

CITY OF WEST UNIVERSITY PLACE

# RESERVATION & FACILITY USE POLICIES

EFFECTIVE JANUARY 1, 2008



# TABLE OF CONTENTS

**WELCOME/THANK YOU.....2**

**FREQUENTLY ASKED QUESTIONS.....3**

**CONTACT INFORMATION.....3**

**FACILITY INFORMATION.....4**

**FEE SCHEDULE.....4**

**ADDITIONAL CHARGES.....4**

**ATTENTION..... 5**

**RESERVATION & FACILITY USE POLICIES.....5**

**SECTION I: DEFINITIONS.....5**

**SECTION II: ELIGIBILITY.....5**

**SECTION III: RESERVATION PROCEDURES.....6**

**SECTION IV: PAYMENT OF FEES AND DEPOSITS.....6**

**SECTION V: ENTRANCE & ACCESS.....7**

**SECTION VI: CITY PROPERTY.....7**

**SECTION VII: PERSONAL PROPERTY.....7**

**SECTION VIII: EVENT SECURITY.....8**

**SECTION IX: SETUP.....8**

**SECTION X: CLEAN UP.....9**

**SECTION XI: CHANGES, CANCELLATIONS & REFUNDS.....9**

**SECTION XII: EMERGENCIES.....9**

**Thank you for choosing the City of West University Place to conduct your function. We offer a variety of facility rental opportunities. In order to insure that the experience fulfills yours and your guests’ expectations, we have prepared this pamphlet outlining all of the City’s facility rental policies, rules and procedures. Please take a few moments to review this document carefully and should you have any questions or concerns, please allow us the opportunity to address them during the reservation process.**

**A Rental Caretaker will be assigned to your function and remain on site from the beginning to the end. This individual is responsible for insuring that the facility is opened on time, insuring that all mechanical and electrical systems are functioning properly, assisting you during the course of your rental with various housekeeping and informational matters, assisting you with your rental set-up and take-down needs, and securing the facility at the conclusion of your function.**

**There will be two forms you will be asked to complete on the day of your rental. The first form simply requires you and the Rental Caretaker to walk through the facility and record anything that is out of the ordinary to insure that you are not held responsible for damages that were pre-existing. This will be facilitated upon your arrival to the facility and finalized upon your departure. The second form is a Customer Satisfaction Survey we ask that you take a few minutes to complete. We want to be informed of the negative, but would welcome any positive comments, so that we can continue our efforts in striving for excellence in customer service and service delivery.**

---

---

## FREQUENTLY ASKED QUESTIONS

- **Q: What do I do if the Rental Caretaker does not show up?**
    - **A: Please phone 713-662-5850 and inform the Police/Fire communications personnel of your situation. They will be able to immediately provide you with a key to access the building and will contact the on-call supervisor to investigate the status of the Rental Caretaker's arrival to your function.**
  - **Q: What is the procedure for extending the length of our facility rental on the date of the rental?**
    - **A: Simply ask the Caretaker if he/she would be available to work past the prescribed reservation time. Provided the Caretaker is willing and there are no reservations scheduled immediately after your rental, we allow for extensions. You will be asked to signature the change and the associated charges will be subtracted from your security deposit.**
  - **Q: Why are rental customers not allowed the opportunity to clean the facility themselves?**
    - **A: We have found that while the pre-rental intentions of our customers are good, it has been our experience that after the demands of hosting an event most customers are not attentive to the clean-up effort. By requiring our janitorial service be responsible for all post-event clean up, we have found that our maintenance standards are insured and the rental customer may simply leave with their guests.**
  - **Q: When will I receive my security deposit refund?**
    - **A: We facilitate all refund paperwork the week following the rental and can usually expedite a refund within 14 business days from the rental function.**
  - **Q: What do I do if I have an issue during my rental that the Caretaker cannot or will not address?**
    - **A: Please phone the Police Communications personnel at 713-662-5850 and request that they have a Parks and Recreation Department supervisor contact you immediately – please provide them with your contact number.**
- 
- 

