 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 (1) 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 additional security personnel.
- Security 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 table(s) 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 the age of 18 are to be accompanied by an adult at all times when in the parking lot.
- When alcohol is present, client is responsible for ensuring guests under the age of 18 do not have access to alcohol.

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 centers 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. Please also share these expectations with whomever you engage to assist with post-event cleanup. **Noncompliance may result in reduction of deposit and/or fine.**

FACILITY MAINTENANCE AND CLEANING OVERVIEW

- Client is required to pick up items off the floor, mop up any spills and empty all trash receptacles throughout the center. Staff will provide trash bags and cleaning supplies.
- 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 facility floors, including restroom floors;
- Spills that need immediate attention;
- Proper disposal of all trash, organic waste, and recycling items must be disposed of after the event in their corresponding trash bins located outside the dock area. Noncompliance may result in reduction of deposit and/or fine.
- Trash bags are not to be dragged along the floor. Rolling carts are available in the kitchen.
- Removal of personal items and rental items set up by vendor(s).

KITCHEN USE AND KITCHEN CLEANLINES

- Use of the kitchen is restricted to the client with prior approval.
- Kitchen equipment is not to be used without instruction from Event Specialist staff.
- **Fats, oils and grease (FOG) need to be contained.** Noncompliance may result in reduction of deposit.
- During the pre-event walkthrough, client will receive direction how to properly dispose of food, oils, grease **F.O.G.** and other debris with the client and/or caterer.
- Trash, organic waste, and recycling items must be disposed of after the event in their corresponding trash bins located outside the dock area. Noncompliance may result in reduction of deposit and/or fine.
- Whether or not a caterer was hired, it is the responsibility of the client to ensure that the kitchen area is clean and clear after the event.
- Staff will provide cleaning supplies to the client. All areas used need to be cleaned.

Center staff will inspect the kitchen for completion of the following, but are not limited to:

- Cleanliness of floor, counters, sinks, stove top, grills, refrigerators, freezer, ice machine, and sink areas;
- Ovens and grills scoured and wiped. 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. I understand that the Facilities Supervisor will determine if charges will be deducted from the refundable deposit as a result of damages, poor clean-up, the non-return of equipment, or the abuse of 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 us at (714) 741-5262.