



## Reservation Procedures

**Tours** of the facility are available Monday through Friday, 9:00 a.m. – 4:30 p.m. and evenings and weekends by appointment, depending on rental schedule. To inquire or schedule a tour, call Centre Concord at (925) 671-3382.

**Reservations** are taken on a first-come, first-serve basis, a maximum of one year in advance. Exceptions are made for recurring and/or multiple day rentals. 50% of the total rental fee is required to secure a reservation. The remaining rental fees and a security deposit are due 60 days prior to your event. Events booked less than 60 days in advance must pay in full (all rental fees and refundable deposit) at time of reservation. Reservations made less than 30 days prior to event are subject to approval/availability. Reservations are only guaranteed upon completion of all paperwork and payment of applicable fees.

**Rental time** must include all the time necessary for preparation, decorating and clean-up. The facility may be rented until 11:00 p.m. Monday through Thursday and 1:00 a.m. on Fridays and Saturdays.

**Event Liability Insurance** is required on all facility rentals.

**Security guards** are required at all youth events and any event where alcohol is being served or sold.

**Alcohol permit** is required by the City of Concord for a \$75.00 fee for any event serving or selling alcohol.

All fees and regulations are subject to change. Facility Contracts cannot be transferred, assigned, sublet or issued to persons under the age of 21.

## Services Provided

Tables and chairs are provided. They will be set-up by Facility Staff according to the agreed upon floor plan. Tables and chairs will be taken down and put away by Facility Staff. The facility also provides all the basic cleaning supplies needed for your event.

A Facility Representative will be present in the building during your entire use of the facility. The Representative will open the facility at your scheduled time; provide information and direction, control lighting, heat and air conditioning. The Representative will not be available to serve, decorate or be involved in your function.

The Facility Representative is responsible for enforcing all of the facility use regulations. If necessary, he or she will stop the serving of alcohol, limit guest entrance and/or terminate the event.



# Facility Rules and Regulations

## Renter's Responsibilities

The renter is legally and financially responsible for any property damage or personal injuries arising out of renter's use of the rented City facilities, and for any extra cleaning fees necessitated by renter's (mis)use of the facilities.

Any violation of the facility rules and regulations resulting in damage to the facility will result in some or all of the renter's security deposit, commensurate with the nature and extent of the damage, and any costs incurred to the City.

Misrepresenting or giving false information about your event may cause your entire security deposit or portion thereof to be forfeited and may warrant your function to be stopped in progress and denial of further use of the facilities.

The renter is responsible for the control and supervision of all people in attendance during their usage of the facility. This includes, but is not limited to, all guests, caterers, musicians, and other contracted service providers. The renter is also responsible for ensuring their guests and service providers adhere to the facilities policies, procedures and regulations. The renter shall ensure to see that no damage is done to the facility.

Minors (persons under the age of 18) must have adult supervision at all times while the facilities are being used. Children (ages 12 and under) must remain within visual contact of their parent(s) or designated adult/chaperone at all times. Facility staff and hired security are not responsible for "babysitting" children.

In the event that City staff determine that the conduct of Renter or Renter's guests poses a risk of property damage to the facilities and/or harm to staff or other individuals in attendance, your function may be stopped in progress, your rental fees will not be refunded, and you may be denied further use of the facilities. Additionally, staff reserves the right under such circumstances to withhold part or all of Renter's security deposit.

The facility representative (staff) is responsible for ensuring the safekeeping of the facility, and may request police assistance at any time if deemed necessary to prevent property damage, the risk of injury to guests, or violations of rules and regulations. If police assistance is deemed necessary, some or all of your security deposit may be forfeited.

## Facility Policies

The facility capacity maximums are strictly enforced. The maximum capacity for your event includes all adults and children. It is your responsibility to check with your facility representative in advance of your event to familiarize yourself with the capacity limits. Violation of the capacity limits will result in immediate termination of your event and forfeiture of some or all of your security deposit.

The facility reserves the right to book additional events before or after your confirmed rental times. The facility also reserves the right to book additional rentals in other portions of the facility during your rental.

The remaining balance and refundable security deposit are due 60 days prior to the event. A \$75.00 late fee is charged if all fees are not paid in full 60 days prior to the event.