## CONTACT INFORMATION

<b>Police &amp; Fire Communications:</b>	<b>713-662-5850</b>
<b>Parks and Recreation Director: Tim O'Connor</b>	<b>713-662-5894</b> <a href="mailto:toconnor@westu.org">toconnor@westu.org</a>
<b>PARD Administrative Manager: Susan White</b>	<b>713-662-5367</b> <a href="mailto:swhite@westu.org">swhite@westu.org</a>
<b>Recreation Manager: Brittany Bakes</b>	<b>713-662-5387</b> <a href="mailto:bbakes@westu.org">bbakes@westu.org</a>
<b>Recreation Specialist Leigh Ylanan</b>	<b>713-662-5892</b> <a href="mailto:lylanan@westu.org">lylanan@westu.org</a>

**FACILITY INFORMATION**

<b>FACILITY</b>	<b>ADDRESS</b>	<b>PHONE</b>
Colonial Park Pool:	4130 Byron	713-662-5383
Community Building	6104 Auden	713-662-5892
Scout House	6108 Edloe	713-662-5892
WU Recreation Center:	4210 Bellaire	713-662-5384

**FEE SCHEDULE**

<b>FACILITY</b>	<b>HOURLY RATES</b>	<b>OCCUPANCY</b>
<b><u>Colonial Park</u></b>		
Picnic Pavilion:	\$35.00 Res. & \$50. Non Res.	40
Meeting Room:	\$30.00 Res. & \$45 Non Res.	25
Pool Party Deck:	\$60 Res. & \$120 Non Res. (2 hrs)	75
Exclusive Pool:	\$250 Res. & \$500 Non Res. (7-9pm Sa & Su)	
<b><u>Community Building</u></b>		
Auditorium:	\$60.00 Res. & \$75.00 Non-Res	150
Activity Room:	\$40.00 Res. & \$60.00 Non-Res.	25
Senior Room:	\$45.00 Res. & \$60.00 Non-Res.	85
Meeting Room:	\$30.00 Res. & \$50.00 Non-Res	15
Kitchen:	\$15.00 Res. & \$30.00 Non-Res	10
<b><u>Scout House</u></b>	\$55.00 Res. & \$65.00 Non-Res.	75
<b><u>WU Recreation Center</u></b>		
Gymnasium:	\$80 Res. & \$120 Non. Res	200
Multi-Purpose Room:	\$45 Res. & \$60 Non-Res	75
Meeting Room	\$30 Res. & 45 Non-Res.	15

**ADDITIONAL CHARGES**

<b>Janitorial Service</b>	<b>\$75 Flat Fee</b>	<b>Required</b>
---------------------------	----------------------	-----------------

- Janitorial Service is required for all indoor rentals serving food and/or beverages.

<b>Security Deposit</b>	<b>\$200.00 Flat Fee</b>	<b>Required</b>
-------------------------	--------------------------	-----------------

- The Security Deposit is fully refundable, provided there are no additional fees or charges incurred during the course of your rental.

## **ATTENTION**

- **ALL Associated Fees must be paid in full at the time the rental reservation is made.**
  - **ALL Rental & Reservation Forms must be completed and signed at the time the rental reservation is made.**
  - **PLEASE have your copies of the Rental Reservation Form, Payment Receipts, and Rental Customer Hand-Book with you at all times during your rental.**
- 
- 

## **RESERVATION AND FACILITY USE POLICIES**

The City of West University Place Parks and Recreation Department provides facilities for social, civic, cultural, recreational, or charitable purposes. Use of a facility for business or private enterprise is prohibited. The City has developed a facility use policy that provides an opportunity for Residents and Non-Residents (resident sponsor required) to rent the facilities, while not allowing any one group to dominate use of the facilities particularly during peak demand. Applicants reserving West University Place Parks and Recreation facilities agree to abide by the following policies:

### **SECTION I - DEFINITIONS**

- I.1 **City**: refers to the City of West University Place
- I.2 **City Council**: refers to the City Council of West University Place, Texas
- I.3 **Department**: refers to the West University Place Parks and Recreation Department
- I.4 **Applicant**: may be referred to as user, client, renter, customer, and defining the person completing the rental application
- I.5 **Nonprofit Organization**: shall be considered a nonprofit organization if they are currently recognized as exempt from federal income tax under section 501(c)(3) of the Internal Revenue Code (IRC) or meets the requirements of the Nonprofit Organizations Policy.
- I.6 **Resident**: A person or organization that resides within the city limits of West University Place.
- I.7 **Non-Resident**: A person or organization that resides outside the city limits of West University Place.

