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**Civic & Community Centers Booking Policy**

*UPDATED: February 2, 2022*

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**A. PURPOSE**

In an effort to provide excellent customer service and ensure that Civic and Community Center contracts are executed properly the following guidelines have been established to regulate the rental of the facilities. This policy outlines the process staff will follow when completing a Civic and Community Center contract.

**B. ORGANIZATIONS AFFECTED**

Public Affairs Staff

**C. DEFINITIONS**

1. Civic Center Contract - City of Schertz Facility Rental Agreement
2. City – City of Schertz
3. Lessee – Person/Organization renting the facility
4. Frequent Renter – Lessee who rents a facility 12 or more times a year.
5. Regular rental - Any customer renting the Civic Center, North Center or Community Center at regular price. Grand Ballroom or Ballroom
6. Non- profit - All organizations that have a 501 (c) (3) status or a government agency that has been recognized by the IRS as being tax-exempt.
7. Certificate of Insurance – Needed for all caterer’s and Bartending Service using the facilities.
8. Self-Service Venues – Community Center and North Center – lessee will layout the room themselves (chairs and tables will be provided) and clean up after their event. Lessee is not responsible for tearing down tables/chairs. If needed the week of the event a key will be assigned to the lessee, the key will be due the next business day.
9. Gym Use – Any recreational activity using the Community or North Center facilities with limited, or no setup Monday – Thursday.
  - a. Gym Hours – 12:00 p.m. – 10:00 p.m.
  - b. Peak hours – 5:00 p.m. – 10:00 p.m.
  - c. Non-peak hours – 12:00 p.m. - 5:00 p.m.

**D. POLICY**



1. Reservations for the Civic and Community Centers can be made up to 2 years in advance and must be no less than 14 days prior to the event. This does not apply to Gym Use.
2. To complete a reservation a Civic Center or Community/North Center Contract and facility deposit must be completed and paid at the time the facility is booked. Without this a reservation is not valid. Lessee must be at least 18 years old to enter into a contract. Signed agreements are legal and binding.
  - a) Staff must read through and initial ALL terms stated in the agreement with the Lessee prior to signing. Lessee must initial each page after briefing.
  - b) All rental fees, room layouts, security forms and other additional information must be paid in full per the terms of the agreement.
  - c) Any request for changes made less than thirty (30) days prior to the function will be at the discretion of the City and are not automatically approved.
  - d) Following the event, if there are no damages to the rental facility or property and cleanup requirements are met, the facility deposit will be mailed back to the lessee within thirty (30) days of their event.
  - e) Holds, interested, or pencils for any room, for any reason, are not binding and should not be used. In order to secure a date a contract must be signed, and deposit paid.
3. Pricing and fees are set and approved annually by City Council and must be adhered to. Churches, governmental entities, groups that are classified as 501 (c) 3, multi-day users (must be a 12-hour rental) and frequent renters receive a 25% discount on the facility rental rates. Promotions, specials, and discounts may be authorized by the Public Affairs Director or City Management only. **Only one discount or special rate will apply per booking.**
4. Any Comp'd requests from a renter must be submitted in writing to Civic Center staff. A comp'd request form will then be routed through the Public Affairs Director to City Management for approval.
5. Evening functions occurring during the week (Mon-Thurs) must end no later than 10:00 p.m. and the building must be vacated no later than 11:00 p.m. Evening functions occurring on the weekends (Fri-Sun) must end no later than 12:00 a.m. (Midnight) and the building must be vacated no later than 1:00 a.m. Director approval is required for any requests beyond these hours.
6. Day before setup - **Fee associated and only one discount will apply.** For decorating requirements, please see the *Decoration Restrictions and Clean-up Requirements* Outlined in the Civic Center Contract.

7. For events with Alcohol a TABC license required prior to event. We strongly recommend a Bartending Service. **Floor mats are required for all ice chests and kegs.** See also the *Alcohol Policy* outlined in the Civic Center Contract.
8. Security, if required, will be provided through the Schertz Police Department and is subject to a \$15.00 security coordination fee. Police Officers are \$40.00 per hour per officer (\$50.00 per hour on city holidays/observed) for a minimum of four (4) hours and are paid in cash the night of the event. Payment to the officer is due prior to the event start. See also *Security Policy* in the Civic Center Contract.
9. Gym Use - Community Center
  - a) Reservations can be requested up to six months in advance and no less than 14 days prior to the desired start date.
  - b) Contracts will be no longer than a six-month timeframe.
  - c) Each lessee is limited to a maximum of two rentals per week during peak hours and two rentals per week during non-peak hours.
  - d) Each lessee will need to vacate the building promptly to ensure the next lessee can begin their activity on time. Late check-outs will result in a late fee.
  - e) The gym is not available on City Holidays, Election days or during private events. Alternate venues will not be offered if dates are not available.
  - f) Any cancellations will be subject to the City's cancellation policy.
  - g) Gym Use fees will apply. Discounts will not apply to special rates.
  - h) Any gym use involving youth sports activities will require proof of league insurance that reflects coverage for organized team practice activities or million-dollar liability insurance showing the City of Schertz as a Certificate Holder.
  - i) Requests for reservations will be evaluated against room availability and will be approved to accommodate the greatest number of requests.

#### 10. Cancellation by Lessee.

All cancellations of contracted events must be submitted to City in writing and will be subject to a \$50.00 cancellation fee that will be deducted from any refunded deposits.

- Deposits and any rental fees paid upon rental reservation for any hall in the Grand Ballroom will be forfeited in full if an event is cancelled less than one hundred and eighty (180) days prior to the event.
- Deposits and any rental fees paid upon rental reservation of Bluebonnet Hall, Community Center or North Center will be forfeited in full if an event is cancelled less than sixty (60) days prior to the event.