Rental hours must be established with the facility at the time of reservation.

- Changes to rental hours are subject to approval and availability.
- Refunds will not be given for unused time.
- Additional time added on the day of the event will be at a rate of \$100.00 per 15 minutes.
- Use of the facility beyond the contracted rental time will be charged at the rate of \$100.00 per 15 minutes. This will be automatically deducted from your damage deposit.

## Cancellation Policy

Cancellation 8 months or more prior to your event, \$150.00 will be retained

Cancellation 6 to 8 months prior to your event, 25% of your total rental fees will be retained.

Cancellation 2 to 6 months prior to your event, 50% of your total rental fees will be retained.

Cancellation less than 2 months prior to your event, the entire rental fee is retained.

A request to reschedule a date will be treated as a cancellation.

## Damage Deposit

A \$1000.00 refundable security deposit is due 60 days prior to your event.

Immediately prior to and immediately following your event, a Facility Representative and a designated representative from your event will conduct a facility inspection. The renter or their designated representative and the Facility Representative must sign the inspection form indicating agreement as to the condition of the facility. Failure to do so may cause your security deposit to be forfeited. Any damages, extra cleaning needs or policy violations discovered by Facility Staff after you leave will be noted and applicable fees deducted from your security deposit. Your designated representative should know and understand the policies and procedures of the facility as they will be a point person on the day of your event for facility staff.

No one will be allowed in the facility until a designated representative has completed the facility inspection form.

Any damages, extra cleaning needs or policy violations discovered by Facility Staff after you leave will be noted and applicable fees deducted from your security deposit.

A refund check (cash/check payments) or a credit card refund will be processed within 4 weeks after your event as long as there has been no damage to the facility or any additional expenses incurred. You will be billed for any additional expense not covered by the security deposit. The determination and assessment of additional charges shall be at the sole discretion of the City of Concord.

## Security

Security Guards are required for:

- Youth events
- Events where alcohol is served or sold
- Any events deemed necessary by Facility Staff

One (1) security guard is required for every 100 guests or portion thereof.

**Youth events require (1) security guard for every 50 guests or portion thereof. 300-400 guests require a minimum of 6 guards.**

The renter is responsible for securing the required number of security guards for the event and providing the facility with a copy of the signed contract and security plan.

Security guard companies must be registered and approved by the City of Concord Police Department and the facility. The facility will provide a list of these approved security companies. The renter is required to use a company from this list. Any company not currently registered and in good standing will not be allowed to provide security for your event.

Security guards must be on premises from the beginning of the event until the conclusion of the contracted rental time and all guests have left the property (including the parking lot and surrounding areas).

Some events may require Concord Police Department approval.

# Security Company Policies and Procedures

Violations of the following security requirements may result in immediate termination of your event and may result in forfeiture of some or all of your damage deposit. Refunds will not be given for unused time.

## Security Company Requirements:

- A. Provide Facility with a copy of the security contract at least 30 days prior to the event.
  - 1. The contract must clearly state the cost and the hours the guards are scheduled to be present.
- B. Security staff must be in uniform.
- C. Security staff must act and look professional at all times.
- D. The required number of guards must be on time as per the contract on file with the facility. Security must remain on the premises the entire time; to the end of contracted time with the renter.
- E. Security Companies are not allowed to modify hours of contract without approval of the facility.
- F. Security Companies must comply with all requirements set forth in Sections 54-81 through 54-188 of the Concord Municipal Code

## The Security Company, during your event, must:

- A. Check in with you, the renter, and the Facility Representative on duty.
  - 1. Notify you and the Facility Representative of guard placement
  - 2. Inform you and the Facility Representative of their job duties
- B. Monitor all entrances and exits:
  - 1. Watch for & remove
    - a) Uninvited guests
    - b) Intoxicated guests
    - c) Drugs
    - d) Weapons
  - 2. Enforce the maximum capacity for your event as stated on the Rental Contract
- C. Constantly during the event:
  - 1. Walk through building and check
    - a) Hallways
    - b) Bathrooms
    - c) Areas of building not being used
  - 2. Monitor outside areas surrounding building
  - 3. Monitor Parking lots
  - 4. Do not allow drinking or loitering outside the facility
- D. Work with City staff to ensure the safety of all patrons by:
  - 1. Communicating issues and concerns to you, the renter, and the Facility Representative.
  - 2. Making sure facility and surrounding areas are safe
- E. City staff must be notified in the event police need to be called

# Alcohol Beverage Policy

Alcohol may be consumed without a permit from ABC when there is no monetary exchange for the beverages or admission charged to the event.