### **SECTION II - ELIGIBILITY**

- II.1 In order to receive Resident rental rates, a valid Texas driver's license or City of West University Place water bill will be required as proof of residency.
- II.2 Applicants must be 21 years of age or older.
- II.3 The person signing the application must handle all transactions, inquiries and changes.
- II.4 The City of West University Place will not mail applications or accept phone reservations. Nonprofit groups with a current year application on file may add dates by fax or e-mail. However, initial reservations or reservations requiring fees and deposits must be made in person. Our office can fax or e-mail the application and policies to nonprofit organizations with a history of use of city facilities, however, a Photo I.D. such as a valid Texas driver's license will need to accompany the reservation as proof of residence. Nonprofit groups must submit in writing an "Authorized List of Representatives" names, addresses and telephone numbers who have approval to make inquiries, and reservations on behalf of the organization. However, no reservation shall be considered confirmed without signature from the designated Parks and Recreation Department personnel.
- II.5 Use of facilities for business, carnivals, flea markets, childcare groups for daycare or nursery use and non-city recreation classes are not permitted. Any funds raised from the sale of items, entry fees or other financial contributions must go directly towards a certified nonprofit organization.
- II.6 The applicant is required to be present at the facility and available to City personnel during the entire course of the event for which the applicant made a reservation.

## SECTION II - ELIGIBILITY (CONTINUED)

- II.7 Applicants using City facilities shall comply with all City ordinances and Federal and State laws. As in accordance with City fire codes, all exits and doorways must remain clear and unlocked during functions, and access to hallways and all fire extinguishers shall remain clear. Applicant must agree to abide by the posted maximum capacities at each facility. In addition, all posted park and pool rules must be observed.
- II.8 **Alcohol, Smoking and Gambling** are strictly prohibited in City facilities.
- II.9 At no time shall a reserving party sublease or assign its reservation to another group or organization. Nor shall the use of the building be for any purpose other than what was stated on the application.
- III.10 A Permit for Special Use of a City Facility may be required and is subject to approval from the Director or his designee. Special Use of a City Facility Permittees are required to provide proof of insurance upon request.

## SECTION III - RESERVATION PROCEDURES

- III.1 Facilities are available for daily use pending facility and staffing availability: The following holidays are available for rentals: Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve, and New Year's Day. **Rental fees will be 1.5 times the normal rate during City holidays.**
- III.2 Facility reservations may be made up to 6 months in advance and are reserved on a first come, first serve basis. No reservation will be taken over the phone. Rental agreements must be completed and signed at the time of reservation. A \$200.00 security deposit in the form of a check is due at the time of reservation.
- III.3 Rental Times:
- Community Building:**  
Available 8:00am to 8:00pm Monday through Thursday, 8:00am to 12:00am on Friday, and 7:00am to 12:00am on Saturday and Sunday.
- Scout House:**  
Available 8:00am to 10:00pm Monday through Thursday, 8:00am to 12:00am on Friday, and 7:00am to 12:00am on Saturday and Sunday.
- Colonial Park Pavilion and Meeting Room:**  
Monday through Thursday 5:30am to 10pm, Friday 5:30am to 8:00am & 12 noon to 9pm, Saturday 7am to 7pm, Sunday 8am to 7pm.
- Colonial Park Pool:**  
Friday 4 to 6pm, Saturday 12 to 2pm & 3 to 5pm, Sunday 1 to 3pm & 4 to 6pm  
Exclusive Rentals: Saturday and Sundays 7 to 9pm
- West U Recreation Center:**  
Monday through Friday 4 to 9pm, Saturday 12 to 5pm, and Sunday 1 to 5 pm. (Additional times may be available pending room availability and staffing).
- III.4 Reserving a Facility:  
West University Place Residents and Organizations requesting a one time rental can reserve facilities six months in advance from the day an application is filed. West University Place Residents requesting multiple reservations, such as monthly meetings, may reserve facilities 6 months in advance from the day an application or request is filed and are limited to 1 reservation per month.  
Nonresidents may reserve facilities 6 months in advance with a resident sponsor. Reservations must be made at least 14 days in advance of the desired date. Facilities may be available with less than 14 days notice pending facility and staffing availability.
- III.5 Programs conducted by the City will be given priority at all times, and the City reserves the right to change or cancel any reservations that may conflict with a City sponsored event or program.

