

Buffalow Family and Friends Community Days Rental Policies

Refund Policy:

- 1) All refunds are subject to the owner's review.
- 2) Initial \$100 paid during booking is a NON-REFUNDABLE FEE.
- 3) Refunds will be processed back in the form of the original payment—credit/debit card or check. If the original payment was in cash, the refund will be processed as a check.
- 4) Refund to Credit/Debit Card: The refund will be credited to the card used for the original purchase. Allow two (2) to four (4) weeks for processing. If for any reason, BFFCD cannot refund back to the original card, a refund check will be issued to the person listed as the payer on the original contract/receipt
- 5) Refund Check; The check will be issued to the person listed as the payer on the original contract/receipt. It can take four (4) to six (6) weeks for processing of a refund if one is approved. Any check that is issued to the payer listed in the original receipt will be mailed to the address listed for the payer of the original contract/receipt, unless BFFCD has been notified of an address change prior to completion of the rental or cancellation.

Cancellations, Refunds, and Rescheduling

- 1) Fourteen (14) days' notice is required for any cancellation or rescheduling of rentals. Canceling or rescheduling is required at least fourteen (14) days prior to the event.
- 2) Rescheduling: Rescheduled events are subject to facility availability and will be subject to an additional nonrefundable \$100 charge.

Deposit Fees and Payments

- 1) A nonrefundable security deposit of \$100 is required at the time of rental application, along with the completed renters application.
- 2) The remaining balance needs to be paid in full two (2) weeks before the event date.
- 3) Rentals are on a first come, first served basis and are reserved only upon completion of the application and payment of the full rental fee. No "holds" of dates will be permitted without submission of an application and payment in full.
- 4) Rental applications (including completed Event Permit Application if required) must be submitted at least twenty-one (21) days prior to the desired date and can be submitted and reserved up to three (3) months in advance.
- 5) All payments must be made in person at the community center where the event will take place. If paying by check, (personal checks are not accepted) please make check payable to "Buffalow Family and Friends Community Days"
- 6) Additional time may only be added to a reserved rental if requested, approved and paid for in advance of the rental time. (Approval based on facility and staffing availability.)
- 7) All rentals that go past the reserved rental end time will be charged at the standard hourly rate with an additional \$25 per hour charge added.

General Rental & Reservation Rules:

- 1) This rental application must be completed and submitted along with the full rental fee and security deposit.

- 2) Rental applications for individuals and group events must be completed by an adult eighteen (18) years of age or older. No rental permits shall be issued to minors.
- 3) Activities for minors under the age of eighteen (18) shall be sponsored and chaperoned at all times by the rental applicant.
- 4) Applicant must be on site at all times during the rental event/activity including setup and cleanup times. Additionally, applicant shall oversee and assume responsibility for every aspect of their rental event at the BFFCD Community Center including, but not limited to, supervision and control to prevent injury or damage; maintenance on the premises during the rental use; picking up bottles, debris, and trash; and providing security to maintain order. This includes activities during setup and cleanup, event activities, any approved outside vendor's activities and behavior, and all guest activities and behavior. Additional damage restitution may be required as a result of damage to any BFFCD property.
- 5) Applicant shall not allow any lewd or illegal conduct on the premises. BFFCD may revoke a permit and/or stop a use in progress if the applicant fails to comply with any state laws or City ordinances, or applicant fails to comply with rules and regulations of BFFCD.
- 6) Illegal weapons and illegal drugs are strictly prohibited at the Community Center. Additionally, smoking, (including electronic cigarettes) is prohibited inside the Community center and on the Community Center grounds within 10 feet of buildings/structures.
- 7) The facility is under video surveillance at all times for security purposes
- 8) BFFCD staff members will be present and on-site during all events and rentals. BFFCD reserves the right to inspect any facility premises at any time during any activity.
- 9) BFFCD property may not be removed from the premises which includes the grounds, buildings, or structures.
- 10) BFFCD is not responsible for items left on the premises by the applicant, applicant's vendors, or guests. If any personal property is authorized to be placed or located on or within the premises under the provision of this rental permit, all said property shall be removed by the applicant and at the applicant's sole expense prior to the expiration of the rental permit. If the applicant fails to remove the property, then BFFCD may, at its option, remove such property from the premises and store the same at the Applicant's expense. BFFCD shall not be liable for any costs or fees associated with the removal of applicant's/vendor's/guest's property prior to the expiration of the rental permit.
- 11) Setup and cleanup activities must be completed within the reserved rental time period and before leaving. Time allowances for setup and cleanup time must be considered when planning and reserving rental time. Rental host and guests will not be permitted to enter the reserved space earlier or stay later than what is contracted. Failure to vacate the building by the contracted end time may result in the extended time in the facility being considered trespassing.
- 12) Additional time may only be added to a reserved rental if requested, approved, and paid for in advance of the rental time. Approval is based on facility and staffing availability.
- 13) All rentals that go past the reserved rental end time without prior approval will be charged as follows: At the standard hourly rate with an additional \$25 per hour charge added. Additionally, failure to vacate the building by the contracted end time may result

in the extended time in the facility being considered trespassing. See canceling and rescheduling policies.

- 14) Storage of personal property, items, or equipment on grounds or in facilities before or after rental hours will not be permitted.
- 15) The applicant is responsible for obtaining all applicable and required licenses, consents, and permits. All federal, state and local laws with regard to food and beverage purchases and consumption must be strictly adhered to
- 16) No person, including applicant, shall paste, glue, tack or otherwise post any sign, placard, banner, advertisement whatsoever, nor cause to be erected any signs whatsoever on any BFFCD property without prior approval.
- 17) No person or organizations, including the applicant, shall charge a parking fee for an event. Parking shall be restricted to designated areas.
- 18) Changes to agreement contract: Should any changes occur prior to your requested use of the facility, notify staff at the facility immediately to request modifications to your rental agreement. Contract modifications are not guaranteed and may increase or reduce fee amounts. All modifications must be approved by the facility supervisor.

Room Setup and Cleanup

- 1) Table and chair availability is limited and subject to change.
- 2) The use of nails, decals, tacks, or brads on walls, ceiling, pedestals, doors, windows, woodwork, or furniture is strictly prohibited. Hanging or otherwise affixing items to the ceiling tiles, walls or doorways is prohibited unless approved and supervised by staff.
- 3) After the event, all decorations must be removed, including any tape or string.
- 4) The applicant or person designated by the applicant, must accompany the center staff on a walk-through at the conclusion of the rental to ensure that cleanup is complete and to identify any damage that may have occurred.
- 5) Rental group cleanup responsibilities are as follows:
 - a) All trash should be picked up and disposed of in supplied trash bags. No trash bags should be left on the floor.
 - b) All decorations should be removed and disposed of or taken off the premises
 - c) All equipment or property that the applicant or their vendor(s) or guests may bring in for the event must be removed from the premises by the end of the specified rental time on this agreement.
 - d) All cleanup must be completed during the time period of the rental and before leaving.
 - e) Failure to satisfy all cleanup obligations may result in additional charges.

Food Restrictions

- 1) The use of personal grills and/or other cooking devices of any kind at the Community Center is strictly prohibited.