Alcoholic beverages may not be consumed outside of the building.

Alcohol is restricted to those activities where food is served.

Alcoholic beverages, in any form, will neither be served by, sold to, nor provided to any persons under the age of 21.

Alcoholic beverages may not be served or sold at events designated as youth events.

Events involving the exchange of monetary consideration (example: purchase of meal or meal ticket with any form of alcohol being served as part of the meal) requires a permit from Alcohol Beverage Control (ABC). ABC will issue one-day permits to 501c3 non-profit groups who wish to sell admission tickets, beer, wine or distilled spirits at a fundraising event. Please check with the reservation office for details. ABC is located at:

Elihu M. Harris State Office Bldg.  
1515 Clay Street, Suite 2208  
Oakland, CA 94612  
Telephone: (510) 622-4970

The alcohol permit must be on file in the Facility Reservation Office 10 days prior to your event.

The alcohol permit must be prominently displayed during your event. The Facility Representative on duty is required to check your license prior to allowing the sale or distribution of alcohol at the event.

Violation of any of these requirements will result in immediate termination of your event and may result in forfeiture of your security deposit.

Renters, whose activities include the serving of alcoholic beverages, shall have legal responsibility for the conduct of any individuals leaving the facility while under the influence of alcohol.

## Youth Events

An event is considered to be a youth event if the event is honoring or celebrating an achievement or milestone by a person under the age of 21.

Alcohol is not allowed in or around the facility (parking lot, adjacent sidewalks etc.) at any time during these events.

The renter is responsible for making sure alcohol is not brought in or around the facility by anyone associated with their event. This includes, but is not limited to, guests, caterers, musicians and other contracted service providers.

**Youth events require (1) security guard for every 50 guests or portion thereof.**

One (1) adult chaperone must be present for every 25 minors in attendance at all youth events.

## General Policies

Smoking is only permitted outside and must be a minimum of 20 feet away from all operable doors and windows.

The facility will be opened for the renter or their designated representative at the contracted rental time. The facility will not be opened early for any reason. Service companies such as florists, caterers, musicians, decorators, etc. should be instructed to arrive on or after the contracted rental time.

A storage fee will be charged for storage of items delivered prior to or left after your designated rental time. Storage fees range from \$50 - \$100 per day and are subject to space availability. Storage arrangements need to be made in advance with the facility reservation office. The City of Concord is not responsible for items delivered to, stored in or left at the facility.

Facility representatives can't sign for or receive deliveries. The renter or a designated representative must be present to supervise and sign for all deliveries and pick-ups associated with their event.

The City of Concord reserves the right to refuse rental contracts for the use of its facilities if the City determines that the proposed event poses a risk of personal injury or property damage to City facilities.

Smoke/Fog machines of any type may not be used inside the facility. Haze machines are acceptable.

Chewing Gum is not allowed in the facility. Please inform your guests. A cleaning fee will be charged for each piece of gum found on the carpet following your event.

Dancing is not allowed on the carpet in the Ballroom.

Please do not throw rice, birdseed, etc. inside or outside of the building, as it is harmful to the birds and wildlife and/or can cause injury if someone slips and falls.

Please do not slide tables across the floors; do not stand, sit or lie on tables. Please treat all furniture with care and respect. If you need assistance, please contact the Facility Representative on duty.

Parking availability is not guaranteed and may be limited. For events during business hours, do not park in front of the dentist's office. Cars may be towed.

The facility is equipped with air conditioning. The building will not maintain cool temperature if doors are opened an extended period of time.

Barbequing requires advanced approval and is restricted to certain parking lot areas of the facility.

Ice is to be dumped in the sink only, not in the dirt, sidewalk or parking lot.

## Decorations

All decorations are subject to approval by Facility Staff. It is prohibited to adhere anything to wall surfaces. If you have signs or banners that you would like to display, please bring an easel or free standing frame to display them.