## SECTION IV - PAYMENT OF FEES AND SECURITY DEPOSIT

- IV.1 All fees are due at the time the facility is reserved.
- IV.2 A minimum rental time of 2 Hours required for all rentals.
- IV.3 Method of payment – Rental Fees: Check, cash, and all major credit cards Deposits: Check only.
- IV.4 To reserve a facility, the rental application must be accompanied by a security deposit. (See fee schedule for deposit amount) The minimum rental and security charges may be forfeited from the security deposit if the applicant cancels without 14 days notice, does not show up, or does not comply with facility use policies.

#### **SECTION IV - PAYMENT OF FEES AND SECURITY DEPOSIT (CONTINUED)**

- IV.5 A cancellation fee of \$50 will be charged if the applicant cancels the reservation at least 14 days before the event, and the remainder of the rental fee will be credited to the applicants account for future use. If the applicant cancels the event with less than 14 days notice, no refunds will be issued.
- IV.6 The security deposit may be used to recover the cost associated with any property of the city facility which is damaged or missing as a result of use by the applicant or shall be used to compensate for the minimum number of hours of rental time established on the accompanying fee schedules if the applicant does not show. An additional charge will be billed to the user if damages exceed the security deposit.
- IV.7 The applicant will be held responsible for their guests regarding damage to facility, property, behavior and following the rules and regulations of the Parks and Recreation Department.
- IV.8 All rental fees are deposited upon receipt.
- IV.9 The original deposit check will be returned approximately fourteen (14) working days following the function provided the facility was clean and absent any damage.
- IV.10 The City of West University Place reserves the right to increase fees of deposit or deny an application based on the applicant's past rental history such as damaging city property, nonpayment and not following City rules and regulations.

#### **SECTION V - ENTRANCE & ACCESS**

- V. 1 A Rental caretaker will unlock and lock the facility.
- V. 2 **Americans With Disabilities Act** - Most facilities are wheel chair accessible with specially marked parking spaces nearby. If you require special services, please contact the Parks and Recreation Office 48 hours prior to the event for additional arrangements. Reasonable accommodations will be made to assist your participation.

#### **SECTION VI - CITY PROPERTY**

- VI.1 Applicants shall familiarize themselves with the facility and available equipment before making an application. The City of West University Place provides only the equipment that is listed on the equipment inventory. Any other equipment or supplies must be furnished by the applicant.
- VI.2 The City of West University Place will not be responsible for any equipment that is not the property of the City of West University Place.
- VI.3 Applicants assume liability for the cost of repairing damage to city property or equipment occurring during occupation of the facilities.
- VI.4 The City reserves the right to require applicants, when it is deemed necessary, to provide public liability and/or property damage insurance and any other coverage to protect the property of the City of West University Place. Proof of insurance for certain equipment (e.g., Moonwalks) must be faxed at least 14 days in advance to 713-662-5385.
- VI.5 Tablecloths are required to be used on all tables (indoor events only). Damage to tables will result in a forfeiture of the security deposit.
- VI.6 Furniture in the Lobby and Hallway of the facilities (benches, chairs, tables, and any other furniture or decorations) are NOT to be removed or relocated to any other part of the building. Any damages that occur will be billed accordingly.
- VI.7 No **pets** or **glass containers** allowed in any of the facilities. No food or beverage allowed in the Recreation Center Gymnasium or Community Building Activity Room.