The use of open-flame decorations such as freestanding candles is prohibited. Hurricane lamps and floating candles are permissible with prior Facility approval.

The following items are prohibited as decorations, and violation may result in forfeiture of your refundable cleaning/damage deposit:

- Glitter
- Confetti
- Flower petals
- The facility will not supply ladders for your use. Please remember to bring your own if necessary

## Cleaning Responsibilities

You (as the renter) are responsible for the general condition of the facility, including all areas used by you, your guests and service providers.

### General

- Remove all trash and place inside dumpsters, making sure all bags are securely tied. Do not overload the dumpsters, they must be able to close and be secured
- If the dumpsters are full, place garbage bags against brick wall outside kitchen door
- Remove all garbage from parking lot
- Flatten cardboard and place in blue recycling totes. If blue totes are filled, flatten cardboard and place in dumpsters
- Remove all decorations, linens, silverware, paper products etc
- Remove all food and food service products
- All tables should be wiped down regardless if you had linens
- Sweep all debris from carpet that a vacuum will not pick up. The carpet should be vacuum ready
- Remove everything from the facility that was brought into the facility

### Kitchen/Service Corridor

**All equipment used must be cleaned and shut down according to the directions provided**

- Ice is to be dumped in the sink only, not in the dirt, sidewalk or parking lot
- Surface clean all appliances used
- Any grease remaining in kitchen needs to be removed from the facility
- Clean any spills or splatters from backsplash, oven fronts, oven racks or stove tops
- Wash all stainless steel surfaces (prep table and counter tops) with hot water and Neutracide
- Remove all food particles from sinks, wash with Neutracide and hot water
- Remove all food particles from the mesh trays inside the dishwasher and wash with dish soap and hot water; restack all dishwasher racks
- Empty the refrigerator of all food and drinks; clean with hot water and Neutracide and replace all refrigerator racks
- Make sure no food particles are left in garbage disposal
- Sweep all debris from floors and mop with hot water and Neutracide; rinse out used mops in clean hot water and Neutracide
- Wipe down all counters and sinks in service corridor with hot water and Neutracide
- Make sure all used rags are properly disposed in garbage bag and placed in dumpster

## Insurance and Indemnification

Applicant shall indemnify, defend and hold harmless City of Concord, its officers, employees, agents and volunteers against and from claims or suits for damages or injury/death arising out of or in any way related to Applicant's rental/use of Centre Concord and shall further indemnify and hold harmless City of Concord, its officers, employees and volunteers against and from claims or suits to arising out of or in any way related to such use, including but not limited to all costs, attorney's fees and costs of defense, expenses, and liabilities related to any claim or action or proceeding brought within the scope of this indemnification clause.

All applicants shall provide the City of Concord with a valid Certificate of Liability Insurance written through carriers acceptable to the City of Concord. Such certificate shall provide Bodily Injury and Property Damage Liability protection in the amount of \$1,000,000 per occurrence. If alcohol is to be sold, liquor liability coverage is required. The Certificate of Insurance shall name the City of Concord, its officers, employees and volunteers as an Additional Insured under the aforesaid policy in conformance with the Hold Harmless Agreement as outlined above, and must specify that the applicant's insurance shall be primary to any insurance carried by the City. The certificate shall be properly executed with an original signature of an authorized agent of the insurance company and is due at the time final payment is made.

- NOTE: Please contact your insurance agent regarding whether or not your homeowner's policy may be extended to cover your event. If your insurance company does not cover your event, you may purchase liability insurance for your event through the City of Concord. Please discuss insurance needs and costs with a facility reservation representative. A processing fee may be charged for this service.

By signing this document I certify that I have read, reviewed, and understand all of the existing rules, regulations and conditions set forth by the City of Concord governing the use of the facility/facilities specified above (*including the facilities Cleaning Responsibilities*), and that I and my organization will take full responsibility for ensuring that the use of the facility/facilities is in full adherence to and compliance with these conditions, and upholding my/our responsibilities. If minors use the facility/facilities, I will accept responsibility for them throughout the period covered by this agreement.

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Print Name

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Sign Name

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Date