#### **SECTION VII - PERSONAL PROPERTY**

- VII.1 Each facility has a variety of tables, chairs and other equipment for your use. None of the equipment may be taken outside of these facilities for any reason. Renters will be liable for any equipment missing as a result of the renter's use.
- VII.2 In the event the facility doesn't have an adequate number of tables, chairs or other items suitable for the applicant's needs, it is the responsibility of the applicant to make rental arrangements at their own expense. The City of West University Place is in no manner liable or responsible for personal property or rented items.

## SECTION VII - PERSONAL PROPERTY (CONTINUED)

- VII.3 **Lost Items and Damages:** The City is not responsible for lost, damaged and/or misplaced personal property placed in or on its facilities or grounds. Any items that remain may be claimed by the renter for up to one (1) week after the event.
- VII.4 No equipment may be brought into the facilities without the permission of the Director of Parks and Recreation or his/her designee. All equipment must be removed from the premises the day of the event unless special arrangements have been made in writing through the City of West University Place Parks & Recreation Department.
- VII.5 **Storage:** Applicants are not allowed to store equipment or supplies at the facilities other than during the hours that are specified on the application without expressed written permission.

## SECTION VIII - EVENT SECURITY

- VIII.1 The City has the right to require a certified peace officer(s) for any and all functions at the renters expense.
- VIII.2 Dances - The City of West University Place may require dances to have security on duty during a scheduled dance event, taking into consideration among other things, the size of the group anticipated, the average age of the group, live entertainment and past experience with a group.
- VIII.3 Youth Groups comprised of persons eighteen (18) years of age or younger must have at least one (1) adult chaperon for every ten (10) guests (Exception: For pool parties, there must be one (1) adult chaperon for every five (5) guests ages six (6) through seventeen (17); one (1) adult chaperon per one (1) child guest if children are 5 years and younger [1:1 ratio]. All non-swimming children must have an adult within arm's length at all times [1:1 ratio]). Chaperons must be 21 years of age or older and chaperons must be present through the duration of the function, set up and clean up time included.

## SECTION IX - SETUP

- IX.1 It is the responsibility of the applicant to set up the tables, chairs and any other items necessary for an event scheduled for reserved use. The amount of time needed to setup, hold the function and clean up shall be included in the amount of time scheduled for the event and shall be chargeable to the applicant at the rate set forth under the Fee Schedule.
- IX.2. For **Pavilion** rentals: All vendors, inflatables, caterers, etc. must park on the street and off load manually.
- IX.3 Applicants are liable for the reserved facility and its equipment at all times during the reserved time. All property missing during this time will be charged to the reserving party. **The applicant must be present and available during the entire rental period.**
- IX.4 Applicants renting the facility are **limited to the hours specified on their application**. Billing will begin at the time the applicant enters the facility and ends when vacated.
- IX.5 Any use of the facility the day prior to a function or following a function will be billed at the same hourly rental rate.
- IX.6 Stacks of chairs are not to be dragged across the floor. A chair dolly will be provided.
- IX.7 Electrical outlets are 110 volt only.
- IX.8 When arranging for Bands or D.J.'s, please be advised that **bubble and foam** machines are prohibited. D.J.'s and bands are prohibited in the deck and pavilion areas with the exception of City sponsored events.
- IX.9 No person shall bring in to or use an open flame, flame producing device, or any flammable or combustible material, such as candles, incense, tea lights, charcoal, etc. Sterno heating elements are permitted.
- IX.10 Decorations may be secured to the walls with tape only. **Nails and staples are prohibited**. No decorations will be attached or hung from the ceiling or light fixtures at any building. All decorative materials must be flameproof. In accordance with City fire codes, all exits and doorways must remain clear. For the pool, the same applies but in addition, balloons and decorations are not allowed inside the pool enclosure (the bubble), *if applicable*. You may decorate the picnic tables themselves but decorations affixed to the air structure are strictly prohibited.
- IX.11 Decorations, posters or signs are not permitted to be attached or hung from the walls, doors or columns in the lobby or hallways of the West University Place Community Building.
- IX.12 Helium-filled balloons are prohibited in the Community Building Auditorium, Recreation Center Gymnasium, Scout House, and Colonial Park Pool Bubble.

## **SECTION IX – SETUP (CONTINUED)**

- IX.13 The use of any flammable material, rice, confetti, birdseed, glitter or similar small objects are prohibited in the facilities.
- IX.14 Electronic system(s) such as public address system, stereo, VCR, film projector, screen(s), etc. are NOT available. Users must furnish their own equipment.
- IX.15 Parking is provided for patrons, but may be limited due to seasonal park facility use (i.e. Baseball, Softball, Swim Meets and Soccer Games).
- IX.16 User shall not post, exhibit, or allow to be posted or exhibited, any signs, advertisements, show bills, lithographs, posters, or cards of description, inside or outside on any part of the building, except as authorized by the Parks and Recreation Department. User shall not be permitted to nail or tack materials to any part of any Facility. Damages that occur will be billed according to repair costs.

## **SECTION X - CLEANUP – JANITORIAL SERVICE**

- X.1 The applicant is responsible of disposing of all garbage in the designated receptacle, remove all decorations and tape. Additionally, the applicant must clean and return all tables and chairs to the proper location and otherwise return the building and grounds to the condition they were in before the applicant's rental period. For pool and pavilion rentals, it is the applicant's responsibility to take any & all trash properly disposed of in trash bags to the staff (front desk or lifeguards) for proper disposal. It may not be left in party area for pick-up at a later time. For all after hours pavilion rentals, please leave trash bags by front door of Colonial Park Pool.
- X.2 Trash bags, toilet paper, paper towels, liquid dish soap, and cleaners are provided in the supply closet. Deck, Pool and Pavilion renters are required to provide their own trash bags and cleaning supplies. For Recreation Center, please see rental caretaker for cleaning supplies.
- X.3 Trash cans are provided for trash only, please use your own containers for beverages.
- X.4 A \$75 Janitorial Service Fee is required for all indoor rentals serving food and/or beverages.

## **SECTION XI –CHANGES, CANCELLATIONS, AND REFUNDS**

- XI.1 Cancellations received 14 days prior to the scheduled rental date will be imposed a \$50.00 fee.
- XI.2 Rental fees may be applied to another date, pending availability. Additional rental fees may apply.
- XI.3 Rental cancellations made at least 14 days prior to reservation will receive a credit to their account, less the \$50 cancellation fee.
- XI.4 **Rental Rain Outs** (Pool, Deck and Pavilion Only) will be determined by the Recreation Manager. If a rain out occurs, the Lessee may reschedule the event to another date pending availability or receive a credit on their account. A request must be made, in writing, in order for a credit to be issued onto Lessee's account or to reschedule to an alternate date. This written request should be emailed to [bbakes@westu.org](mailto:bbakes@westu.org) or faxed to 713-662-5385 within 72 hours of the originally scheduled reservation. If a rain out is approved and Lessee opts for a credit, the Lessee and will receive a credit to their account, not including the deposit.
- XI.5 The staff of the Parks and Recreation Department reserves the right to reassign rooms or centers in order to better facilitate the ratio of room size to group size. Every effort will be made by the City's representative to avoid canceling any confirmed reservation. However, in the event of an emergency or an extreme situation beyond the control of the City's representative, a confirmed reservation(s) may have to be canceled. All groups should be aware of this possibility. Should a reservation be canceled for these reasons, it may be rescheduled or a full refund given.

## **SECTION XII - EMERGENCIES**

- XII.1 In case of emergencies during the use of facilities, including but not limited to: plumbing problems, power failure and air conditioning problems, the applicant shall contact the Rental Caretaker or Recreation Attendant on duty.



